

# Coordinated Entry System

## GICH Retreat



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Tell me about it...

What does your crisis response system look like?

# 2017 PIT Count

County	Unsheltered	Sheltered	Imminently Homeless	Unsheltered Chronically Homeless
Chattooga	12	0	51	1
Harris	14	0	1	0
Liberty	8	34	4	1
Morgan	7	0	2	0
Polk	7	8	0	3

# What is Coordinated Entry?



*Coordinated Entry is a process through which people experiencing homelessness access the crisis response system in a streamlined way, have their strengths and needs quickly assessed, and are quickly connected to appropriate, tailored housing and mainstream services within the community or designated region.*

# What is Coordinated Entry?

- *Standardized assessment tools 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 interventions are prioritized for those with the highest needs.*

# 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

# Coordinated Entry-Overall Goals

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

# 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



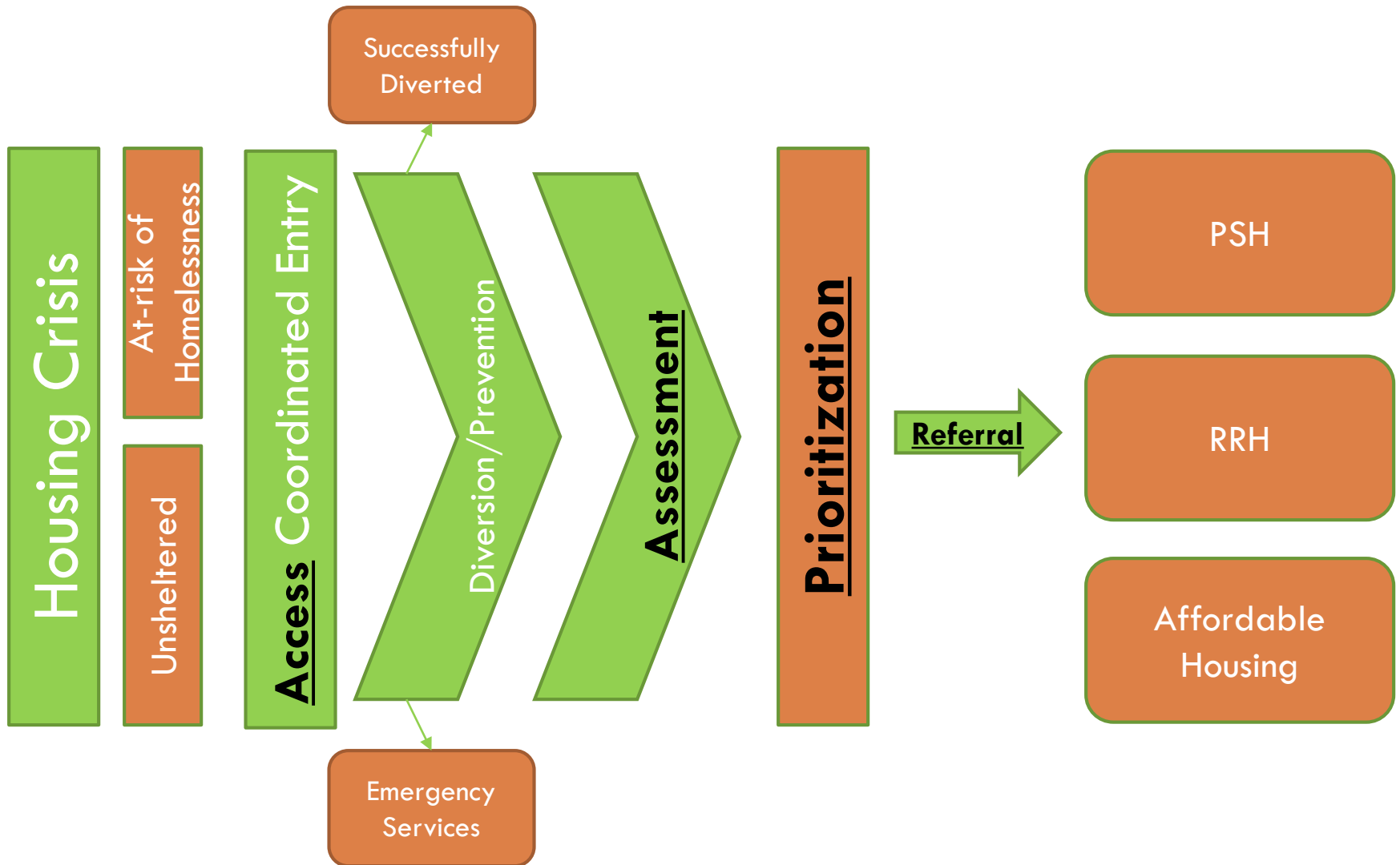
# How can Coordinated Entry impact a service provider?

