DURHAM COORDINATED ENTRY GUIDEBOOK

FOR URBAN MINISTRIES OF DURHAM

Contents

# Section: Receiving Referrals from Front Door

CE Central will send client referrals for both the Single and Families shelters for every entry. CE Central will contact the client with information about shelter intake procedures.

Step 1: Find Outstanding Referrals

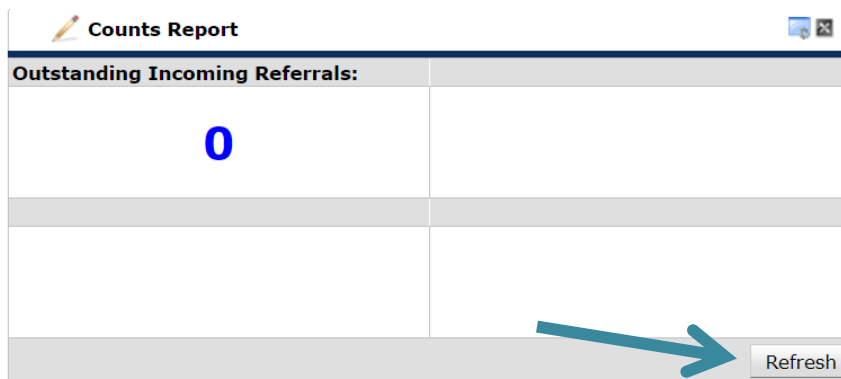Shelter staff will then update the outcome of the Referral in HMIS by first finding the clients who were referred.

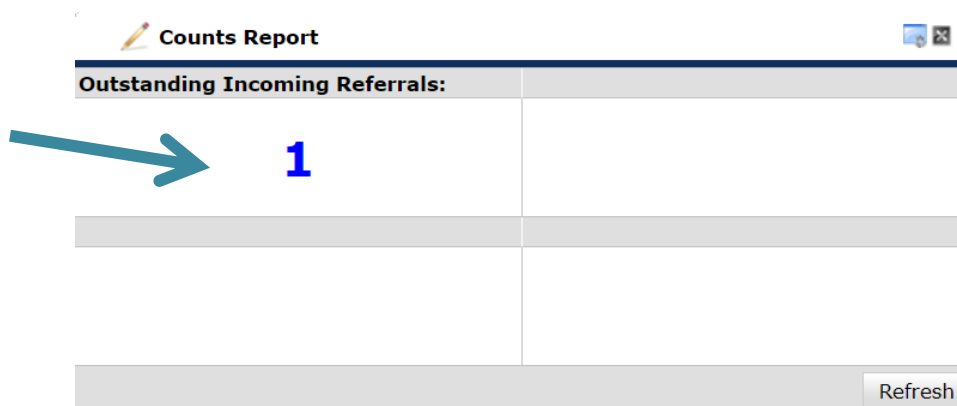### Find outstanding referrals via Dashlet

1. Confirm *Enter Data As* for the project you want to check incoming referrals for.
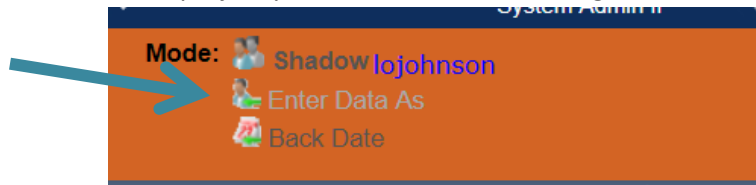
2. Click *Refresh* on *Counts Report Dashlet.*

3. Click blue hyperlinked number under *Outstanding Income Referrals* to check referrals for that project.

4. Click blue hyperlinked *Client ID* to navigate to *Client Profile* for entry and referral outcome updates.

▼ Count Details   🗙

Client ID	Call Record ID	Group ID	Household ID	Referral Date	Referral Ranking	Need Type	Refer
16				07/25/2019		Emergency Shelter	CE Ce

