

Attachment D
Interim Homelessness Diversion Scope of Work

This INTERIM Scope of Work will serve as the basis for the final.

Position Title: Coordinated Entry Community Resource Specialist

Summary:

This position supports the homeless response system, in efforts to keep families at the “front door” from ever entering the homeless system. The Coordinated Entry Community Resource Specialist (CE CRS) should be someone with past street outreach, case management, and social services experience. This position must speak Spanish. This position takes creativity, problem solving skills, and mediation skills. The CE CRS must have good time management skills, as well as the ability to multi task and travel within the tri county area. This position will float between settings; such as office, streets, and Community HUBs. This position will coordinate services with the Diversion\Community Resource Coordinator at Homeless Services Network of Central Florida. The position will carry a caseload of up to 35 families at a time who have received diversion\one-time assistance. This position will work closely with the above mentioned HSN staff and other CoC Providers, in efforts to provide one-time financial assistance to families, if needed, as a last resort to ensure they are stably housed.

This position must be trained within the first 30 days of onboarding in the following areas;

- Coordinated Entry 101
- Diversion 101
- Diversion 102, one-time assistance workflow
- Motivational Interviewing
- Trauma Informed Care

Case load and assignments will be managed by the CoC 507 Coordinated Entry System.

Outcomes:

- 75% housing retention rate, from one year of placement
- 50% diverted without funding
- Monthly refreshers and coaching with Case Management Advisor
- Attendance of Creative Resolutions Community Group (aka, diversion cohort- to be set up by diversion\community resource coordinator)
- Strong program supervision at subcontracted\host agency, who can provide real time case conferencing as needed
- Carry an active caseload of up to 35 families at a time
- Travel tri county
- Attend CE Community HUBs
- Activities with families on caseload may include;
 - Conduct monthly phone calls with assigned families to ensure housing stability
 - Review budget and bill payment
 - Connect with community support
 - Referrals to prevention funds, if notice is issued for utilities and rental arrears