- ❑ 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 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

# Coordinated Entry



# CES Model Types

Centralized/Centralized Multi-Site		Decentralized/No Wrong Door		Hybrid	
<p>Clients go to a single/multiple physical location(s) 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.</p>		<p>Each provider within the 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.</p>		<p>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.</p>	
Advantages	Disadvantages	Advantages	Disadvantages	Advantages	Disadvantages
<ul style="list-style-type: none"> <li>• Few sites necessary</li> <li>• Little time/training needed to work on coordinating multiple providers</li> <li>• Easy to advertise</li> </ul>	<ul style="list-style-type: none"> <li>• May not be equally accessible to everyone</li> </ul>	<ul style="list-style-type: none"> <li>• More locations available to clients</li> </ul>	<ul style="list-style-type: none"> <li>• Less control over consistency of services and data management</li> <li>• Potentially more costly (may require more staff, more space than physically centralized model)</li> <li>• More training needed to ensure continuity</li> </ul>	<ul style="list-style-type: none"> <li>• More locations available to clients</li> </ul>	<ul style="list-style-type: none"> <li>• Less control over consistency of services and data management</li> <li>• Potentially more costly (may require more staff, more space than physically centralized model)</li> <li>• More training needed</li> </ul>

# Data Driven System



- Progressive and phased assessment- collecting JUST the right amount of data at each phase
- HMIS (Homeless Management Information System)
- GOOD data is key to understanding and FUNDING a system
- Promotes transparency and prevents duplication of services
- CES in HMIS does matching and referral piece

# CE in the BoS CoC

- 4 Implementation/Test Sites  
(Bartow, Bibb, Colquitt, Liberty)
- DCA OHSN Toll-free hotline
- Funded agencies leading efforts in other communities using Coordinated Entry Toolkit and Technical Assistance from CoC Staff
- Coordinated Entry Deadlines (HUD and CoC)

# What do I do if I'm not part of one of the 4 implementation sites?

- ❑ Start the conversation in your community
- ❑ Get the right people in the room
  - ❑ Are there funded agencies in my community who can lead the effort?
  - ❑ Is there a group already meeting to discuss homelessness?
  - ❑ Is there a champion? (Local government)

# What do I do if I'm not part of one of the 4 implementation sites?

- ❑ For communities with few or no funded agencies
  - ❑ Are there counties around me that I can partner with?
  - ❑ Where are people going for services?
  - ❑ Is there a CES near me that we can work with?
- ❑ Engage non-funded agencies, faith community, DFCS, School System, etc
- ❑ United Way/Community Action Agencies
- ❑ Don't reinvent the wheel! We have the tools. Reach out to CoC staff for assistance



# Helpful Tools- CE Toolkit

## BoS Documents

- ❑ BoS CoC Written Standards
- ❑ BoS CoC VAWA Policies and Procedures
- ❑ **BoS CoC Coordinated Entry Written Standards**
- ❑ **BoS CoC Coordinated Entry Planning Guide (Timeline)**
- ❑ Prevention and Diversion Screening Tool
- ❑ VI-SPDAT (Families, Individuals)

## HUD Documents

- ❑ *Coordinated Entry Core Elements*
- ❑ *Coordinated Entry Process Self-Assessment*
- ❑ *Notice Establishing Additional Requirements for a Continuum of Care Centralized or Coordinated Assessment System*

# Questions & Answers

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# Contact Us



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