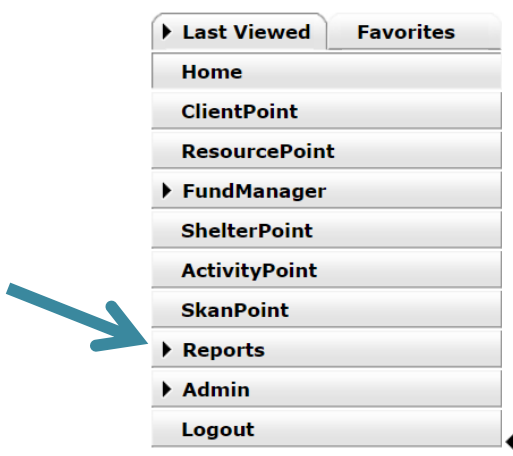Download Full Report   Showing 1-1 of 1
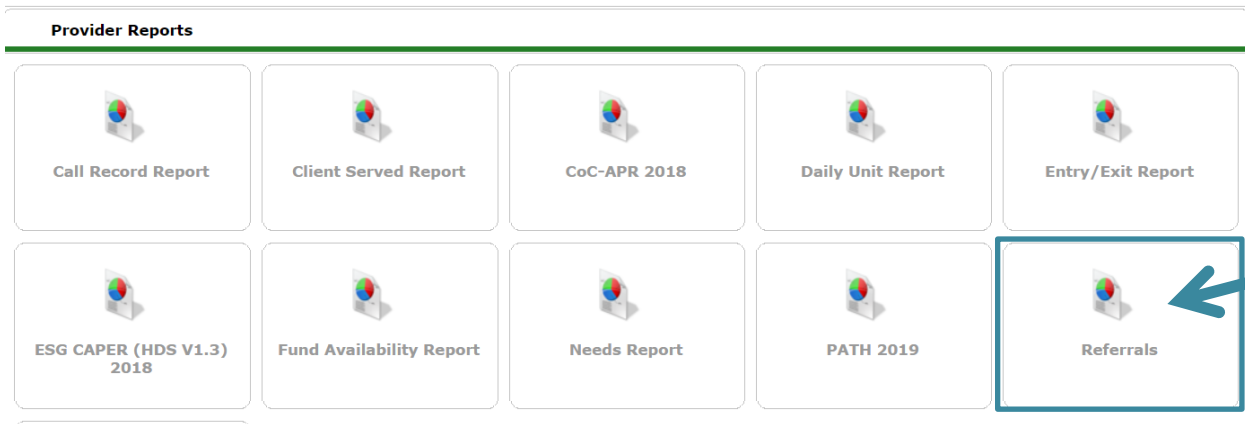
Find outstanding referrals via Referral report.

1. Confirm *Enter Data As* for the project you want to check incoming referrals for.

Mode: Shadow lojohnson
Enter Data As
Back Date

2. Click *Reports*.

▶ Last Viewed   Favorites
Home
ClientPoint
ResourcePoint
▶ FundManager
ShelterPoint
ActivityPoint
SkanPoint
▶ Reports
▶ Admin
Logout

3. Click *Referrals* report.

Provider Reports

A. Complete report prompts
  i. Ensure *Provider* is correct based on EDA mode.
     *if provider does not auto populate correctly then you might not be in the correct EDA mode and this will impact your report.
  ii. Select *This provider ONLY.*
  iii. Select *Incoming referrals to provider* from *Referral Type.*
  iv. Select *Outstanding* for *Referral Status.*
  v. Enter your date range you want to check referrals for.
  vi. Default *Sort Order* is by date, custom sorting is not required.

Report Options

Provider*	Urban Ministries of Durham - Durham County - Singles Emergency Shelter - Private (5838)
	○ This provider AND its subordinates ● This provider ONLY
Referral Type*	Incoming referrals to provider ▾
Referral Status	● Outstanding ○ Closed ○ ALL
Referral Outcome	-All- ▾
Referral Date Range	07 / 20 / 2019 07 / 26 / 2019
Sort Order	Please Select a Sort Order [Select] [Clear]

B. Click *Build Report.*

Report Options

Provider*	Urban Ministries of Durham - Durham County - Singles Emergency Shelter - Private (5838) ▾
	○ This provider AND its subordinates ● This provider ONLY
Referral Type*	Incoming referrals to provider ▾
Referral Status	● Outstanding ○ Closed ○ ALL
Referral Outcome	-All- ▾
Referral Date Range	07 / 20 / 2019 07 / 26 / 2019
Sort Order	Name *(Ascending)* Referral Date *(Ascending)* Referred By *(Ascending)* [Select] [Clear] Need Type *(Ascending)* Need Notes *(Ascending)* Referral Outcome *(Ascending)*
Export Report	[Build Report] [Clear]

C. *Notes* may be viewed for clients by hovering the mouse over the notepad icon. CE Central staff will update the "notes section" with direction on the bed/room the client was placed in and household composition. Any additional needs they may have will also be identified here.
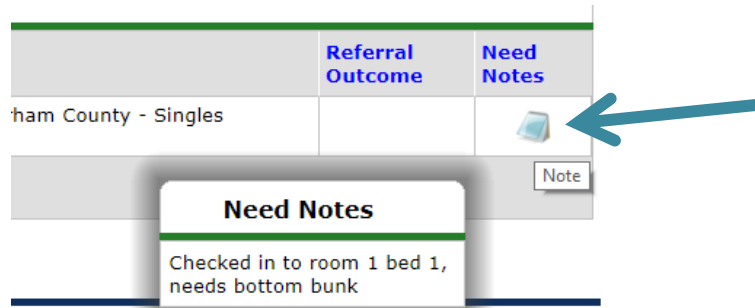
D. Review for outstanding referrals. Click blue hyperlinked *Name* and *Client ID* to navigate to *Client Profile* for entry and referral outcome updates.

