

Charlotte-Mecklenburg Coordinated Assessment Information Sheet

Charlotte-Mecklenburg operates a Coordinated Assessment (CA) system as a portal of entry process that aims to connect homeless individuals and families, or those at imminent risk, to an existing available shelter/housing resource in our community.

Coordinated Assessment uses a specific definition of **homeless**. A **homeless** person is someone:

- Living in a place not meant for human habitation, or
- Living in emergency shelter (including domestic violence shelter), or
- Living in transitional housing for homeless persons, with an imminent exit date, or
- Exiting an institution where they temporarily resided for up to 90 days (and were in a shelter or a place not meant for human habitation immediately prior to entering that institution), or
- Likely to meet one of the above definitions within the next 72 hours for individuals and 14 days for families with dependent children.

Assessment Locations, Hours, and Contact Information: *

Men's Shelter of Charlotte (MSC). 1210 N. Tryon Street, Charlotte NC 28206. 704-334-3187

7:00 AM – 12:30, 1:30 - 3:00 PM Monday-- Friday

Salvation Army Center of Hope: 534 Spratt Street, Charlotte, NC 28206. (704) 348-2560

9:00 AM – 6:00 PM Monday--Thursday

9:00 AM – 4:00 PM Fridays

Saturday hours may be available at the Salvation Army Center of Hope. Please call ahead.

Urban Ministry Center (UMC): 945 N College Street, Charlotte, NC 28206. (704) 347-0278

8:30 AM – 12:30, 1:30 - 3:30 PM Monday-Friday

*At this time, Coordinated Assessments will not be available Wednesdays 12-2

At any time, people seeking domestic violence services or in imminent danger:

Safe Alliance Domestic Violence Shelter, (704) 944-0169 (location confidential)

After assessment hours, homeless individuals and families should be directed to an emergency shelter:

Single Adult Men: Men's Shelter of Charlotte

Single Women and Families: Salvation Army Center of Hope

Youth under the Age of 18: The Relatives, (704) 501-8260, 1100 East Boulevard

For our community partners: To better serve inquiries about housing in general, please follow these directions before referring to Coordinated Assessment (CA):

- Verify that the person is currently homeless, or will be homeless within 72 hours for individuals and 14 days for families. If so, provide the listing and hours of operation of the designated CA locations. If not, do not refer to CA.
- If you are a housing provider, explain your program's eligibility requirements BEFORE referring to CA. It is important to give clients the best and most accurate information possible the first time they reach out to a homeless service/housing provider.

Steps of Coordinated Assessment Process:

- Homeless client is pre-screened for eligibility for Coordinated Assessment. Eligibility includes meeting the definition of homelessness previously described in this document and Mecklenburg County residency.
- If eligible, client is interviewed by a trained assessor. The same questions are asked at every site, and all available shelter/housing interventions are reviewed with the client at all assessment locations.
- Based on results of the assessment, the client may be prioritized for a housing intervention. Every attempt is made to provide the client with access to shelter when there is availability.

CA uses the Vulnerability Index – Service Prioritization Decision Assistance Tool (VI-SPDAT) v2.0 for both individuals and families experiencing homelessness or at very imminent risk. “The SPDAT is an evidence-informed approach to assessing an individual’s or family’s acuity. The tool, across multiple components, prioritizes who to serve next and why, while concurrently identifying the areas in the person/family’s life where support is most likely necessary in order to avoid housing instability.” Orgcode.com

Why Coordinated Assessment?

In a Coordinated Assessment system, households experiencing homelessness (or imminent homelessness):

- Know exactly where to go to get help;
- Are assessed in a standard and consistent way;
- Are matched with the housing/services that best meet their needs, as available.

By assessing everyone the same way, the community can be strategic about its limited resources and where resources may need to be redirected or added. Coordinated Assessment however is not a housing program or a guarantee of shelter or housing.