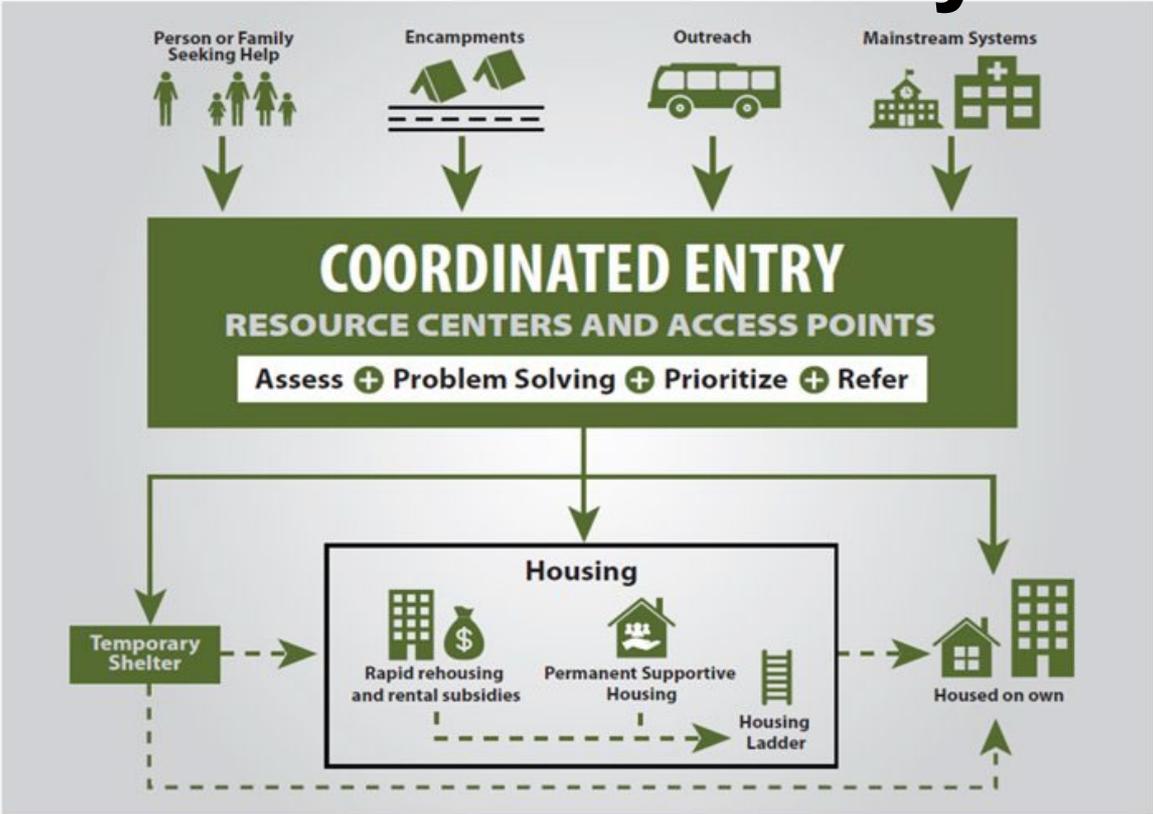# Coordinated Entry Made Simple in the "Balance of State"
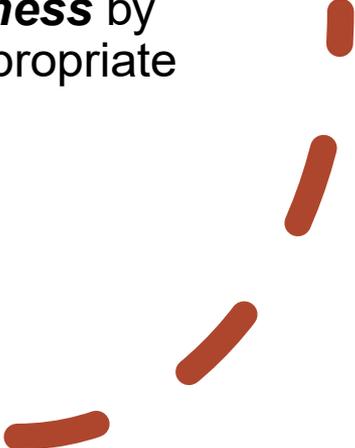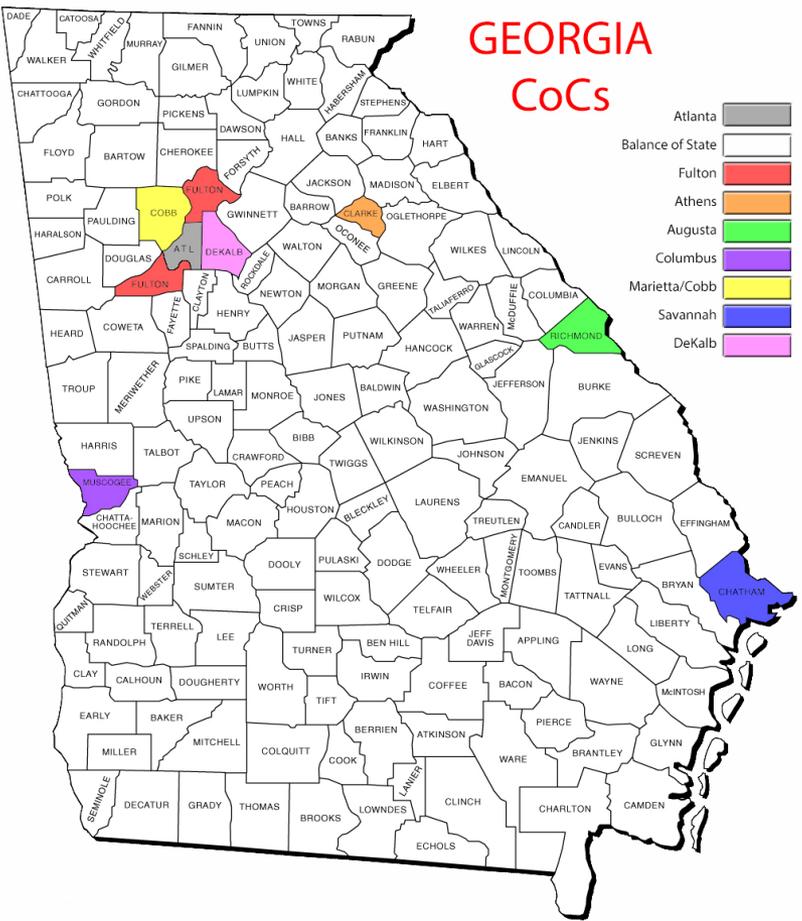
Coordinated Entry

