



Steps to Becoming a H4H Coordinate Entry Connector

Step 1: Agency Authorization

- If you are interested in becoming a Connector, your agency leadership must contact the following H4H staff to schedule a meeting to discuss Coordinated Entry and explore whether your agency and/or position is a good fit for Connector work:

Monica Lippi, H4H Manager – Monica.Lippi@santacruzcountyca.gov
Adriana Vega, Sr. Analyst – Adriana.Vega@santacruzcountyca.gov

- If you are approved to move forward, your agency must submit a signed Connector Memorandum of Understanding (MOU) available on the H4H Partnership website (CE page) or you can access it directly here: [Connector MOU](#)
- A new or updated Connector MOU must be submitted before attending Connector Trainings.
- If your agency is not already a part of the Homeless Management Information System (HMIS), then you will need to submit the following documents:

[HMIS Organizational Partnership and Data Sharing Agreement \(aka HMIS MOU\)](#)

-This will need to be signed by your agencies Executive Director or other senior leadership that has authority to approve agreements on behalf of your agency.

[HMIS New Agency Request Form](#)

-This can be completed by anyone at your organization.

Step 2: HMIS License Trainings

- If you are already a licensed HMIS user, but you're new to providing Connector work, proceed to step 3.
- If you are *not* already a licensed HMIS user, you must complete the following general online trainings:

[Clarity Human Services: General Training](#)

[Santa Cruz County HMIS Privacy and Security Training](#)

- Note: An additional all day in-person HMIS training, held once a quarter, is required to be completed within the first six months of receiving your license to maintain your HMIS access. H4H's HMIS Lead, Loren White (contact information provided below), will email you with the training registration information.

Step 3: Connector Training Requirements

- **New Connector Training** (in-person): You must have completed all previous steps before attending.
- **Connector Training** (recorded): Watch this recorded [Connector Training](#)
- After completing all referenced HMIS **recorded** trainings, and the recorded New Connector Training, notify H4H HMIS Lead/Sr. Analyst Loren White (Loren.White@santacruzcountyca.gov). He will activate your HMIS license (for new license holders) and give you access to the CE program in HMIS.
- All new Connectors are expected to attend **H4H's Housing Problem Solving (HPS) Training** (in-person): A link to register will be provided when scheduled (note: must have attended a New Connector training before attending HPS training). Reach out to Stacy.Silvey@santacruzcountyca.gov if you need assistance.

Step 4: Active Participation

- New Connectors must begin enrolling participants in the HMIS Coordinated Entry Program within **three weeks** from completing the in-person New Connector Training.
- Individuals not actively enrolling participants may be deactivated from the HMIS Coordinated Entry program and will no longer be considered a H4H Connector. If you are not working with clients on any other HMIS programs, you will also lose your HMIS access.
- If the MOU hours are not aligned with your active caseload, H4H will reach out to your agency leadership to explore whether to continue considering you as a Connector. Caseload reviews occur monthly.

For more information about CE, visit:

<https://housingforhealthpartnership.org/GetHelp/CoordinatedEntry.aspx>