Report Results

	Referral Date	Name	Group ID	Ranking	VI-SPDAT	TAY-VI-SPDAT	VI-FSPDAT	Need Type	Referred By	Referred To	Referral Outcome	Need Notes
☐	07/25/2019 2:00:00 AM	(16) Ice Cream, Flavor of						Emergency Shelter	CE Central - Durham County - DSS Front Door	Urban Ministries of Durham - Durham County - Singles Emergency Shelter - Private		📋
Select ALL		Clear							Showing 1-1 of 1			

Step 2: Check-in Clients into *ShelterPoint*

If client/household presents at Shelter for intake, check them into the right bed(s)!

1. Go to *ShelterPoint* and find correct bed list for this client/household

2. Find the client/household in the Outstanding Referrals section

		Referral Date ▼	Name	Ranking	VI-SPDAT	VI-FSPDAT	TAY-VI-SPDAT	Need Type	Referred By	Date of Birth	Gender	Group ID
✏️	🧑➕	08/28/2019	(76) Hathcock, Wednesday					Emergency Shelter	CE Central - Durham County - DSS Front Door (7611)	1975	Male	
✏️	🧑➕	08/28/2019	(84) Baxter, Wednesday					Emergency Shelter	CE Central - Durham County - DSS Front Door (7611)	1976	Female	
✏️	🧑➕	08/28/2019	(13) Stacy, Gwen					Emergency Shelter	CE Central - Durham County - VoA Front Door (7612)	1995	Female	
✏️	🧑➕	08/23/2019	(250) Champ, Fred					Emergency Shelter	CE Central - Durham County - DSS Front Door (7611)		Male	
✏️	🧑➕	08/23/2019	(251) Brunch, Daphne					Emergency Shelter	CE Central - Durham County - DSS Front Door (7611)		Female	
✏️	🧑➕	08/23/2019	(252) Doo, Velma					Emergency Shelter	CE Central - Durham County - DSS Front Door (7611)		Female	

Outstanding Referrals - Urban Ministries of Durham - Durham County - Singles Emergency Shelter - Private (5838) - 6 total   [Check Unit Availability]

Showing 1-6 of 6

[Return to ShelterPoint Dashboard]   [Print ID Cards] [Update Confirmation List] [Transmit Today's Check Out List]

3. Check-in household with complete information
   a. *Assign Unit* to your client from the Shelter Unit List.

Unit Entry Data - (13) Stacy, Gwen

Date In *	08 / 28 / 2019 📅 🔄 📅 5 ▼ : 07 ▼ : 19 ▼ PM ▼ [Midnight Check In]
Unit Name / Number	Overflow [Assign Unit]
Supplies Given	[_____]
Locker number	[_____]
Codes/Notes	[_____]

[Change] [Clear]

   b. Assign household members to appropriate Unit (if applicable)
   c. Complete the Electronic ROI for all household members

Unit Entry Data - (13) Stacy, Gwen

Date In *	08 / 28 / 2019 5 ▼ : 07 ▼ : 19 ▼ PM ▼
Unit Name / Number	* / Beds / Bed 062
Supplies Given	
Locker number	
Codes/Notes	

Midnight Check In

Assign Unit

Change   Clear

▼ **Household Members**

This Client is not a member of any Households.

Release of Information

Release of Information	None	View ROI Details

Entry Data

Provider *	Urban Ministries of Durham - Durham County - Singles Emergency Shelter - Private (5838) ▼
Type *	HUD ▼

Project Start: ES   Date: 08/28/2019 05:07:19 PM 🔒

i. Add new eROI for 1 year
ii. Identify the Documentation for the privacy and consent conversation (*Signed Statement by Client*)
iii. Identify the Witness as the staff conducting the privacy and consent conversation (initials okay)

Release Of Information ⊠

Release of Information - (13) Stacy, Gwen

Household Members

This Client is not a member of any Households.

Release of Information Data

Provider *	Urban Ministries of Durham - Durham County - Singles Emergency Shelter - Private (5838) [Search] [My Provider] [Clear]
Release Granted *	-Select- ▾
Start Date *	08 / 28 / 2019
End Date *	__ / __ / ____
Documentation	-Select- ▾
Witness	

[Save Release of Information]   [Cancel]

       iv.

    d. Complete full Intake assessment (Project Start: ES) for the head of household

        i.   Confirm or complete any data that is already entered

        ii.   Save & Exit

4. Find the other household members

        i.   Confirm that all household members have appropriate bed placement

        ii.   Click on each household member's name to add their Intake Assessment responses (Project Start: ES)

Step 3: Update Referral Outcome

The outcome of every referral must be recorded in HMIS.

