



MACOMB COUNTY CONTINUUM OF CARE COORDINATED ENTRY SYSTEM (CES) HOMELESS RESPONSE

Participant FAQs about the Macomb County Coordinated Entry System

NOTE: Participation in the Coordinated Entry System is the first step towards accessing housing resources, but it is important to understand that it does NOT guarantee a referral to a permanent housing program or service.

1. What is a Coordinated Entry System (CES)?

- The Coordinated Entry System (CES) is a program that helps locate housing for individuals, families, and youth who are unhoused. It connects people with services and housing options that best fit their needs. Participants are assessed, added to a list, and matched with available programs in a fair, streamlined way. In Macomb County, CES does not refer people to shelters, only to available permanent housing options.

2. What is a CES Assessment?

- A CES Assessment is a tool that helps figure out a person's housing needs. It does a few important things:
 - It checks how vulnerable a person is and what kind of housing is needed.
 - It helps decide what programs a person is eligible for.
 - It helps a person get placed on the By-Name-List.

3. What is the Macomb County Coordinated Entry System By-Name-List?

- The By-Name-List is a list of homeless individuals, families, and youth prioritized by need. It helps connect the most vulnerable people to housing programs first, but it does not guarantee a spot in any specific service. The list is continuously updated based on changes in a person's circumstances and needs. If you decline a housing offer, you stay on the list for future opportunities. This list is kept in a secure system that the public cannot access.

4. I've completed the CES Assessment. What should I do now?

- Contact your Access Point at least once every 30 days to stay active on the By-Name-List and update your contact information.
- Update your CES Assessment every year or when something big changes in your life (like a birth, death, marriage, or change in income).
- Continue to look for other housing options, services, and benefits. Many people on the list will not get a housing opportunity quickly due to the lack of available housing.

5. What are my rights as a participant in Macomb County CES?

- The CES, Access Points, and Cooperating Agencies must follow laws that say they can't discriminate based on race, color, religion, where you're from, sex, sexual orientation, gender identity, disability, family status, marital status, or citizenship. They will try to help with your housing needs and may refer you to another agency if it's better for you. You can choose to have your information stored anonymously on the By-Name-List, and you can remove it anytime.

6. How do I submit a complaint or grievance?

Please contact Macomb Community Action, the Continuum of Care Lead Agency:

- Online at macombcoc.org/
- By email at coc@macombgov.org
- By phone at 586-469-5656



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REFERRAL

Based on program availability, households are connected to a housing program that best meets their needs.

PRIORITIZATION

Households are added to a secured list, prioritized by greatest need.

ASSESSMENT

Staff helps households determine vulnerability, housing needs and program eligibility.

OTHER OPTIONS

- Moving in with family or friends
- Temporary non-shelter housing
- Becoming roommates with someone

Staff can help brainstorm other possible housing options and connections to mainstream benefits.

ACCESS

Households experiencing homelessness come into contact with our many access points by phone, email, walk-in, or street outreach.



NEED ASSISTANCE? Contact the Macomb County CoC at Macomb Community Action
21885 Dunham Road, Suite 8, Clinton Township, MI 48036 | **586-469-5656** | housing@macombgov.org

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MACOMB COUNTY CONTINUUM OF CARE

COORDINATED ENTRY SYSTEM (CES) ACCESS POINTS HOMELESS RESPONSE

Are you, a loved one, or a friend experiencing a housing crisis and looking for help? The Macomb County Continuum of Care's Coordinated Entry System (CES) can help.

CES helps people who are homeless find housing. It connects participants with services and housing options that best fit their needs. Participants are assessed and added to a list, and then matched with available programs in a streamlined and fair way.

Housing assistance can be accessed at any of the points listed below:

The Salvation Army MATTs (Emergency Shelter)

Serving General Unhoused Population
(586) 755-5191
24140 Mound Rd.
Warren, MI 48091
Hours: 24/7
centralusa.salvationarmy.org/warren/provide-housing/

MCREST (Shelter)

(586) 415-5101
215 S. Main St.
Mt. Clemens, MI 48043
Hours: 7 days, 9 a.m. – 5 p.m.
mcrest.org/

The Amelia Agnes Home

Serving Women with or without Children
(586) 323-7066
42960 Ryan Rd.
Sterling Heights, MI 48314
Hours: Mon. – Sat.: 8 a.m. – 4 p.m.
Sunday: 8 a.m. – 10 a.m.
perfectingcdc.org/programs-services/amelia-agnes-transitional-home/

Macomb Community Action (CES Lead Agency)

(586) 469-5656
21885 Dunham Rd., Suite 8
Clinton Township, MI 48036
Hours: Mon. – Fri.: 9 a.m. – 4 p.m.
macombgov.org/mca

Community Housing Network

(586) 221-5900
15106 Erin Park Ave.
Eastpointe, MI 48021
Hours: Mon. – Thurs.:
8:30 a.m. – 2:30 p.m.
communityhousingnetwork.org/

Family Youth Interventions (Emergency Shelter)

Serving Youth ages 12-17
(586) 465-1212
418 Cass Ave.
Mt. Clemens, MI 48043
Hours: 24/7
familyyouth.com

Turning Point Macomb

Serving Survivors of Domestic Violence, Sexual Violence, and Human Trafficking
24/7 Hotline: (586) 463-6990
Administrative Office: (586) 463-4430
Hours: Mon. – Fri.: 9 a.m. – 5 p.m.
turningpointmacomb.org/

IF YOU ARE A VETERAN Veterans Community Resources and Referral Center

(313) 576-1580
301 Piquette, Detroit, MI 4820
Hours: 7 days, 8 a.m. – 8 p.m.
va.gov/detroit-health-care/

Macomb County Community Mental Health (MCCMH)

24/7 Crisis Line
Dial 998 or locally at (586) 307-6100
Customer Service Line
(855) 99 MCCMH (62264)
Hours: Mon. – Fri.: 8 a.m. – 8 p.m.
mccmh.net

MCCMH North

43740 North Groesbeck Hwy
Clinton Township, MI 48036
Hours: Mon. – Fri.: 8:30 a.m. – 3 p.m.

MCCMH East

25401 Harper Ave.
St. Clair Shores, MI 48081
Hours: Mon. – Fri.: 8:30 a.m. – 3 p.m.

MCCMH West

6555 Fifteen Mile Rd.
Sterling Heights, MI 48312
Hours: Mon. – Fri.: 8:30 a.m. – 3 p.m.

MCCMH Children's

21885 Dunham Rd.
Clinton Township, MI 48036
Hours: Mon. – Fri.: 8:30 a.m. – 3 p.m.

MCCMH Crossroads Clubhouse

27041 Schoenherr, Suite C
Warren, MI 48088
Hours: Mon. – Fri.: 8:30 a.m. – 3 p.m.

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