What is Coordinated Entry?

- *Coordinated Entry is a process through which people experiencing homelessness access the crisis response system in a streamlined way. They have their strengths and needs quickly assessed using standardized assessment tools, and are quickly connected to appropriate, tailored housing and mainstream services within the community or designated region. The most intensive permanent housing interventions are prioritized for those with the highest needs.*

Coordinated Entry- Overall Goals

- To **match** households with the most appropriate housing and service intervention and increase **housing stability** by targeting the appropriate housing intervention to the corresponding needs of the household

- To **prioritize** limited resources based on level of need and vulnerability

- To **prevent** households from becoming homeless by supporting them to resolve their housing crisis

- Reduce **the length of homelessness** by moving people quickly into the appropriate housing

Understanding Coordinated Entry in the Balance of State

GEORGIA
CoCs

Atlanta	(gray)
Balance of State	(white)
Fulton	(red)
Athens	(orange)
Augusta	(green)
Columbus	(purple)
Marietta/Cobb	(yellow)
Savannah	(blue)
DeKalb	(pink)

1.
Housing Crisis

2. Triage

3.
Diversion

If YES, housing crisis addressed!

1. Household accesses CES at entry point, shelter, CoC/ESG funded agency or CES community partner.

2. Conversation with household to determine what they need to resolve their housing crisis and avoid entering homeless system.

3. Case management provided. Can the household be safely diverted from entering the homeless system?

6. Match and Referral

5.
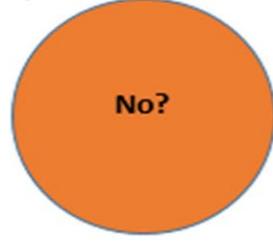Prioritization

4.
Assessment

No?

