



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