

Coordinated Entry System (CES) 101

Peter Bell, Coordinated Entry System Manager



Topics to Cover

1. What is and isn't Coordinated Entry?
2. The Core Elements of Coordinated Entry (CE)
3. Adaptability
4. Why use Coordinated Entry?



What is Coordinated Entry?

“Coordinated entry is a process for assessing the vulnerability of all people experiencing homelessness within the CoC to prioritize those most in need of assistance for available housing and services.”

CES goals:

1. To increase the efficiency of the local crisis response system.
2. Improve fairness in how housing and services are allocated.
3. Facilitate rapid access to housing and services.



What Isn't Coordinated Entry?

- First come, first served
- Back-door or side-door referral processes
- Closed referral system
- Opaque processes



Five Essential Elements of Coordinated Entry

1. Access
2. Assessment
3. Problem-Solving
4. Prioritization
5. Referral

Coordinated Entry Core Elements

ACCESS

ASSESSMENT

PRIORITIZATION

REFERRAL



Initial Triage

Diversion

Intake

Initial Assessment

Potential Eligibility Assessment

Comprehensive Assessment

1.

2.

3.

4.

5.



1. ACCESS

The engagement point for persons experiencing a housing crisis
In Sac, clients access the CES via 36 different “Access Points”

- 2-1-1
- Outreach Navigators
- Drop-in Centers and DHA offices
- Emergency Shelters
- Prevention programs



2. ASSESSMENT

CoC providers associated with coordinated entry begin assessing the person's housing needs, preferences, and vulnerability.

Phased Assessments:

- Safety & Security
- Shelter Survey
- Problem-Solving
- VI-SPDAT



Housing Problem Solving



4. Prioritization

During assessment, the person's needs and level of vulnerability may be documented for purposes of determining Prioritization.

Prioritization helps the CoC manage its inventory of community housing resources and services, ensuring that those persons with the greatest need and vulnerability receive the supports they need to resolve their housing crisis.



5. REFERRAL

3 Lists:

- **By-Name List** - All people experiencing homelessness
- **Community Queue** - VI-SPDAT and “active”
- **Priority List** aka “HOT sheet”
 - Top 50-100 most vulnerable clients
 - There can be multiple HOT sheets based on eligibility
 - Majority of referrals originate from a HOT sheet



5. Referral Adaptability

Other considerations:

- Types of housing (shared, roommates, site-based, scattered, etc.)
- Non CoC Housing / funding source:
 - Behavioral health
 - Property Management
- Additional eligibility factors (not CoC funded)
 - Additional application process
 - Subpopulation restricted (TAY, veteran, families)



Adaptability cont.

Tools to assist with making successful referrals:

- Case Conferencing
- Phased Assessments
- HMIS Data
- Low-barrier Approach
- Data-Informed Decision Making (COVID prioritization)
- Client-Voice / Provider Voice - “We want to know how we can improve!”



Why Use Coordinated Entry?

- An equitable approach to ending homelessness
- Adaptable to rapidly shifting landscapes
- Flexible use within a variety of housing types and funding sources
- Transparent referrals/data and decision making
- Network of service providers
- Community-wide training opportunities
- Client-centered
- Emerging trends support the use of CE



Questions?

How was the presentation?