Update Referral Outcome through ShelterPoint (if intake successful)

1. Go to *ShelterPoint*, select the correct list, and select View All

2. Scroll down to the client's name and click on their name

    a. Click on the *Service Transaction* tab

    b. Click on the *Referrals* tab and click on the pencil for today's referral

Unit Stay Entry Data

Stay Data	Entry / Exit	Release of Information	Service Transactions

Needs	Services	**Referrals**	Shelter Stays

Previous Referrals

Select Dates	Start Date		End Date			
-Select- ▼	___ / ___ / ___		___ / ___ / ___		More	Search

		Need Date	Referred Date	Referred To	Referral Outcome	Need Type	Need Status	Need Outcome
✏️	🗑️	08/23/2019	08/23/2019	Urban Ministries of Durham - Durham County - Singles Emergency Shelter - Private	Accepted	Emergency Shelter	In Progress	Fully Met

Add Referral		Showing 1-1 of 1

Delete This Shelter Stay	Jump to Profile		Save	Save & Exit	Exit

        i.   You may see a pop-up appear warning you about leaving this page. Click ok.
    c.   Back Date mode will appear. Click *Use Current System Date* to keep the live data.
    d.   Update the Referral outcome to *Accepted*

Referral Data   Send Summary

Referred-To Provider	Urban Ministries of Durham - Durham County - Singles Emergency Shelter - Private (5838)
Needs Referral Date *	08 / 23 / 2019 4 ▼ : 48 ▼ : 28 ▼ PM ▼
Referral Ranking	-Select- ▼
VI-SPDAT Score	Please Select a VI-SPDAT Score Search Clear
TAY-VI-SPDAT Score	Please Select a TAY-VI-SPDAT Score Search Clear
VI-FSPDAT Score	Please Select a VI-FSPDAT Score Search Clear
Referral Outcome	Accepted ▼

Update Referral Outcome through *ClientPoint* (if intake unsuccessful)

    1.   In client's profile select *Service Transactions* tab.

Client - (16) Ice Cream, Flavor of   🔓

(16) Ice Cream, Flavor of
Release of Information: **Ends 07/09/2020**

Client Information						Service Transactions		

Summary	Client Profile	Households	ROI	**Entry / Exit**	Case Managers	Case Plans	Measurements	Activities

        ℹ️ Reminder: Household members must be established on Households tab before creating Entry / Exits

Entry / Exit

	Program	Type	Project Start Date	Exit Date	Interims	Follow Ups	Client Count
🗑️	Urban Ministries of Durham - Durham County - Singles Emergency Shelter - Private (5838)	HUD	✏️ 07/25/2019	✏️	📋	📋	🔍 👤

Add Entry / Exit	Showing 1-1 of 1

2. Click *View Entire Service History.*

Client Information		Service Transactions

Service Transaction Dashboard

Add Need   Add Service   Add Multiple Services   Add Referrals   View Previous Service Transactions

View Shelter Stays   View Entire Service History

3. Find the appropriate referral from the CE Front Door project and click the edit pencil on that row.

All Service Transactions

Select Dates   Start Date   End Date

-Select-   __/__/_____   __/__/_____   Search

		Transaction Type	Date	Provider	Type	Need Status / Outcome	Need Goal
✏️ ⊕ ⊞ 🗑️		Need	07/25/2019	CE Central - Durham County - DSS Front Door	Emergency Shelter	In Progress / Service Pending	
✏️	🗑️	Referral	07/25/2019	Urban Ministries of Durham - Durham County - Singles Emergency Shelter - Private	Emergency Shelter		

Showing 1-1 of 1

4. Scroll to the *Referral Data* section and update the *Referral Outcome* to either *Accepted* or *Declined* or *Cancelled.*

    A. If client/household completes shelter intake
        i. Confirm the outcome of the referral as *Accepted*

    B. If client/household is a No-Show
        i. Confirm the outcome of the referral as Cancelled and the reason as *Client Did Not Return*
        ii. Include the bed the client had been placed in, into the Vacancy form

    C. If client/household is declined by Shelter (and never gets to Intake)
        i. Confirm the outcome of the referral as Declined and the reason as *Client was denied services*

