

### What is Coordinated Entry?

Coordinated Entry is a streamlined system that provides quick access to individuals and families seeking assistance through a coordinated referral and housing placement process.

Households are assessed using a standard and objective tool that identifies their vulnerability and barriers to housing. Those who are assessed as having the highest vulnerability and housing barriers will be prioritized for access to available housing programs as vacancies occur.

### What's the intention?

- To **match** households with the most appropriate housing and service intervention
- To **prioritize** scarce resources based on level of need and vulnerability
- To **prevent** people from becoming homeless by supporting them to resolve their housing crisis
- Greatly **reduce the length of homelessness** by moving people quickly into the appropriate housing
- Greatly **increase the possibility of housing stability** by targeting the appropriate housing intervention to the corresponding needs of the household

### Why?

- Provides the opportunity to be smarter with the resources that are available. When everyone collaborates to get people housed, there's a stronger pool of resources, bigger focus on improving outcomes, and better chance to identify and respond to gaps in services
- The current system has multiple programs, dozens of intake and assessment protocols, and different eligibility rules resulting in duplication of services, a lack of access to programs, and inefficient use of resources. This makes it hard for households to navigate the system to get help quickly
- Focused on helping people regain housing as quickly as possible, to reduce the trauma caused by homelessness and promotes long term stability
- HUD requires Coordinated Entry

### What are the benefits?

#### ***How can Coordinated Entry impact a service provider?***

- Avoid inappropriate or ineligible referrals for projects
- Spend less time managing waitlists, tracking down clients to fill available units/beds or looking for resources for clients you are unable to serve
- Promotes collaboration and strengthens the pool of resources available to achieve shared goals

#### ***How can Coordinated Entry impact a community?***

- CE results in less failed referrals and better outcomes. Right assistance, right time
- It helps people resolve their crisis before becoming homeless, avoiding personal and system costs
- It helps communities identify service needs, gaps and strengths across the system
- Reduces system inefficiencies, overall costs and recidivism

### ***How can Coordinated Entry impact clients?***

- Clients make fewer calls, undergo fewer screenings and do not have to repeatedly tell their story. It is a less traumatic experience
- Clients receive fair and equal access to service
- The system is designed to get people what they need, when they need it – shortening the path to permanent housing

### **Model Types**

1. **Centralized**- Clients go to a single, physical location for intake into the system and to participate in a standardized assessment conducted by a single staff team. Following intake and assessment, clients are referred to the service provider from whom they will receive assistance.
2. **No Wrong Door**- Each provider participating in a community's Coordinated Entry System (CES) is responsible for system intakes and assessment using a standardized tool. A client can go to any location within the CES for initial service. Referral to an appropriate service provider is made through a coordinated system.
3. **Centralized Multi-Site**- Multiple physical locations in a community provide intake into the system. At those sites households participate in a standardized assessment and are then referred to the service provider from whom they will receive assistance. Different from "No Wrong Door" because not ALL providers act as access points.
4. **Hybrid**- Clients are able to gain access through different modes (phone, web-based) of assistance to participate in system intake and a standardized assessment. Following intake and assessment, clients are referred to the service provider from whom they will receive assistance.

### **Core Elements**

HUD has outlined requirements for each of these four functions in HUD's *Coordinated Entry Core Elements*.

1. **Access**- the engagement point for persons experiencing a housing crisis could look and function differently depending on the community.
2. **Assessment**- Assess housing needs, preferences and vulnerability. Assessment is progressive and gathers only the information needed to move to the next step in the process.
3. **Prioritization**- Needs and level of vulnerability are used to determine prioritization. Helps communities/Continuum of Care (CoC) manage its inventory of resources and services, ensuring that people with greatest need and vulnerability receive the supports they need to resolve their housing crisis.
4. **Referral**- Households are referred to available housing resources in accordance with the prioritization standards set by the CoC.