

WHAT IS CAS?

A Coordinated Access System or CAS is a community-wide process developed to ensure all people experiencing homelessness can connect to housing resources in the community. A well-designed Coordinated Access System ensures:

- People experiencing homelessness are quickly identified
- Assessed for their needs
- Referred and connected to housing and assistance based on their strengths, needs, and preferences

WHO IS ELIGIBLE?

- Person(s) experiencing literal homelessness, living in a place not meant for human habitation or staying at a public or private overnight shelter in Dallas and Collin Counties, are eligible.
- Person(s) fleeing (or attempting to flee) domestic violence, have no other residence, and lack the support network to obtain other permanent housing, are eligible for assessment.
- Person(s) must reside in Dallas and Collin Counties.

HOW TO ACCESS RESOURCES?

Eligible households are connected to housing assistance through the CAS process. Households experiencing homelessness should call the Homeless Crisis Helpline at 1-888-411-6802 to connect with a provider.

When someone calls the Homeless Crisis Helpline, they are directed to the provider that is most appropriate for them:

- People fleeing domestic violence
- Youth 17 and younger without a parent
- Adults, 18 and older with at least one child under the age of 18
- Adults without children
- People seeking shelter in Collin County
- People not seeking shelter but seeking community resources
- Veterans



CAS intakes are completed for individuals and households who are experiencing homelessness. Once the CAS intake process is complete, individuals and households are prioritized for homeless rehousing resources based on their level of need.

Prioritized households are then matched with an appropriate resource.

As program vacancies occur, prioritized households are referred to a housing provider for housing assistance.

For households who are not prioritized for homeless rehousing resources, attempts are made to connect households with other resources in the community.

While resources are accessed through the CAS process, they are not guaranteed.

A household will be matched to the most appropriate resource that has the first vacancy.

CORE COMPONENTS OF CAS



ACCESS: People can connect with CAS through 'Access Points' throughout our community which is embedded into the front door of the homelessness response system - Emergency Shelters, Street Outreach, and the Homeless Crisis Line are all CAS Access Points.



ASSESSMENT: Standardized intake processes ensures all people are triaged for homeless services in the same way no matter where they access services



PRIORITIZATION: Coordinated resources are targeted to people with the greatest needs and barriers to exiting homelessness on their own when possible



REFERRAL: Households are matched and referred to resources based on strengths, needs, and preferences. CAS is the centralized source of referral to all homeless rehousing resources (Rapid Rehousing, Permanent Supportive Housing, and Emergency Housing Vouchers).

CAS IN DALLAS AND COLLIN COUNTIES

CAS allows our community to streamline and coordinate services from providers across Dallas and Collin Counties.

The All Neighbors Coalition's vision for CAS is a community response to ending homelessness that accounts for the diversity of needs of people experiencing homelessness and urgently responds to these needs with housing solutions. To achieve that vision, CAS has an easily-accessible set of Access Points equipped to effectively assess the needs of individuals, match people to an intervention to end their experience of homelessness and rehouse them as quickly possible. Lastly, CAS utilizes a data driven approach to ensure the system is working in the most effective way and makes adjustments when needed.

ARE YOU INTERESTED IN BECOMING AN ACCESS POINT TO HELP NEIGHBORS QUICKLY GET ON A PATHWAY TO HOUSING?

Contact Rebecca Hickom, Director of Coordinated Access System (CAS), at rebecca.hickom@housingforwardntx.org or 770-655-1719 for more information on how you can get involved and join Housing Forward's Coordinated Access System (CAS).



Visit our [FAQ page](#) for more information.