Referral Data

Referred-To Provider	Urban Ministries of Durham - Durham... e (5838)
Needs Referral Date *	07 / 25 / 2019 ... 2 ▼
Referral Ranking	-Select- ▼
VI-SPDAT Score	Please Select a VI-SPDAT Score S
TAY-VI-SPDAT Score	Please Select a TAY-VI-SPDAT Score
VI-FSPDAT Score	Please Select a VI-FSPDAT Score
Referral Outcome	Declined ▼
If Canceled or Declined, Reason	-Select- ▼

Dropdown options:
- -Select-
- Active Addiction
- Agency Funds Not Available
- All Services Full
- Already Provided By Other Provider
- Banned Client
- Client Could Not Be Contacted
- Client did not return/complete application
- Client Not Eligible
- Client Refused Service
- Client was denied services
- Ineligible-No Children
- Ineligible-not homeless
- Ineligible-Over Income
- Ineligible-Under Income
- Pending Action Accounting
- Pending Approval
- Service Does Not Exist
- Service Not Accessible

    ii. *Save and Exit* the referral

    iii. Include the bed the client had been placed in, into the Vacancy form

  D. If client/household is cancels Shelter

    i. Confirm the outcome of the referral as Cancelled and the reason as *Client Refused Service*

    ii. Include the bed the client had been placed in, into the Vacancy form

    iii. *Save and Exit* the referral

Referral Data   Send Summary

Referred-To Provider	Families Moving Forward - Durham County - The NEST - City ESG State ESG (7071)
Needs Referral Date *	09 / 05 / 2019 ... 4 ▼ : 36 ▼ : 26 ▼ PM ▼
Referral Ranking	-Select- ▼
VI-SPDAT Score	Please Select a VI-SPDAT Score Search Clear
TAY-VI-SPDAT Score	Please Select a TAY-VI-SPDAT Score Search Clear
VI-FSPDAT Score	Please Select a VI-FSPDAT Score Search Clear
Referral Outcome	Canceled ▼
If Canceled or Declined, Reason	Client Refused Service ▼

Follow Up Information

    i. Find the *Need Information Notes* to edit with additional information the client gave you

      1. Click on the pencil icon next to the referral (yes, it's the one you just edited)

    ii. Find the *Need Information* section and click on the pencil icon

Household Members

To update Household members for this Referral, click the box beside each name.

☐ (54) Child w/single parent

☑ (177) Bryant, Kobe

☑ (189) Bryant, Tommy

Include Additional Household Members

Need Information

Need	Emergency Shelter (BH-1800)
Provider	CE Central - Durham County - VoA Front Door (7612)
Date of Need	09/05/2019 04:36:26 PM
Amount if Financial	No amount entered.
Notes	9.5.19 2:37 pm Family's intake scheduled for 5pm for Room 6. CJ

iii. Add notes about the client's reason for canceling, where they will stay tonight, and whether they want shelter tomorrow. Make sure they are properly formatted.
1. New notes will go above the previous notes
2. The first row of the note will be the Date and Time
3. The second row will be the note information and your initials

iv. Click *Save & Exit*

Need Information

Provider *	CE Central - Durham County - VoA Front Door (7612)
Need *	Emergency Shelter (BH-1800) Look Up
Date of Need *	09 / 05 / 2019 4 : 36 : 26 PM
Amount if Financial	
Notes	9.5.19 5:49 pm Family received offer to stay with family, canceled shelter. Advised family they may risk their position on the waitlist. SM 9.5.19 2:37 pm Family's intake scheduled for 5pm for Room 6. CJ

v. Include the bed the client had been placed in, into the Vacancy form

Referral Outcome Reference Table

The table below lists how to respond is all four types of situations after a referral is made. There are more options available in the Referral Outcome Reason, but only use the options below.

Referral Result	Referral Outcome in HMIS	Referral Outcome Reason in HMIS

Intake happens	Accepted	-
Client declines shelter	Canceled	Client Refused Services
Shelter declines client	Declined	Client was denied services
Client no-shows	Canceled	Client did not return

Step 4: Update Shelter Customized Questions

If the client's Referral is successful, continue to the shelter's customized questions.

1. Go to the Assessments tab
2. The Default Assessment will be your Shelter's customized questions
3. Complete the questions appropriately and Save & Exit

Section: Exiting a Client

In HMIS, clients should have continuous Entries for every night they stay in the shelter. When a client no longer uses a bed, they should be Exited. Whether clients leave for positive, neutral, or negative reasons, the steps to exit clients from HMIS.

