

# System Access Tool

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## Identify & Engage

There are several crisis hotlines to engage homeless households based on their reason for homelessness, location, and/or if they are seeking emergency shelter. The Department of Social Services (DSS) manages emergency shelter referrals in Long Island.



## NASSAU/SUFFOLK COUNTIES

### Continuum of Care

Nassau and Suffolk Counties Continuum of Care (CoC) is an area of providers that seeks to prevent homelessness and stably house people currently experiencing homelessness through an efficient system.

Coordinated Entry System (CES) is an important process through which people experiencing or at risk of experiencing homelessness can access the crisis response system in a streamlined way, have their strengths and needs quickly assessed, and quickly connect them to appropriate, tailored housing and mainstream services within the community or designated region.

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## Provide Emergency Services

Emergency services are offered to households experiencing homelessness through a variety of provider agencies, some that specialize in providing services to special subpopulations like youth, those fleeing domestic violence, and veterans. These services include shelter, street outreach, and drop-in centers that provide basic needs to households.

### Street Outreach

[Long Island Homeless Coalition \(LICH\)](#)  
Hotline: (631) 464-4314 x118

\*When contact information is provided, the expected turnaround time for outreach is 3 business days.

### Emergency Lines for Prevention and Shelter

Nassau DSS:  
Before 4pm: (516) 227-8519  
After 6pm: (516) 573-8626

Suffolk DSS:  
Before 4pm: (631) 854-9935  
After 4:30pm: (631) 854-9100

### Need Help?

Households can find community resources to resolve their housing crisis at [LICH's resource page](#).

COORDINATED ENTRY SYSTEM

### Street Outreach

- Metropolitan Transportation Authority (MTA) Street Outreach
- [Federation Peer Outreach with Evening Recreation \(POWER\)](#)
- Nassau County HIT
- Suffolk County DSS Commissioner's Response Team
- Supportive Services for Veteran Families

### Emergency Shelter

- Adult shelters
- Family shelters
- Domestic violence shelters
- Veterans shelter
- Pregnant and parenting youth shelter
- Runaway homeless youth shelter

### Drop-In Centers

- [INN Center for Transformative Change](#)
- [Pax Christ Hospitality Center](#)
- [Maureen's Haven](#)



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## Access to Housing & Services

All households seeking assistance, as well as those with the longest lengths of time homeless as indicated in HMIS, are engaged to complete a Pre-Screen survey. This Pre-Screen survey collects basic data including contact information, household composition, and length of time homeless. Households are then prioritized for follow-up for a full housing assessment based on the longest reported length of time homeless.<sup>1</sup>

### Assessment

**Centralized Access Point:** LICH Hotline: Call (631) 464-4314 x118 or email [referrals@addresssthehomeless.org](mailto:referrals@addresssthehomeless.org).

**DV Access Point:** Visit the [The Safe Center LI and other DV Shelters](#) or email [DVCES@tscli.org](mailto:DVCES@tscli.org).

**Pre-Screen:** Households with longest time of homelessness are actively engaged for a pre-screen by LICH. Newly homeless households seeking assistance can contact LICH for an assessment.

**Assessment:** Full housing assessment administered by LICH or secondary screening sites to those with longest length of time homeless

### DV Providers

After assessment by the DV Access Point, staff submit a deidentified client ID number to the CES Coordinator, along with household size and assessment score.

\*The wait time to receive a housing referral after being assessed is based on the most current prioritization protocol and resource availability. CES Participants should be informed that housing resources are scarce and they should seek all other resources to resolve their homelessness. **An assessment does not guarantee access to housing.**

## NASSAU/SUFFOLK COUNTIES

### Continuum of Care



1. While households experiencing homelessness can still access Coordinated Entry through the LICH Hotline and Access Partners mentioned in this document, please note that assessment processes and prioritization criteria have temporarily changed due to COVID-19 response.

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## Provide Housing & Services

The CES Coordinator is responsible for ensuring that appropriate referrals are made based on the prioritization order, targeting services to those with the longest lengths of time homeless. The goal of CES referrals are to move people into permanent housing as quickly as possible by removing as many barriers to entry as possible such as being screened out because of income, active alcohol/substance use, criminal history or by mandating services.

### CE SYSTEM REFERRAL

### Rapid Re-Housing

#### Priority Population:

- Literally homeless households with longest history of homelessness
- 90% target families
  - 10% target single adults

#### RRH Resources for Subpopulations:

- Youth and Young Adults: 5% of overall CoC RRH resources are dedicated to YYA
- Veterans: SSVF is a veteran-serving RRH program funded by Veteran Affairs
- Households Fleeing Domestic Violence: prioritizes highest VI-SPDAT score, then length of time homeless

### Permanent Supportive Housing

#### Priority Population:

Chronically homeless households with the longest history of homelessness

### Supportive Services Linkages

- Employment and Workforce Development
- Education
- Mental Health Services
- Substance Use Treatment
- Healthcare
- Legal Services
- Child Care
- LGBTQ Support
- HIV/AIDS Services