

Southern Nevada

COORDINATED INTAKE (CI) Information Sheet



COORDINATED INTAKE, ASSESSMENT AND REFERRAL

- Coordinated Intake for homeless individuals represents a single point of entry or “hub” for assessment of client services.
- Clark County Social Service (CCSS) serves as the coordinated intake hub in Southern Nevada for single adults without children. Individuals will be evaluated comprehensively for services available through CCSS, the Continuum of Care and in the community.
- The Veterans Administration Community Resource & Referral Center (CRRC) serves as the centralized intake hub for all veterans who are homeless or at risk for homelessness.
- Hubs for other subpopulations, such as families and unaccompanied youth, will be added at a later date with locations to be determined. Housing providers however, can continue to assist families as normal until Coordinated Intake sites or hubs for the above sub-populations have been established.

BENEFITS OF COORDINATED INTAKE

- Clients will be assessed to determine the best intervention which meets their needs.
- It enables workers to make decisions on programs that are most appropriate for clients.
- Hub personnel have an understanding of each community program’s specific requirements, target population and available services.
- Clients are matched to the appropriate housing as it becomes available in the community.
- Clients in a coordinated system are interviewed and assessed for multiple programs.
- Community providers are able to focus their time and resources on service provision.
- It improves data collection and provides accurate information on prevention, client needs, gaps in service; and it improves the coordination of shelter and housing services.

COMMUNICATING WITH OUR CI CLIENTS

- There are currently two hubs in Southern Nevada for single adults:
 - Clark County Social Service (5 office locations)
 - Veterans Administration Community Resource & Referral Center (CRRC)
- Homeless individuals being sent to or walking into the CCSS hub will receive a return date to complete their assessment.
- The assessment determines what type of housing is most appropriate for the client.
- Not all clients referred to the hub for housing are eligible for Transitional Housing, Permanent Supportive Housing, and Rapid Rehousing.
- Individuals who have received a community housing assessment and are deemed to be appropriate for a housing referral may not receive housing immediately or from the provider who referred them. Housing is based on availability and client choice.

HOW TO MAKE A REFERRAL TO THE HUB

- Individuals who have been seen in one of the five (5) CCSS locations in the last twelve (12) months may call (702) 455-4270 to schedule a return date.
- Individuals who have not been seen in one of the five (5) CCSS locations in the last twelve (12) months will need to come into one of the CCSS office locations to complete an application and obtain a return date for their community housing assessment (see section 'Office Locations and Hours of Operation').
- Veterans should contact the CRRC which serves as the centralized intake hub for all veterans who are homeless or at risk for homelessness. Please call (702) 791-9077 and ask for the CRRC "Expert of the Day" for more information.
 - The CRRC is a walk-in center only, so clients should be encouraged to arrive early in the day.
 - Each veteran participates in a standardized assessment.
 - Every veteran is screened for every program.
 - Please do not discuss HUD-VASH or suggest that the individual would be eligible.
 - The CRRC partners with community partners to further assist independently functioning veterans.
 - Emergency housing placements can be arranged from 7:30 a.m. – 2:30 p.m. on a daily basis.

HUB OFFICE LOCATIONS AND HOURS OF OPERATION

- **CCSS Office Locations – Open 8 a.m. – 5 p.m., Monday through Friday**

Pinto Office

1600 Pinto Lane
Las Vegas, NV 89106
Phone (702) 455-4270

Community Resource Center (CRC)

2432 N. Martin Luther King Blvd #D
Las Vegas, NV 89032
Phone (702) 455-4270

Fertitta

1504 Las Vegas Blvd, North
Las Vegas, NV 89101
Phone (702) 455-4270

Cambridge Annex

3885 S. Maryland Pkwy
Las Vegas, NV 89119
Phone (702) 455-4270

Henderson

522 E. Lake Mead Pkwy, Ste 4
Henderson, NV 89015
Phone (702) 455-4270

- **Veterans Administration – Open 7:30 a.m. – 2:30 p.m., Monday through Friday (Walk-in only)**

Community Resource and Referral Center (CRRC)

916 West Owens Ave,
Las Vegas, NV 89106

Phone (702) 791-9077 (Ask for the Community Resource & Referral Center "Expert of the Day")