INTRODUCTION TO COORDINATED ENTRY

Amanda Rosado
Technical Advisor
rosado@flhousing.org

Sponsored by the Department of Economic Opportunity
The Florida Housing Coalition, Inc., is a nonprofit, statewide membership organization whose mission is to bring together housing advocates and resources so that all Floridians have a quality affordable home and suitable living environment.
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

Register for the next 2 webinars

09/26 – Assessments, Referrals, and Data
10/24 – How Are We Doing it in Florida?
Community Examples

WWW.FLHOUSING.ORG
DISCLAIMER

WE ARE NOT HUD.
WE DO NOT SPEAK FOR HUD.

Refer to HUD for authoritative information.
WEBINAR OVERVIEW

✓ What is Coordinated Entry?
✓ Why is Coordinated Entry important?
✓ Planning Considerations and Requirements
✓ Access
Quick Poll – Where is your community at?

A. What’s Coordinated Entry again?
B. Currently planning, but not implemented yet.
C. We have just started Coordinated Entry within the last year.
D. Our Coordinated Entry has been running for over 1 year.
WHAT IS COORDINATED ENTRY?
COORDINATED ENTRY

a consistent, streamlined process for accessing the resources available in the homeless crisis response system

Image: Los Angeles CES
COORDINATED ENTRY “MUSTS”

✓ A Housing First approach
✓ Uniform tools and decision-making
✓ Transparent process understood by ALL stakeholders
✓ Prioritizes households vs. first come, first serve
✓ Facilitates the process from entry into the crisis response system to exit into housing
✓ Four core elements
ELEMENTS OF COORDINATED ENTRY

ACCESS → ASSESSMENT → PRIORITIZATION → REFERRAL
WHY IS COORDINATED ENTRY IMPORTANT?
How do households access housing?
IT PROVIDES A TRANSPARENT PROCESS

• Does EVERYONE understand the road to housing?
• How are housing resources gathered and disseminated?
• How are households prioritized?
• How do providers communicate and provide referrals?
BENEFITS OF COORDINATED ENTRY

- Households are able to locate housing faster
- Households will only be referred only to projects they are eligible for
- Providers can avoid ineligible/inappropriate referrals
- Providers can better manage prospective participants through prioritization
- Funders can see increased compliance with eligibility requirements
- CoCs have better data and can identify areas for improvement
The Coordinated Entry Notice establishes new requirements for coordinated entry that CoCs and recipients and subrecipients of CoC Program or ESG Program grants must meet as of January 23, 2018.
PLANNING CONSIDERATIONS
IMPORTANT! READ THE GUIDEBOOK

There are planning and data management requirements for the Coordinated Entry process. (See handouts)

There are requirements for each element of Coordinated Entry: Access, Assessment, Prioritization, and Referrals
HUD Exchange

Coordinated Entry Guidebook

Coordinated Entry Self-Assessment
Management and Oversight

RFQ and Application for Coordinated Entry
This is a sample RFP that was used to solicit organizations to participate in the Charlotte CoC's coordinated entry system.
Publication Information: Charlotte, NC | January 2014

Coordinated Intake & Assessment Appeals Process for Clients
This document outlines the Jacksonville CoC's client grievance and appeal process.
Publication Information: Jacksonville, FL

Coordinated Intake & Assessment Appeals Process for Member Agencies
This document outlines the Jacksonville CoC's agency grievance and appeals process.
COMPONENTS OF AN EFFECTIVE HOUSING CRISIS Response System

- Outreach & Coordinated Entry
- Prevention & Diversion
- Permanent Supportive Housing
- Emergency Shelter
- Rapid ReHousing

EFFECTIVELY ENDING Homelessness
Step 1: Identify and Gather Stakeholders

- Households
- Housing Projects
- Funders
- CoC
STEP 2: PRINCIPLES AND PRIORITIES

Establish guiding principles (H1, priority populations, accessible)

Assess the system gaps and define goals to address them

Establish uniform admission criteria instead of project by project

Define and set the standards – Make them CLEAR and TRANSPARENT
STEP 3: OPERATIONS