6. Eligible households are matched to RRH, TH, PSH. Warm referral made.

5. If eligible, households are prioritized for referral to RRH, TH, PSH based on severity of need and LoT homeless.

4. Households are assessed using the VI-SPDAT. Assessors work with households on being document ready.

Participation in CE

- Under the ESG Interim Rule, ESG grantees are required to participate in their CoC's coordinated entry system

- HUD funded permanent housing solutions must be prioritized by CoC standards

- How does my project participate in coordinated entry?
  - Inside implementation community
  - Outside implementation community

Assessment

- Standardized assessment tools (*Prevention and Diversion Screening Tool and VI-SPDAT*) are used across the CoC. The assessment provides the ability for households to gain access to the BEST options to address their NEEDS, incorporating participant's choice rather than being evaluated for a single program within the system. The most intensive permanent housing interventions are prioritized for those with the highest needs.

CE in the BoS CoC

- 7 Implementation Sites
- Bartow, Bibb, Clayton, Coastal (Bryan, Camden, Glynn, Liberty, McIntosh, and Wayne), Burke, Hall, and Gwinnett
  - Grow coverage area
- DCA OHSN Toll-free hotline connect callers to implementation sites, emergency shelter, other funded agencies
- Areas outside of implementation sites 1-844-249-8367

Participation in CE

- If your agency is located IN an implementation region/community, you must:

- Report program vacancies to lead agency

- Fill permanent housing vacancies through CE

- Participate in planning/case conferencing efforts

- Follow CE Written Standards

- Housing focused (Emergency Shelter)

Participation in CE

- If your agency is NOT located in an implementation community, you must:

- Assess households experiencing literal homelessness using VI-SPDAT
  - Households should NOT be assessed prior to entrance into emergency shelter/hotel motel

- Meaningful referrals when necessary

The Benefits of Streamlining

Why are we reorganizing our system?

- A CES provides the opportunity to work collaboratively across programs. When everyone collaborates, limited resources are used effectively, providers experience a reduction in unnecessary duplication of efforts and services, we increase our focus on improving client outcomes, and quickly 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 equitable access to programs, and inefficient use of resources. This makes it hard for households to navigate the system to get help quickly

- The focus of coordinated entry is on helping people maintain and regain housing as quickly as possible, to reduce the trauma caused by homelessness and promote long term stability

- HUD requires CoCs to implement a Coordinated Entry System
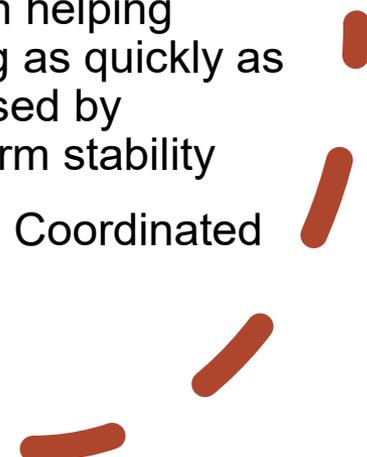
How can Coordinated Entry impact a community?

CE results in less failed referrals and better outcomes.

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 have fair and equitable access to service

- The system is designed to get people what they need, when they need it – shortening the path to permanent housing

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

Building Collaborative Partnerships

Importance of Collaboration in Coordinated Entry

- Collaboration involves multiple agencies working together to solve their region homelessness.

- Collaboration helps to bring available resources together.

- Collaboration strengthens your collective voice.

- Collaboration can extend beyond your agencies including other counties, businesses and groups.

- Improved data management

Community Meeting Invites

Community Housing Meetings

Power of Data - Building Hope for Georgia

Power of Data - Building Hope for Georgia

HMIS (Homeless Management Information System)

CES Workflow in HMIS (Matching, Prioritizing, Referring)

The Power of Data - Building Hope for Georgia

Knowing the power of data.

1. Needs Assessment
2. Program Evaluation
3. Policy Development
4. Community Collaboration
5. Tracking Trends and Patterns
6. Resource Planning
7. Prevention Strategies
8. Research and Innovation
9. ….........

The Power of Data - Building Hope for Georgia

Understanding the stories behind the data.

