

# KNOW YOUR RIGHTS

# WE WANT TO HEAR FROM YOU

# MISSOULA COORDINATED ENTRY SYSTEM

## FAIR HOUSING

The HUD Fair Housing Act prohibits discrimination against any person because of race, color, religion, sex, handicap, familial status, or national origin.

[www.hud.gov/fairhousing](http://www.hud.gov/fairhousing)

## EQUAL ACCESS TO HOUSING REGARDLESS OF SEXUAL ORIENTATION OR GENDER IDENTITY

The Equal Access Rule ensures that HUD's Housing programs are open to all eligible individuals and families regardless of sexual orientation, gender identity, or marital status.

[www.hudexchange.info/resources/1991/eqaul-access-to-housing-final-rule/](http://www.hudexchange.info/resources/1991/eqaul-access-to-housing-final-rule/)

## RIGHTS FOR SURVIVORS OF DOMESTIC VIOLENCE

The Violence Against Women Re-authorization Act of 2013 provides housing protections for victims of domestic violence, dating violence, sexual assault, or stalking.

<https://www.hud.gov/sites/documents/17-08PIHN.PDF>

## MONTANA LANDLORD TENANT LAWS

Montana Residential Landlord and Tenant Act helps to prevent misunderstandings, hassles, and possible legal expenses by providing rights and responsibilities to both parties.

<https://dojmt.gov/consumer/tenants-and-landlords/>

## MONTANA FAIR HOUSING

For more information about discrimination, contact 800-929-2611 or 406-782-2573

[www.montanafairhousing.org](http://www.montanafairhousing.org)

We value your partnership to ensure quicker connection and coordination of resources. To make sure we can connect you with the most appropriate housing resources, please:

- Keep your contact information up to date.
- Communicate honestly.
- Let us know where you're sleeping and notify us if that changes.
- Return communication from us within 72 hours (or 3 business days).
- Let us know if you no longer need housing assistance.
- Have any identification documents available, and notify the agency you are working with if you do not have them.



Homeless Outreach Team:  
(406) 493-7955



Our goal is to have a comprehensive response in place that ensures homelessness is prevented whenever possible, or if it can't be prevented, it is a rare, brief, and one-time experience

# OUR COMMITMENT

- To explain the Coordinated Entry Process.
- Open communication and dialogue during the process, including treating each person with respect and dignity.
- Appropriate service referrals for individuals' needs.
- Potential placement on a prioritization list to serve clients with the highest needs first.
- Protection of sensitive and personal information.
- Housing referral choices as resources become available.
- The option to decline answering questions you do not feel comfortable answering
- The option to file a grievance and right to a copy of the grievance process..



## ACCESS POINTS

### GET CONNECTED TO MCES THROUGH ANY OF THESE AGENCIES:

- Poverello: 1110 W Broadway
  - (406) 728-1809
  - 6am-8:15pm, Daily
  - Bus Routes 2, 14
- 211: Dial 2-1-1 or 549-5555 from any phone
  - 9am-5pm, Mon-Fri
  - Ask to speak with an operator about your housing situation

# HOW IT WORKS

Within a short time after you connect with a Coordinated Entry Access Point, trained staff will:

- 1 LISTEN**  
as you share a brief overview of your situation
- 2 TRY TO FIND**  
you a safe and appropriate alternative to shelter
- 3 WORK THROUGH**  
some housing questions with you
- 4 SUPPORT YOU**  
in identifying a safe place to sleep tonight
- 5 CONNECT**  
you to resources that meet your needs

# YOUR COMMITMENT

## KEEP SEARCHING FOR HOUSING ON YOUR OWN

Coordinated Entry is not a housing program or guarantee of shelter or housing; it is designed to coordinate and prioritize access to housing and homeless program for household experiencing homelessness. There is no guarantee that the household will meet final eligibility requirements, be referred to a housing resource, or receive a referral to a particular housing options, nor does it ensure availability of resources for all eligible households.

## COMMUNICATION

We will reach out to you when there is an appropriate housing option available. Please respond within **3 business days** when a member of MCES contacts you. The MCES team is not responsible for loss of housing opportunities if they cannot reach you.

## INACTIVE POLICY

We expect you to check in with an Access Point on a **monthly** basis. In addition, let us know when your housing status and/or contact information changes. If we have no contact with you for **90 days**, we will assume that you are no longer interested or in need of homeless housing assistance in Missoula County.