

What is CHART?

The **Community Homeless Assessment & Referral Team** (CHART) is the 'front door' to the homeless services system for all communities in Lancaster County, PA.



CHART's mission is to provide coordinated **assessment and referral services** for all persons experiencing homelessness in Lancaster County.



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308 E. King Street
Lancaster, PA 17602

(717) 397-5182, option #3
fax (717) 399-4127
www.CHARTlanaster.org



CHART is operated by
Tabor Community Services



***your partner
in ending
homelessness***



Who can CHART help?

▶ All households who are literally **experiencing homelessness**, for instance they may be sleeping outside, in a vehicle, or some other place not meant to be lived in, or staying in an emergency shelter.

▶ Some households who are at imminent **risk of experiencing homelessness**. These households must be:

- within 14 days of discharge from an institution such as a hospital, correctional facility, or a drug and alcohol rehabilitation treatment center and do not have a place to go after they are discharged; or
- in a hotel paid for by a government or charitable organization

What is the referral process?

Pre-screening

Households call 2-1-1 (291-LINC), the human service helpline to be pre-screened for a CHART assessment.

Pre-screening can also be completed at the CHART office by a CHART worker in person. To access pre-screening this way, a household would need to come to the CHART office at 308 E. King Street and request a pre-screening from the receptionist on duty. Hours are 8:30 am - 5 pm.

CHART Contact

After the pre-screening is completed, those who qualify for a CHART assessment are contacted by a CHART worker to discuss next steps within 24 hours (1 business day) of the pre-screening. From this point, a household will schedule to meet in person or over the phone for an assessment.

CHART Assessment

The CHART program provides an initial assessment which consists of a series of questions used to get to know each household's unique situation.

At the conclusion of that assessment, or in the following short-term case management period, a CHART worker will make any referrals for the household that would best fit their needs depending on eligibility and availability. These referrals could include shelters and rapid re-housing programs. CHART workers also educate households on existing community resources that may be of assistance to them.

Diversion

If after discussing the household's current situation an alternative to shelter is identified, a CHART worker will then determine a plan moving forward to secure this temporary option until permanent housing can be identified by the household member.

Follow up with CHART is the responsibility of the household member for additional assistance if needed.

Follow Up

Follow up consists of ensuring the appropriate referrals are made and completed.

After referrals are made to any agency, the information collected in the CHART assessment is passed on to the referral point so that their staff can continue to work with the households on their journey towards self-sufficiency.



For more information,
go to **www.CHARTlancaster.org**
or call (717) 397-5182, select option #3
and then option #2.