

HOMELESS & HOUSING OFFICE HOURS (1/2 HOUR)

PROCESS LAUNCHED: JANUARY 11, 2022

THE COORDINATED ENTRY & HOMELESS SERVICES OFFICE HOURS IS A CONSISTENTLY SET ASIDE TIME TO ALLOW FOR DROP IN QUESTIONS OR CONCERNS BY PROVIDERS WITHIN THE CONTINUUM OF CARE (COC)

Office hours were developed for questions around:

- HUD/ESG/CE Eligibility
- Resource Guidance
- Monitoring Clarification
- Program Regulations
- Coordinated Entry Feedback
- Anything!

WHAT TO EXPECT DURING OFFICE HOURS

OCS HOMELESS & HOUSING OFFICE HOURS WILL INCLUDE SUPPORT FROM STAFF FROM THE FOLLOWING TEAMS: ADMINISTRATORS & LEADERSHIP, ALLEGHENY LINK, FIELD UNIT, HSSC, HSSCY, HOUSING NAVIGATION UNIT, IT/HMIS, THE MONITORING TEAM, AND REPORTING/DATA.

This time can be used for announcements or reminders for those who attend, but no information will exclusively be shared during this time. Providers are not required to attend any Office Hours to receive key information or updates from DHS. These will be shared broadly through other established channels.

- OCS staff will be in the Teams meeting for the ½ hour each time.
- Providers can pop in to ask their questions and leave OR stay and hang out listening to others.
- If there are no questions, providers can feel free to stay on and work on other things until they hear something interesting or they can take the time back to do something more productive.
- If there is a specific client situation is being brought to the group, Protected Health Information (PHI) should not be disclosed.
- If there is a need to discuss something one-on-one, a breakout room can be utilized.

TEAMS MEETING INFORMATION

FOR AN OUTLOOK INVITE PLEASE EMAIL JOHNNA.KERNER@ALLEGHENYCOUNTY.US

Microsoft Teams meeting

Join on your computer, mobile app or room device

[Click here to join the meeting](#)

Meeting ID: 250 519 918 966

Passcode: qWGtkp

[Download Teams](#) | [Join on the web](#)

Or call in (audio only)

[+1 267-368-7515](tel:+12673687515),,264970953# United States, Philadelphia