- Data is more than just statistics.

- Entering data into the system means converting the stories of homeless people into numbers.

- These numbers now represent your agency's efforts in serving the homeless in Georgia.

- By comprehending the stories of those facing homelessness, interventions can be designed to break the cycle and provide long-term, sustainable solutions.

- Every person can make a difference by understanding and acting upon the stories embedded in the data around them.

- In an organization with multiple individuals, there are hundreds of agencies working to solve the problems of homelessness.

- These stories, when converted into numbers from various geographical regions and agencies, will represent our collective narrative at the national level.

- At the national level, our stories spark positive changes, leading to impactful programs and projects that help prevent homeless.

- This becomes possible only when we provide accurate data, sharing the real stories of those enduring hardships today but aspiring for a better tomorrow.

The Power of Data - Building Hope for Georgia

"**Knowing data** may lack the emotional stories behind the data, but through a deeper **Understanding of the data**, one can uncover hidden narratives and the reality that goes beyond just numbers."

"In God we trust; all others bring data."

W. Edwards Deming
American business theorist, composer, economist, industrial engineer, management consultant, statistician, and writer

New Hire CE Region 1

|	
Banks	Hall
Barrow	Haralson
Bartow	Hart
Carroll	Henry
Catoosa	Jackson
Chattooga	Lumpkin
Cherokee	Madison
Clayton	Murray
Dade	Paulding
Dawson	Pickens
Douglas	Polk
Fannin	Rabun
Floyd	Spalding
Forsyth	Stephens
Franklin	Towns
Gilmer	Union
Gordon	Walker
Gwinnett	White
Habersham	Whitfield
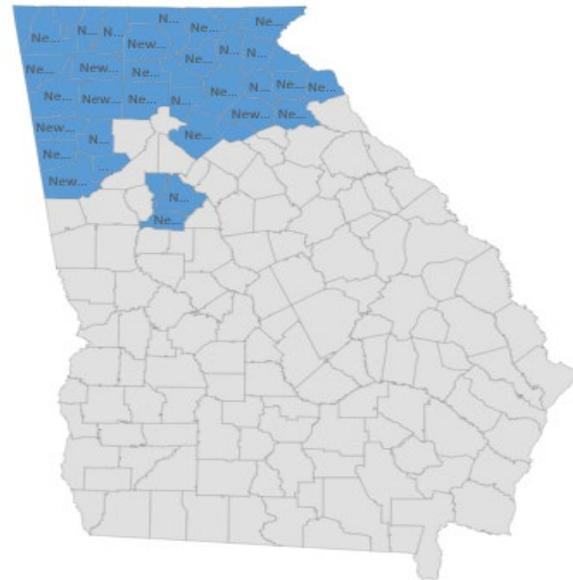
Jimmy Harris CE Region 2

|	
Baldwin	Lincoln
Bibb	McDuffie
Bleckley	Monroe
Burke	Morgan
Butts	Newton
Crawford	Oconee
Dodge	Oglethorpe
Elbert	Peach
Emanuel	Pulaski
Glascock	Putnam
Greene	Rockdale
Hancock	Taliaferro
Houston	Twiggs
Jasper	Walton
Jefferson	Warren
Johnson	Washington
Jones	Wilkes
Lamar	Wilkinson
Laurens	Columbia
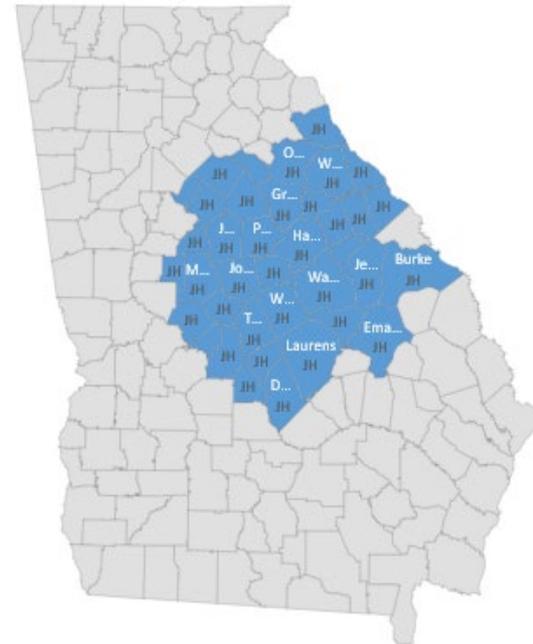
Amanda McKearn CE Region 3

