

Introducing Coordinated Entry Events

When working within the CAS Agency in HMIS, HUD requires providers to document key referral and placement events to track exactly what is happening with our clients individually and our community as a whole. HUD calls these Coordinated Entry (CE) Events. These data elements allow us to look at the history of shelter and housing referrals and placements across our Continuum of Care to see trends and identify gaps. We will be requiring authorized CAS Assessors and Referral Specialists to log these CE Events to document when these key events take place.

There are two kinds of CE Events, Access Events and Referral Events. Access Events include things like referrals for homeless prevention or diversion services as well as referring a client to someone who can complete a Shelter or Housing referral assessment. Referral Events cover all of the actual referrals, including but not limited to referrals to specific shelter or housing programs with identified openings for the client households.

Which CE Events am I Responsible for Logging?

There are almost twenty CE Event categories that HUD has identified, but not all of them will be used by any of our HMIS access levels. Below are the CE Event categories and events that will be used by SSF Referral Specialists. When you see CE Events not listed in this job aid, please disregard them as they are being used by 211 Referral Specialists and/or CAS Assessors.

Referral CE Events

Referral to a Post-Placement / Follow Up Case Management

Referral to Case Management or Services After Client is Housed

The client was referred to a program that offers follow-up services or case management after housing, aka "aftercare." A referral is a formal reservation made to secure a spot for the client in that program.

HMIS Job Aid

Referral to a Street Outreach Project or Services

Referral to a Street Outreach Project or System Navigation Services

The client was referred to a Street Outreach or System Navigation program, which helps people living on streets or in cars by connecting them to services like food, shelter, healthcare, and shelter/housing. A referral is a formal reservation made to secure a spot for the client in that program. An example of this CE Event would be a referral to the CAN team.

Referral to a Housing Navigation Project or Services

Referral to a Supportive Services Only (SSO) or Similar Service to Provide Housing Navigation Assistance

The client was referred to a Supportive Services Only (SSO) program or a similar service to get help with housing navigation because a bed or unit in another program wasn't available right away. A referral is a formal reservation made to secure a spot for the client in that program. These housing navigation services can include helping clients find housing, gather necessary paperwork, and applying for both subsidized and non-subsidized housing options. An example of this would be the LEAP program.

Referral to a Housing Stability Voucher

Referral to a Housing Stability Voucher (such as an HCV)

A Housing Stability Voucher (HVC) application was submitted for this household. HVCs are funded by public housing agencies (like SHRA) and are aimed at helping people experiencing homelessness to find affordable and stable housing.

Inferred CE Events

A few of our Coordinated Entry events can be set as inferred, which means it will automatically be logged when you complete the referral. There are no actions you need to take for these CE Events, but we wanted you to know that a CE Event is being logged when you complete these referrals.

Referral to a Transitional Housing Bed or Unit Opening

Referral to an Identified Available Opening in a Transitional Housing Program

The client was referred to an opening in a transitional housing program.

HMIS Job Aid

Referral to a Joint TH-RRH Project, Unit, or Resource Opening

Referral to an Identified Available Opening in a Joint TH-RRH Program

The client was referred to an opening in a joint transitional housing/rapid rehousing (TH/RRH) program.

Referral to a RRH Project Resource Opening

Referral to an Identified Available Opening in a RRH Program

The client was referred to an opening in a rapid rehousing (RRH) program.

Referral to PSH Project Resource Opening

Referral to an Identified Available Opening in a PSH Program

The client was referred to an opening in a permanent supportive housing (PSH) program, which is defined as a long-term housing program that provides supportive services designed to meet the needs of disabled homeless individuals and their families.

Referral to Other PH Project, Unit, or Resource Opening

Referral to an Identified Available Opening in an OPH Program

The client was referred to an opening in an Other Permanent Housing (OPH) program. These programs do not require that the client is disabled and can either include services (PH: Housing with Services) or not (PH: Housing Only).