

# CENTRALIZED INTAKE (CI)

Centralized Intake is a program managed by Primary Health Care that is often referred to as the “front door” of services for people experiencing homelessness in Polk County.

## CURRENT ROLE

PHC’s Centralized Intake workers meet with clients, conduct an assessment, and link them to programs or services based on their needs. It is a collaborative effort of more than 30 community organizations.

## CHANGES

### Replace the VI-SPDAT with Predictive Modeling

Prioritization factors based on publicly available data will enable automatic and reliably predictable risk assessment and vulnerability scores without invasive and subjective assessment questions related to risk.

### Update CI with Housing Focused Case Management

The goal is to take the robust problem-solving intake and exploration of housing options and carry this forward as a long-term, actionable plan.

### Update Policies and Guiding Principles

This is to be in compliance with the new suggested system. The goal is to holistically meet the needs of clients to improve outcomes.



## VISION

The design of Centralized Intake could be reconfigured to retain essential compliance with federal requirements but align core features of access, assessment, prioritization, and housing referral to achieve greater impact given the specific homelessness system.

## HOUSING IS HEALTHCARE

**PHC believes when people are able to obtain reliable, affordable housing, they are better able to manage their own health**



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