

COORDINATED ENTRY SERIES ASSESSMENTS, REFERRALS, AND DATA

Amanda Rosado
Technical Advisor
rosado@flhousing.org



WEBINAR LOGISTICS

- Participants are muted
- Enter your questions in the box in your webinar panel
- Handouts are available with this webinar
- Forgot to ask a question or want to ask privately?
Email me at rosado@flhousing.org
- This webinar is being recorded and will be available
at www.flhousing.org
- A survey will immediately follow the webinar; *please*
complete it! Thanks!

COORDINATED ENTRY SERIES

****Webinar 1: [Recording](#) and [PPT/Handouts](#)****

[Register for the next webinar!](#)

**[10/24 – How Are We Doing it in Florida?
Community Examples](#)**

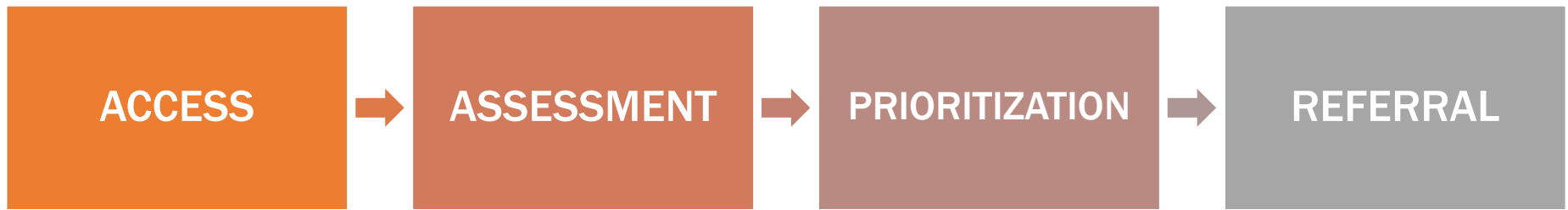
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WEBINAR OVERVIEW

- ✓ Access: Quick Review
- ✓ Assessment
- ✓ Prioritization
- ✓ Referral
- ✓ Data Management

QUICK POLL – WHAT HAS BEEN YOUR BIGGEST CHALLENGE WITH CE?

- A. Not enough resources to implement**
- B. Not enough housing options for referring households**
- C. Coordinated Entry has too many regulations**
- D. Providers are not on board**
- E. Some other reason**



ELEMENTS OF COORDINATED ENTRY

**IMPORTANT!
READ THE
GUIDEBOOK**

There are requirements for *each element* of Coordinated Entry:

- Access
- Assessment
- Prioritization
- Referrals

ACCESS REVIEW



Easily accessible

Same assessment approach

Standardized decision-making

Can use a variety of models (see previous webinar)



ASSESSMENT:

THE PROCESS OF GATHERING INFORMATION, SUCH AS HOUSING BARRIERS AND VULNERABILITY, IN ORDER TO MAKE PRIORITIZATION DECISIONS.



ASSESSMENT: REQUIREMENTS

Standardized access and assessment tool

Participant autonomy

Assessor Training

Person-Centered Approach

Privacy Protections

MORE ON ASSESSMENT

You are allowed to have different assessments for HUD-designated subpopulations:

1. Adults without children
2. Adults accompanied by children
3. Unaccompanied youth
4. Households fleeing domestic violence, dating violence, sexual assault, stalking or other dangerous conditions (human trafficking)
5. Persons at imminent risk of literal homelessness for purposes of administering prevention

WHAT TOOL SHOULD WE USE?

- Tested, valid, and appropriate
- Reliable (provide consistent results)
- Comprehensive (includes access to all housing and services within CoC)
- Person-centered
- User-friendly
- Strengths-based
- Housing First-oriented
- Culturally and linguistically competent
- Transparent about potential options



PRO TIPS

- ✓ Use skip-logic so people aren't answering unnecessary questions

Example: skip veteran questions to youth under 18. Skip pregnancy questions for males, etc.

- ✓ Hire assessors who are experienced in engaging those experiencing homelessness.



ASSESSMENT: FAQs

Q: What does HUD mean by a phased assessment?

Q: What if someone comes in who speaks a different language or needs auditory accommodations?

- Florida Association of Centers for Independent Living
- Florida Telecommunications Relay
- DCF Partnerships
- Local nonprofit serving people speaking the language you need interpreted

