

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 CAS Assessors. 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 SSF Referral Specialists.

Access CE Events

Problem Solving/Diversion/Rapid Resolution Intervention or Service

Housing Problem-Solving Conversation

The client participated in a problem-solving conversation to obtain assistance that would allow them to avoid or quickly exit their homeless status. Problem solving conversation can include techniques like Motivational Interviewing or other approaches learned through the Sacramento CoC's Housing Problem Solving (HPS) training.

Referral CE Events

HMIS Job Aid

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.

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 Emergency Assistance, Flex Fund, and/or Furniture Assistance

Request for One-Time Financial Assistance Submitted on Behalf of this Client

A request for one-time financial assistance for the client was submitted. An example of this CE Event category would be when staff from a prevention program are requesting one-time PSAP assistance.

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.