

# Are you in a housing crisis?

## Call or link to the ACCESS site for your county.

### BECKER

(218) 847-1385 or [online](#)

### CLAY

Call 211

### DOUGLAS

(320) 304-3458 or [online](#)

### GRANT

(320) 304-3458 or [online](#)

### OTTER TAIL

(218) 739-3011 or [online](#)

### POPE

(320) 304-3458 or [online](#)

### STEVENS

(320) 304-3458 or [online](#)

### TRAVERSE

(320) 304-3458 or [online](#)

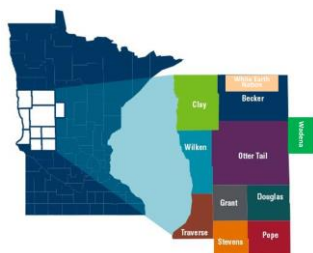
### WADENA

(218) 632-3600 or [online](#)

### WILKIN

(218) 512-1500 or [email us](#)

Additional information on available services can be found at <https://www.homeless-to-housed.com/homeless-resources>.

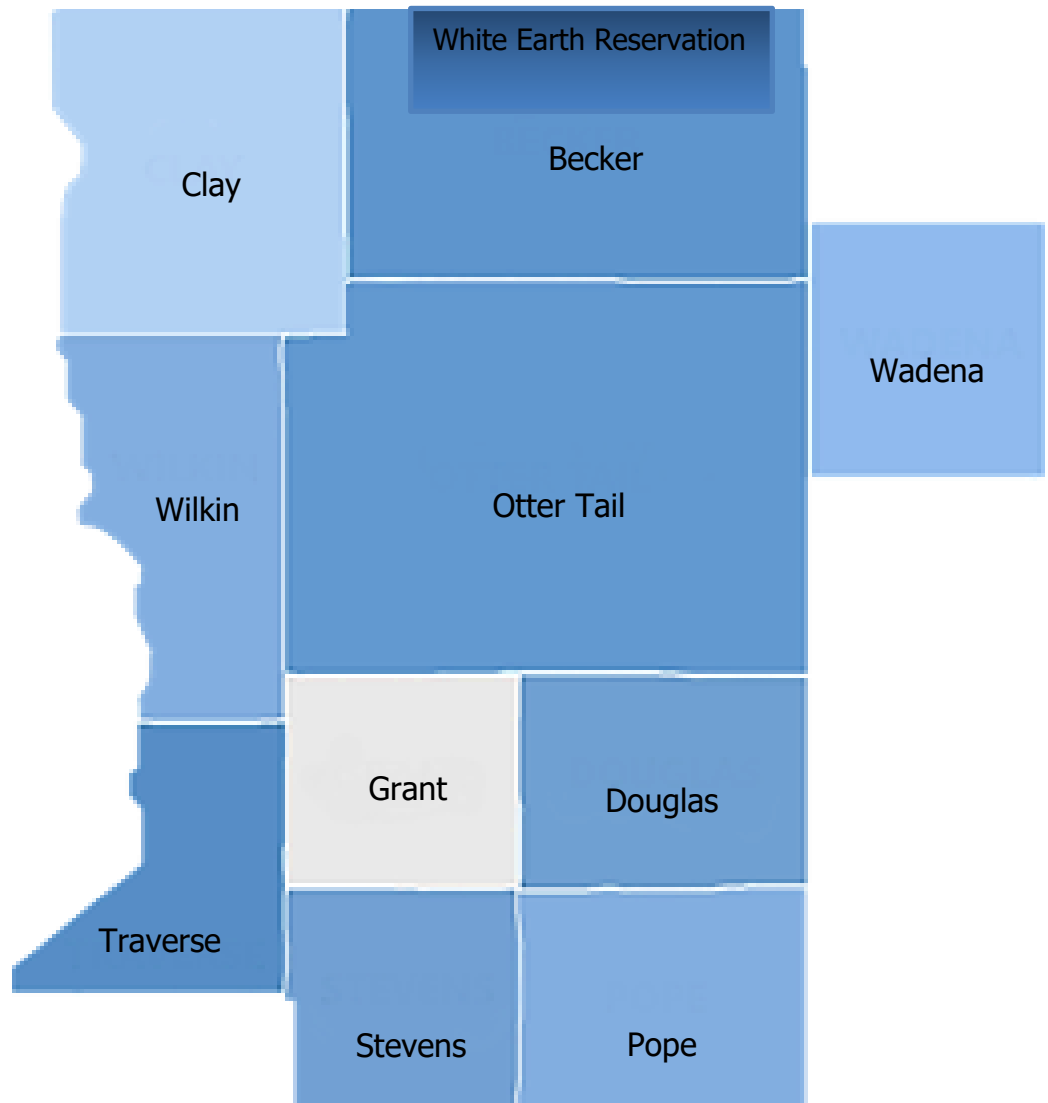


If you are fleeing domestic violence contact MN Day One Crisis line along with a local assistance provider.

**Day One Call:** (866) 223-1111 or (615) 399-9995

**Lakes Crisis:** (218) 847-8572 located in Becker County

**Someplace Safe:** 24-hour crisis line (800) 974-3359 serving Douglas, Grant, Otter Tail, Pope, Stevens, Traverse, Wadena, and Wilkin Counties





## Coordinated Access, Referral, Entry, and Stabilization

The West Central Minnesota Coordinated Access, Referral, Entry, and Stabilization (CARES) System is not a program, but how we have designed our regional homeless response system. Utilizing progressive engagement, CARES provides multiple points of access to our homeless system and utilizes standardized processes and tools to support equitable and rapid linkage to mainstream and homeless services.

CARES helps our CoC identify, document, and evaluate system needs, as well as prioritize limited resources, assuring those who are most in need of services are prioritized for services. CARES is designed to help accomplish our CoC's vision of making homelessness rare, brief, and one-time.

**CARES is a coordinated and standardized approach to respond to those in a housing crisis that:**

- uses standardized policies, processes, and tools, while acknowledging that each person's situation, goals, and needs are unique.
- uses real-time, region-wide data for system planning.
- prioritizes limited resources to those who are least likely to resolve their housing crisis without additional assistance.

**Components of our system include:**

### Access

The first point of entry for anyone in a housing crisis. Access sites use a triage tool, problem solving, and linkage to mainstream, natural, and community supports to help people resolve their housing crisis. The tool also helps to identify and prioritize who would benefit from shelter and prevention services and a Housing Assessment.

### Assessment

A housing assessment process is used to gather information on each household to help identify, prioritize, and match people to housing programs for people who are homeless.

### Assignment

1. The CoC maintains a Priority List of all those assessed for housing assistance.
2. Housing programs request a referral when they have an open unit or voucher available.
3. The Priority List Manager sorts the Priority List and sends a referral to the housing program based on CARES policies.
4. Housing Providers then verify eligibility and make a housing offer.

### Stabilization

Last, but not least, stabilization services support people once they are housed, by providing them with support, information, and resources that support long-term stability in safe and affordable housing.

**CARES works when each CARES service partner does their part to make the system transparent, person-centered, equitable, and coordinated.**

- People are informed of the process.
- People's individual needs, strengths, circumstances, and choices are incorporated.
- Accurate, complete, and timely information is gained and reported.
- Housing First and Trauma Informed practices are understood and followed.
- People are connected to vital resources.
- Limited resources are prioritized to those who need them the most.
- Staff utilize motivational interviewing and creative engagement strategies.