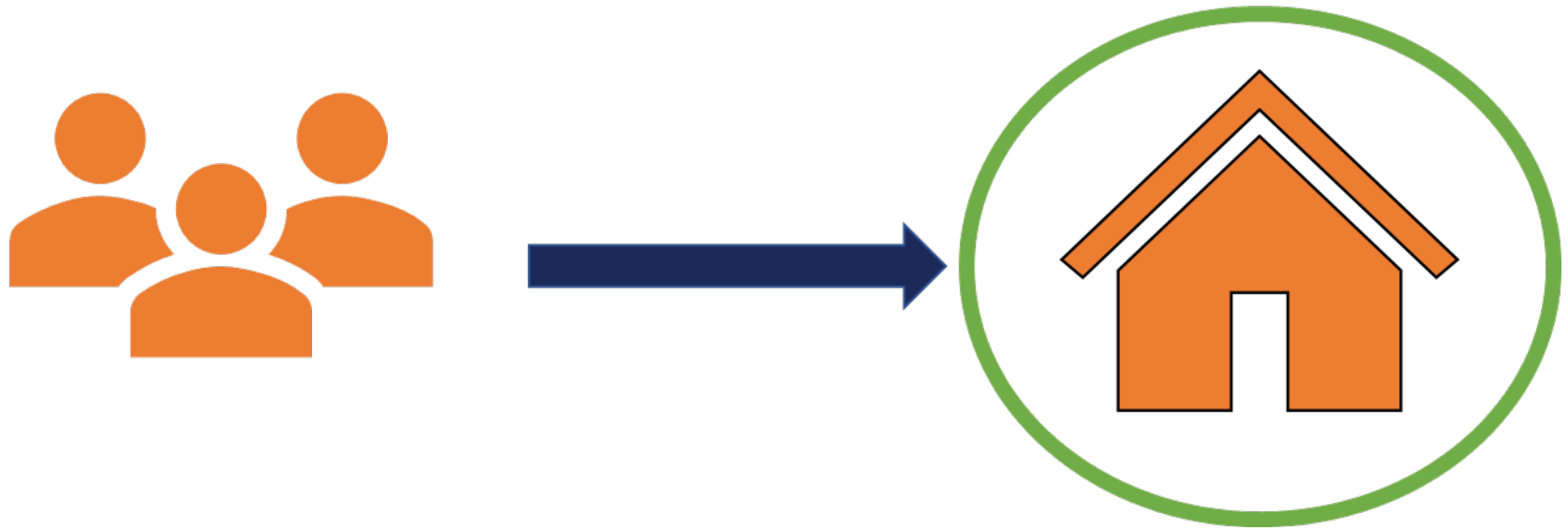


PRIORITIZATION:

THE PROCESS OF DETERMINING A
HOUSEHOLD'S PRIORITY FOR HOUSING
AND SUPPORT SERVICES.

**This is
kind of the
whole
point!**





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THE FLORIDA HOUSING COALITION



CORE REQUIREMENTS

- ✓ CE is used to prioritize homeless persons for ALL vacancies within the CoC
- ✓ Specific and definable set of criteria that are:
 - Documented
 - Publicly Available
 - Applied Consistently
- ✓ Prioritization policies and procedures are consistent with CoC and ESG written standards
- ✓ Policies and procedures include the factors and assessment information with which prioritization decisions are made

IMPORTANT!
HUD
NOTICE
CPD-16-11

PSH needs to be targeted
to serve persons with the
highest needs and
greatest barriers
~~“First Come, First Serve”~~

PRIORITIZATION LIST AND FACTORS

- Generating a community-wide list provides transparency **AND** better prioritization
- Commonly used factors
 - Significant challenges or functional impairments
 - High utilization of crisis services
 - Extent to which persons, especially youth and children, are unsheltered
 - Vulnerability to illness or death
 - Risk of continued homelessness
 - Vulnerability to victimization – physical assault, trafficking or sex work

PRO TIPS

- ✓ One entity manages the process
- ✓ Allow case workers to provide additional information if the assessment is lacking
- ✓ Participants wait no longer than 60 days for a referral to housing or services
- ✓ In the case of two identical prioritized HH the CoC selects the HH that first presented





REFERRAL:

HOUSEHOLDS WITH THE HIGHEST PRIORITY ARE OFFERED HOUSING AND SERVICES FIRST.

REFERRALS TO PROJECTS

- Uniform and coordinated referral process for **ALL** beds, units, and services available within CoC
- Projects do not screen out potential participants on *perceived barriers*
- CoC and ESG program sub/recipients use CE as the only referral source to fill vacancies



PERCEIVED BARRIERS



- Too little or no income
- Active or history of substance use disorders
- Domestic violence history
- Resistance to receiving services
- Type or extent of disability-related support needed
- History of evictions or poor credit
- Lease violations or history of not being a leaseholder
- Criminal record

LOTS OF RECOMMENDATIONS!

Maintain and update a list of all resources to be accessed from CE

Each project establishes and makes publicly available the specific eligibility criteria

Non HUD-funded agencies participate

Participant is offered other resources if PSH is not available

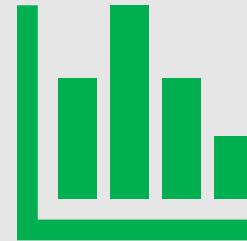
Employ a Housing Navigator

Participant choice is important

DATA MANAGEMENT

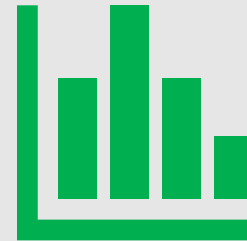


DATA MANAGEMENT



- CoC must ensure adequate privacy protection of all participant information per the HMIS Data and Technical standards
- Must have participant consent to share information (ex. Priority list)
- Cannot deny services to participants for refusal to allow their data to be shared

USING HMIS



- CoC can import and export data to support collaboration between homeless service providers and mainstream resource providers
- CoC manages and maintains a list of referral sources in a systematic way to ensure uniformity in describing resources
- Automate prioritization list management, eligibility determination, assessment scores, etc.

EVALUATE!



Learn → Change → Improve



COORDINATED ENTRY SERIES

- Register for the next webinar
 - 10/24 – How Are We Doing it in Florida?
Community Examples
- Upcoming Workshops
 - 10/19 – Jacksonville
 - 11/14 – Tampa

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