Appling	Jeff Davis
Atkinson	Jenkins
Bacon	Lanier
Ben Hill	Liberty
Berrien	Long
Brantley	Lowndes
Bryan	McIntosh
Bulloch	Montgomery
Camden	Pierce
Candler	Screven
Charlton	Tattnall
Clinch	Telfair
Coffee	Tift
Cook	Toombs
Echols	Treutlen
Effingham	Ware
Evans	Wayne
Glynn	Wheeler
Irwin	Wilcox
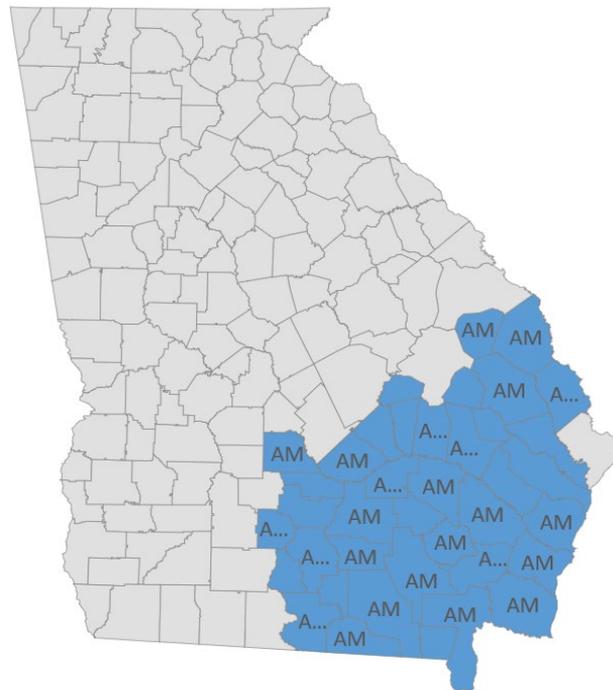
Trenise Ponder Region 4

Baker	Meriwether
Brooks	Miller
Calhoun	Mitchell
Chattahoochee	Pike
Clay	Quitman
Colquitt	Randolph
Coweta	Schley
Crisp	Seminole
Decatur	Stewart
Dooly	Sumter
Dougherty	Talbot
Early	Taylor
Fayette	Terrell
Grady	Thomas
Harris	Troup
Heard	Turner
Lee	Upson
Macon	Webster
Marion	Worth

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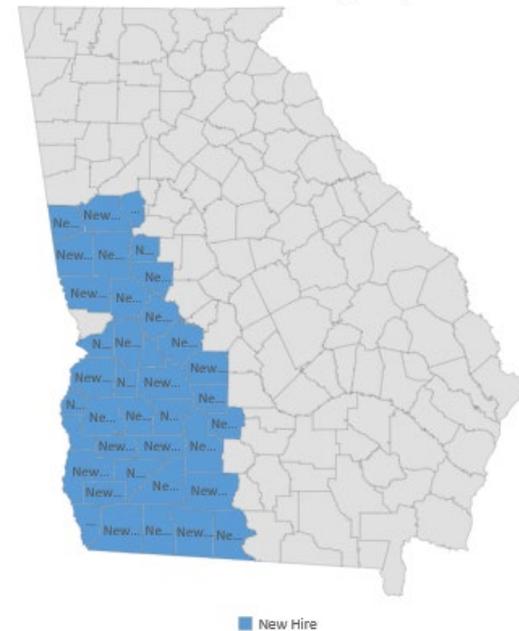
Balance of State CoC Team Contacts

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