1. Check your EDA mode. Make sure that you are entering data as the correct shelter project.

2. Go to *ShelterPoint*, select the correct list, and select View All

3. Scroll down to the client's name and click on the red minus icon in the left-hand column

Shelter Inventory Information

Unit List - Single Men

Display [All Beds ▾] Sort By [Floc]

	Date In	Floor	Room	Bed	Hold	Client	Date of Birth	Gender
🔧➕		*	Beds	Bed 001	Hold	EMPTY		
🔧➕		*	Beds	Bed 002	Hold	EMPTY		
🔧➕		*	Beds	Bed 003	Hold	EMPTY		
🔧➕		*	Beds	Bed 004	Hold	EMPTY		
🔧➖	08/28/2019	*	Beds	Bed 005		(12) Phillips, Wednesday	02/02/1995	Male

4. A new window will appear with the basic information of *Date Out* and *Unit Name/Number*. Confirm this information is correct.

5. Record the most appropriate response for *Reason for Leaving* and *Destination*.

    a. Common Reasons for Leaving:
        i. *Completed program* is when a client leaves after moving into housing with support from the shelter
        ii. *Left for housing opp. before completing program* means that the client found other housing without direct support from the shelter
        iii. *Unknown/Disappeared* is used when shelter staff do not know the reason for leaving
    b. Common Destinations:
        i. *Place not meant for habitation* is used when the client is returning to a Literally Homeless situation (not shelter)
        ii. *Emergency Shelter, including hotel or motel stay paid for with emergency shelter voucher* refers to a temporary location paid for by the shelter or another community non-profit
        iii. *Hotel or motel stay paid for without emergency shelter voucher* is when the client pays for a temporary location themselves
        iv. *Permanent Housing (other than RRH) for formerly homeless persons* refers to Permanent Supportive Housing or Other Permanent Housing that does not require a disability but is dedicated to folks experiencing homelessness
        v. *No Exit Interview Completed* is used when no information about where the client is sleeping that night is available

Unit Exit Data - (12) Phillips, Wednesday

Date Out *	09 / 05 / 2019 📅 🔄 📅 10 ▾ : 21 ▾ : 07 ▾ AM ▾
Unit Name / Number	Bed 005
Supplies Returned	⦿ Yes ⦾ No
Reason For Leaving *	-Select- ▾
Destination *	-Select-

c.   Complete the Exit Assessment for Head of Household and Adults with the most up to date information

d.   Confirm that Disabling Condition, Health Insurance, Income, and Non-Cash Benefits are up to date

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Unit Exit Data - (12) Phillips, Wednesday

Date Out *	09 / 05 / 2019 🔂🔄✅ 10 ▾ : 21 ▾ : 07 ▾ AM ▾
Unit Name / Number	Bed 005
Supplies Returned	⦿ Yes ◯ No
Reason For Leaving *	Completed program ▾
Destination *	Rental by client, with RRH or equivalent subsidy (HUD) ▾

▶ **Apply Funds for Service**

Household Members

This Client is not a member of any Households.

Project Exit: SSO, ES, TH, RRH, OPH, SSVF RRH, HUD-VASH, GPD, HCHV, PSH (NCCEH)   Date: 09/05/2019 10:21:07 AM 🔒

Answer the questions in this section for ALL clients.

NC County of Service	Durham ▾ **G**

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2. If additional information is available, go to *ClientPoint* and navigate to the client's profile.
    a. On the *Client Profile*, confirm or update the client's contact information or emergency contact information
    b. Update any other information from *Client Notes* to *Service Transactions* from the client's profile

Section: Shelter Suspensions

Clients can be suspended from shelter following the Durham Coordinated Entry Policies and Procedures.

Step 1: Review Policy and Procedures

1. Confirm that client engaged in qualifying incident according to the policies and procedures.

2. Confirm that all required actions by staff have been taken appropriately.

3. Determine the length of referral suspension according to policies and procedures specifications.

4. Complete required Shelter Referral Suspension Form. Find the form on ncceh.org/durhamce.

Step 2: Add Incident to alert CE Central

1. Log in to HMIS, EDA into the correct shelter project and navigate to *Client Profile* via search.

2. Confirm the correct date is selected
    A. If the incident occurred today, you don't need to change the date.
    B. If the incident was not today, change Backdate mode to the correct date.

