



## Coordinated Assessment

### What is Coordinated Assessment?

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- Coordinated Assessment is a chance for you to let multiple programs in the community know that you would like some help finding housing. You will also get the chance to tell us what your housing and support needs are, and we will try to give you as many resources as possible.

### What can I expect?

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- You will sit down with a staff member to update your current profile or create a profile, and complete a short survey (the exact time to complete will depend on your family size and whether you already have profiles).
- We will then see a list of program types that are able to meet the needs you identify as part of the survey, and you will be asked some additional questions to see which recommended programs you are eligible for and interested in.
- There is a chance you may not qualify for any programs. Even if you do qualify for a program, there may not be any openings in that program at the time you complete the assessment. We will save and record your information, and we will always ask programs to help the household that is in the greatest need first.
- Because different programs prioritize different needs in different ways, **there is no way to tell how long** it may be until a program might have an opening for you. The most important thing is that you be honest about your needs so that we can try to connect you with the right program that will actually be able to help you.
- Whether you qualify for a program or not, this is just one step in your search for housing. After the assessment, we'll go over your housing plan to see what else we can accomplish to help you with your housing goals.

### What is it NOT?

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- This is NOT a housing waitlist or a housing application.
- Even if you qualify for a program, this is NOT a guarantee for housing or financial assistance.
- Coordinated Assessment staff conducting your assessment are NOT case managers. They will NOT be “handling your case” following the assessment.

### What happens after the assessment?

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- Remember, there are no guarantees and no timelines. Coordinated Assessment is **just one step** in your housing search. Do not stop here!
- If a program has an opening for which you qualify, they will attempt to contact you directly. Be absolutely sure you have some way for us to reach you. There is no need to contact assessment staff again unless you need to update your contact information (such as a phone number change or a new case manager).
- It is important for you to continue accessing every opportunity you possibly can. Be prepared to discuss what you have tried recently to get yourself into housing. What has worked in the past? What hasn't worked? What are your greatest resources that could help you get into housing? Keep a journal, if possible.
- If you are in case management with a program now, continue to work with your case worker on your housing goals.
- Many programs in the community do not participate in this process yet. As part of Coordinated Assessment, staff will provide you with a list of external resources that you can try to access on your own or with your case manager.

### Where can I complete the assessment?

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- Assessment staff are generally available at Front Steps (the ARCH) Mon, Wed, Thurs, and Fri 9:30am to 4:00pm, and Tues 9:30am to 12:00pm. Updated, expanded hours will be released within the next few weeks.
- Assessment staff can also be reached through the Caritas of Austin Client Intake Line at 512-472-4135 Mon - Thurs 8:00am - 4:00pm, Tues 8:00am - 6:00pm, and Fri 8:00-10:00am. Please note that due to high call volume, Caritas is only able to assess households experiencing homelessness and veteran households at this time.