

Coordinated Entry

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COORDINATED ENTRY PROGRAM COORDINATOR



What is Coordinated Entry?

Coordinated Entry ensures that all people experiencing a housing crisis have fair and equitable access and are quickly identified, assessed for, and connected to housing and other services based on their strengths and needs. Coordinated Entry is a system that utilizes coordinated, comprehensive, and uniform assessment tools and practices to immediately respond to client needs for housing services across the community. It incorporates a system-wide, housing first approach, and coordinates assistance so that those with the most severe service needs are prioritized. Coordinated Entry informs the Continuum of Care by gathering data and providing gap analysis as well as Coordinated Entry performance outcomes to ensure system accountability and inform change.

So...what is Coordinated Entry?

It incorporates 3 parts:

- Assessment of clients to evaluate their strengths and needs
- Placement and Referral of clients based on their strengths, needs, and vulnerability
- Informing and implementing system change from a first-come, first-served model to a system-wide, housing-first, prioritized approach

Why Coordinated Entry?

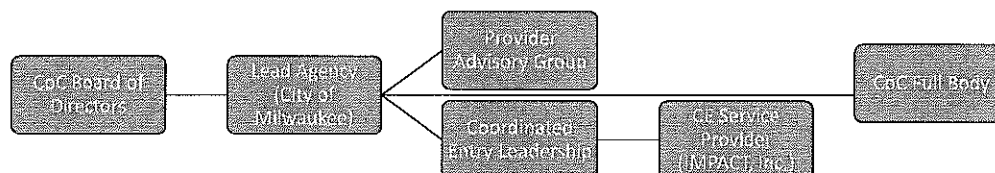
No longer first-come, first-served, or those with the most resources accessing services. Now, those most in need get the services first.

Coordinated Entry frees up time for shelter staff to do case management and programming instead of taking calls and doing initial screenings.

Callers seeking shelter gain access to all of IMPACT's resources. As much as possible, Coordinated Entry prevents and diverts people who don't need shelter by giving them resources to solve their housing problem *before* becoming homeless.

Collecting data on the whole community's needs vs. shelter by shelter.

How does it fit in the CoC?



Why IMPACT?

People know to call 2-1-1

- For many, it's their first call in a crisis

Already operate a call center

~6000 resources to offer to callers

Ability to address diverse and complex situations

Practice of making the right referral at the right time

How does it work?

Person connects to IMPACT 2-1-1/CE Team

Complete a vulnerability assessment

- Added to a spreadsheet to be able to search by vulnerability score

Shelters give bed count daily

Match clients based on their vulnerability score and eligibility criteria

- Each shelter gives a matrix of admission criteria

Referral made to shelter, do a warm transfer, shelter completes further assessment that IMPACT initiated

Data logged, tracked, and reported

What about permanent housing?

To truly end homelessness, the person needs to be housed.

From shelter or a street outreach contact, they can be added to a housing priority list

The list is sorted Based on length of time homeless and vulnerability

- Not chronological
- The longer you've been homeless and the more "stuff" going on with you, the more quickly you should get housed

Top 50 or so clients assigned a contact person who is responsible for helping them through the housing process, so they can move in as soon as matched

Weekly housing placement staffings to match clients with appropriate housing

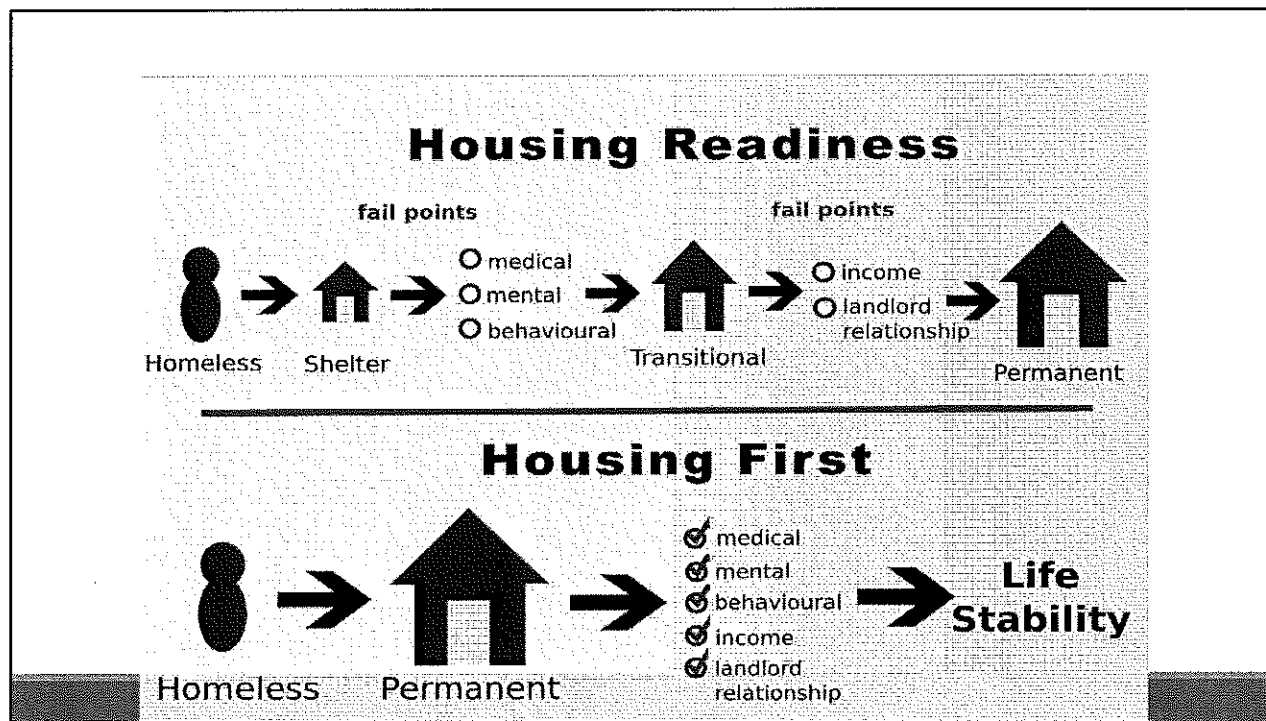
Housing First

Coordinated Entry embraces the Housing First paradigm:

- Housing is a *right* not something people *earn*
- Housing people *first* actually improves their well-being and reduces costs overall

What does Housing First mean?

- Low barrier- there shouldn't be reasons people are ineligible for housing, save for things like community ordinances. Criminal background, disability, alcohol/drug use, etc. shouldn't keep someone from housing.
- Service provision- there should be an array of services available to the person/family, but their stay in housing is not contingent upon it.
- Engagement, engagement, engagement.



How do I get involved?/What is my role?

Call 2-1-1

Email ceteam@impactinc.org

Email Emily for "tricky situations" at ekenney@impactinc.org