3. Go to *ClientPoint* and navigate to the *Client Profile*
    A. Scroll down to the File Attachments section
    B. Upload the completed Referral Suspension Form
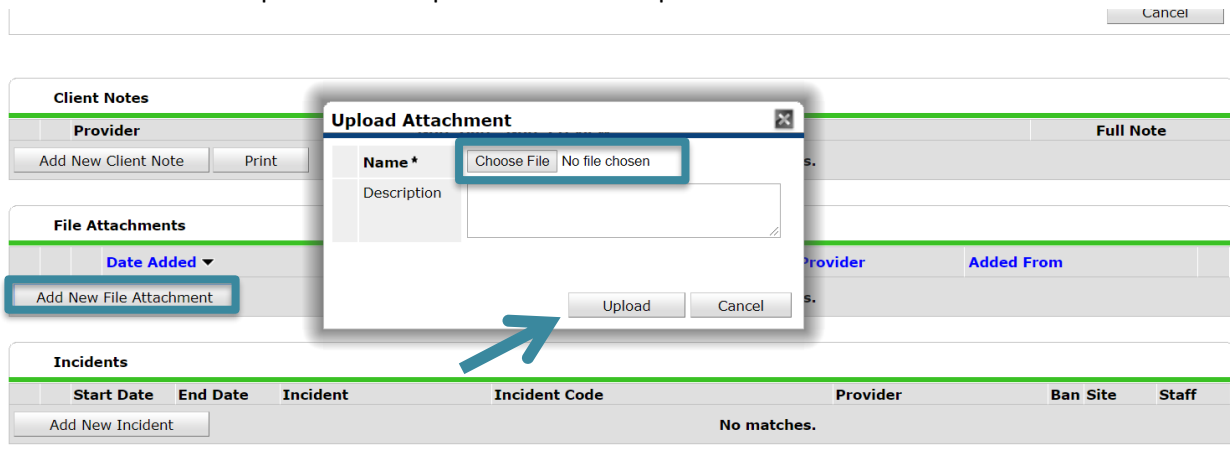
4. Scroll to the bottom of the *Client Profile* tab to the *Incidents section*.
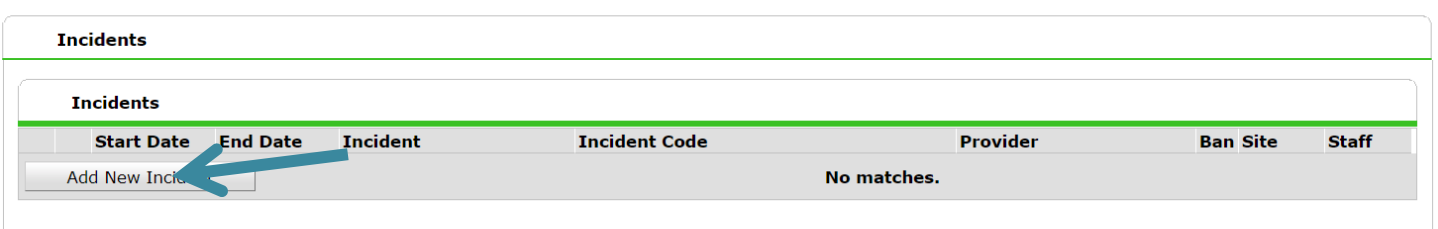
5. Click *Add New Incident.*

6. Confirm that *Provider* is correct *if *Provider* is not correct your EDA mode is probably not correct and needs to be changed.
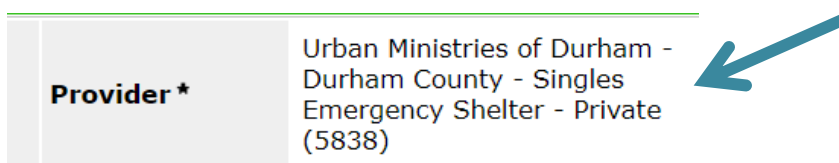
7. Add *Start Date* for date the suspension begins and *End Date* for when it ends.

Start Date *	07 / 29 / 2019	
End Date	08 / 29 / 2019	

A. Qualifying incidents for shelter referral suspensions with maximum lengths.

Credible verbal threat to do physical harm or stalk	Maximum 3 mo
Acted with intention or result for doing physical harm or stalking	Maximum 1 year
Unauthorized guest who endangered safety of others on premises	Maximum 2 mo
Had a weapon in possession onsite	Gun- Maximum 1 year
	No Gun- Maximum 6 mo
Sexual harassment or sexually inappropriate behavior	Maximum 6 mo

Gang activity onsite	Maximum 6 mo
Possession of illegal substances onsite	Maximum 2 mo
Engaged in illegal activity with intention/result of selling controlled substances	Maximum 2 mo
History of intimate partner or family violence against client currently in shelter that poses credible threat	Remove the survivor to shelter run by victim service provider and remove suspension

8. Select *Incident* from the picklist based on list provided below for suspension incidents.

Durham Suspension Reason	Possible incident picklist option(s)
Made a credible verbal threat to do physical harm to or stalk another shelter resident, staff member, or visitor	credible verbal threat