• Who monitors performance?
• Who monitors compliance?
• Who is developing policies and expectations?
• Who is in charge of data?
• Who is going to perform annual evaluation?
Some Planning Requirements

- Covers entire CoC geographic area
- Easily accessed by households seeking housing or services
- Well-advertised
- Comprehensive and standardized assessment tool(s)
- Policies guiding those seeking safety
- Affirmative marketing to eligible persons who are least likely to apply in the absence of special outreach
- Complies with applicable civil rights and fair housing laws
  - Fair Housing Act
  - Section 504
  - Title VI of Civil Rights Act
  - Title II and III ADA
Element Access
ACCESS REQUIREMENTS
ACCESSIBILITY

All access points are able to assist or connect households with appropriate access point

Same assessment approach

Standardized decision-making

Cannot deny victims of domestic violence, dating violence, sexual assault or stalking

Easily accessible
EMERGENCY/PREVENTION SERVICES

Emergency Services

• Emergency services, including DV programs/shelters, should have as few barriers to entry as possible
• Access ensured after hours

Prevention Services

• Clear process for persons seeking access to prevention services
REQUIREMENTS CONTINUED

✓ Full Coverage
  • Access points accessible throughout entire geographic area

✓ Marketing
  • Effective communication with individuals with disabilities (e.g. Braille, audio, large type, assistive listening devices, sign language interpreters)
  • Provide materials in multiple languages to meet needs of groups served

✓ Safety Planning
  • Specific policy to address households fleeing danger and seeking shelter from non-victim service providers

✓ Street Outreach
  • ESG and CoC funded outreach linked in and using same process
ACCESS
RECOMMENDATIONS
ACCESSIBILITY

• Access point is in proximity to public transportation and other services to facilitate access

• Provide connections to mainstream and community-based emergency assistance services
ACCESS OPTIONS
## Coordinated Entry Access Models

<table>
<thead>
<tr>
<th></th>
<th>SINGLE POINT OF ACCESS</th>
<th>MULTISITE CENTRALIZED ACCESS</th>
<th>NO WRONG DOOR</th>
</tr>
</thead>
<tbody>
<tr>
<td>Site Location</td>
<td>Centralized</td>
<td>Located at population centers, high-volume providers, and possibly separated by subpopulation</td>
<td>All existing provider locations</td>
</tr>
<tr>
<td>Number of Access Points</td>
<td>1</td>
<td>Variable, based on geography (2 to 4)</td>
<td>Many</td>
</tr>
<tr>
<td>Services Offered</td>
<td>Primarily access and assessment; may include triage services, emergency services, or other mainstream services</td>
<td>Primarily access and assessment; may include the services of a co-located provider; may be targeted to one of several subpopulations</td>
<td>Access, at least limited assessment, referrals, and the standard services of each provider</td>
</tr>
</tbody>
</table>

See Handout
ACCESS MODEL OPTIONS

- Centralized
  One site
- Virtual Entry
  211 or other Hotline system
- Multiple Access Points
  Sub regions within CoC
- Subpopulation Access Points
- “No Wrong Door”
  Every provider
Quick Poll – Which Access Model do you use?

A. Centralized (Single or Multi-site)
B. No Wrong Door (De-centralized)
C. Assessment Hotline
D. Combination of Above
E. Some Other Way
**Key Questions**

- What types of access points are already in place? Should they be retained? Are they accessible to all persons throughout the geography of the CoC?
- How do access points interact with outreach projects? With shelter intake?
- How are shelter diversion and prevention activities incorporated into the CoC?
- What are the staffing needs of each access point, and how much will it cost to operate the access points?
- What training is required for staff at access points?
How Do We Get Providers on Board?

• Make it a part of CoC and other funding regulations
• Invite them to the table as early as possible in this process
• Review the benefits of screening potential participants
AFFORDABLE HOUSING CONFERENCE 2017

SEPTEMBER 10-13 IN ORLANDO
COORDINATED ENTRY SERIES

- Register for the next 2 webinars
  - 09/26 – Assessments, Referrals, and Data
  - 10/24 – How Are We Doing it in Florida? Community Examples

- Upcoming Workshops
  - 10/19 – Jacksonville
  - 11/14 – Tampa

WWW.FLHOUSING.ORG