Took action with the intention or result of doing physical harm to or stalking another shelter resident, staff member, or visitor.	violent behavior
Took action with the intention or result of destruction or theft of onsite property.	property destruction and/or theft
Brought an unauthorized guest onsite whose presence endangered the safety of other people on the premises.	unauthorized guest
Had a weapon in their possession onsite. Shelters should have a policy that specifically defines items banned as weapons on premises.	weapon possession
Engaged in sexual harassment of another person or engaged in sexually inappropriate behavior. Shelters should have a policy against sexual harassment that specifically describes banned behaviors.	inappropriate sexual behavior
Engaged in gang activity onsite	gang activity
Possessed illegal substances onsite.	possession or use of illegal substances
Engaged in illegal activity with the intention or result of selling controlled substances onsite	soliciting or selling illegal substances
Has a history of intimate partner or family violence perpetration against another client (aka: survivor) currently in the shelter and serving the client in question would pose a credible and imminent threat to the survivor.	Potential DV/IPV Issue

9. Leave *Incident Code* blank and *No* for *Ban.*

Incident	Property Destruction ▼
Incident Code	-Select- ▼
Ban	○ Yes ◉ No

10. Complete *Staff Person* for staff completing the form and *Sites Barred From* for appropriate shelters.

Staff Person	BoB staff
Sites Barred From	Singles Shelters

11. Add additional *Notes* if needed.

Notes	

12. Click *Save.*

13. Confirm *Incident* shows up on *Client Profile.*

|		Start Date	End Date	Incident	Incident Code	Provider	Ban	Site	Staff
Incidents									
✏️	🗑️	07/29/2019	08/29/2019	Property Destruction		Urban Ministries of Durham - Durham County - Singles Emergency Shelter - Private	Yes	Singles Shelters	BoB staff
Add New Incident						Showing 1-1 of 1			

Step 3: Upload Shelter Referral Suspension Request Report to Client Profile
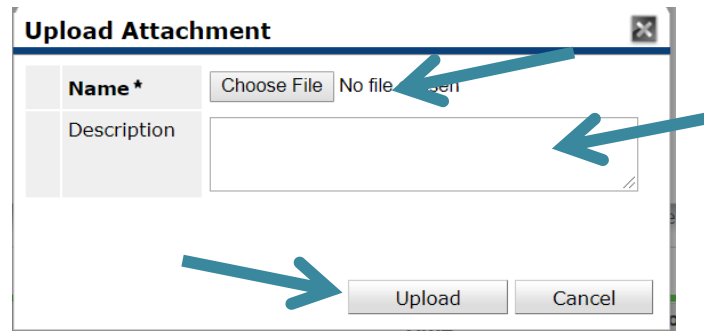
1. In *Client Profile* scroll to the File Attachments section.

		Date Added ▼		Name	Description	Type	Provider	Added From	
File Attachments									
Add New File Attachment					No matches.				

2. Click *Add New File Attachment.*

		Date Added ▼		Name	D
File Attachments					
Add New File Attachment					
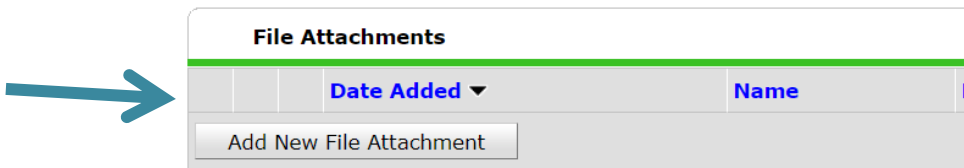
3. Click *Choose File* and select appropriate Shelter Referral Suspension Request Report that has been completed, add a *Description* stating Shelter Referral Suspension Request Report (date suspension starts) and click *Upload*.

Upload Attachment

Name *	Choose File No file...sen
Description	

Upload   Cancel

4. Confirm attachment shows up appropriately.

File Attachments

		Date Added ▼	Name	Description	Type	Provider	Added From	
✏ 🗑 🔍		07/29/2019	Client 16 Shelter Referral Suspension Request Report 7-29-19.docx	Shelter Referral Suspension Request Report 7-29-19	docx	Urban Ministries of Durham - Durham County - Singles Emergency Shelter - Private	Client Profile	🔒

Add New File Attachment	Showing 1-1 of 1

5. Alert CE Admin for form/suspension review as needed.

Section: Submit Shelter Vacancy Form

Once a room or bed is available for a new clients, shelter staff will notify CE Central through the Vacancy Form.

1. Go to ncceh.org/durhamce to find the Vacancy Form link

2. Complete the contact information on the Vacancy Form

Shelter Vacancy Form

Name *

First Name | Last Name

Email *

Phone *

Agency *

SELECT YOUR SHELTER ⇕

3. Select the shelter you are reporting a vacancy for and complete the details that appear

4. At the bottom, record any additional notes that you think CE Central would find helpful to sending the next referral

5. Click *Submit* and check your email for a confirmation of the form submission