

# INTRODUCTION TO COORDINATED ENTRY



**Amanda Rosado**  
Technical Advisor  
[rosado@flhousing.org](mailto:rosado@flhousing.org)



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.**



WE'RE PROUD TO OFFER PROFESSIONAL  
**CONSULTING SERVICES**

In the areas of affordable housing, fair housing, ending homelessness, & related issues

# 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](mailto:rosado@flhousing.org)
- This webinar is being recorded and will be available  
at [www.flhousing.org](http://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](http://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

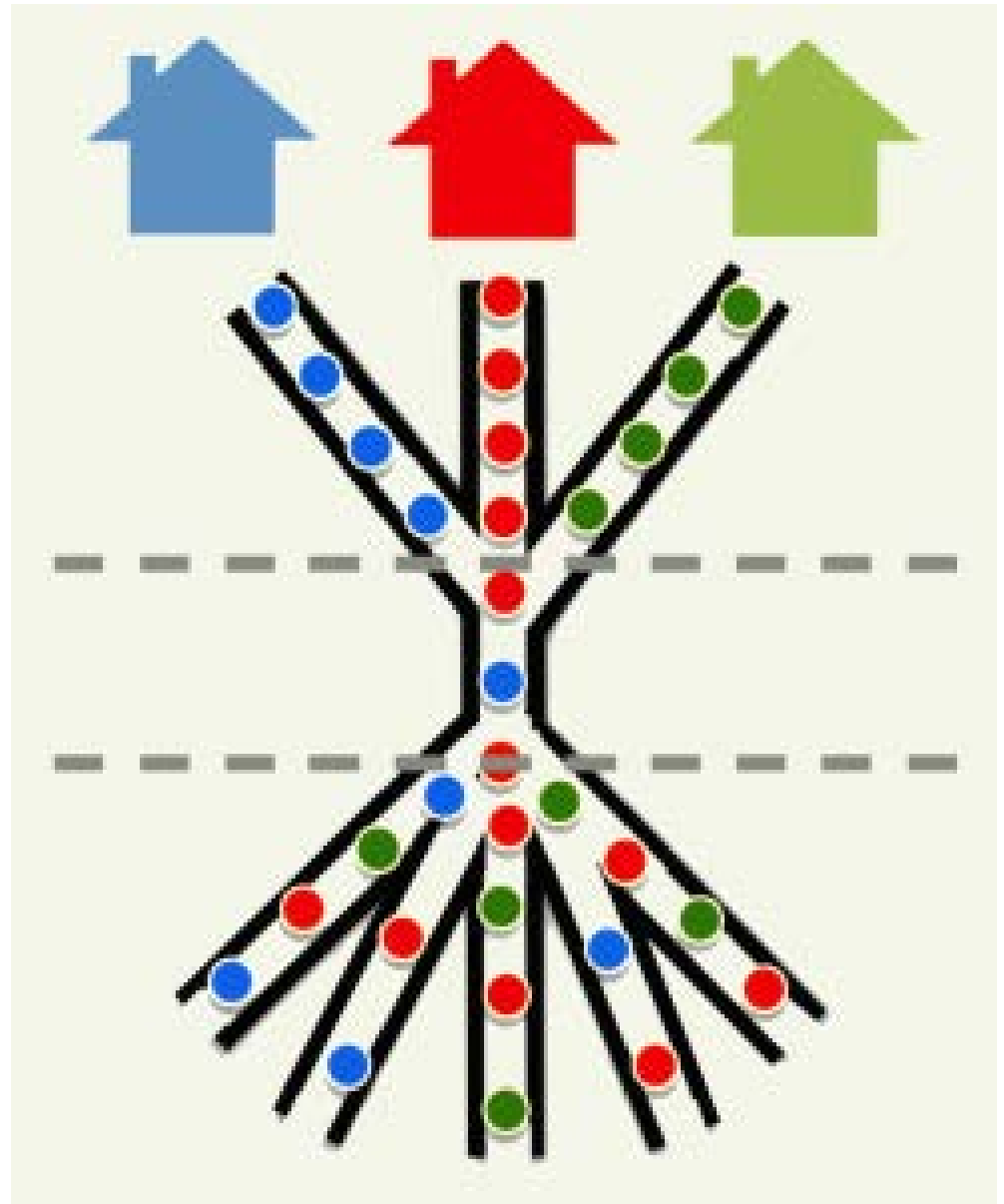
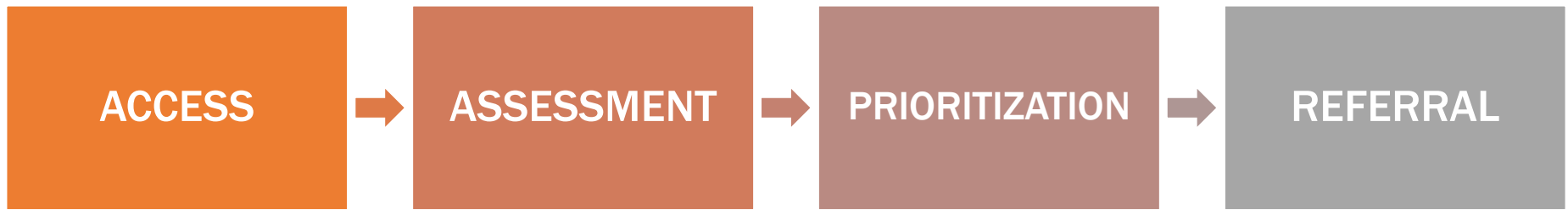


Image: Los Angeles CES

# 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

# WHY IS COORDINATED ENTRY IMPORTANT?



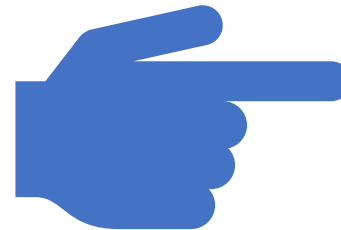
---

# 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



**AND IT'S  
REQUIRED!!**

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

# COORDINATED ENTRY TOOLS



**HUD EXCHANGE**

Secretary Ben Carson



Access

Assessment

Prioritization

Referral

Planning

**Management and Oversight**

Data Management

Evaluation

## 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.

THE FLORIDA HOUSING COALITION



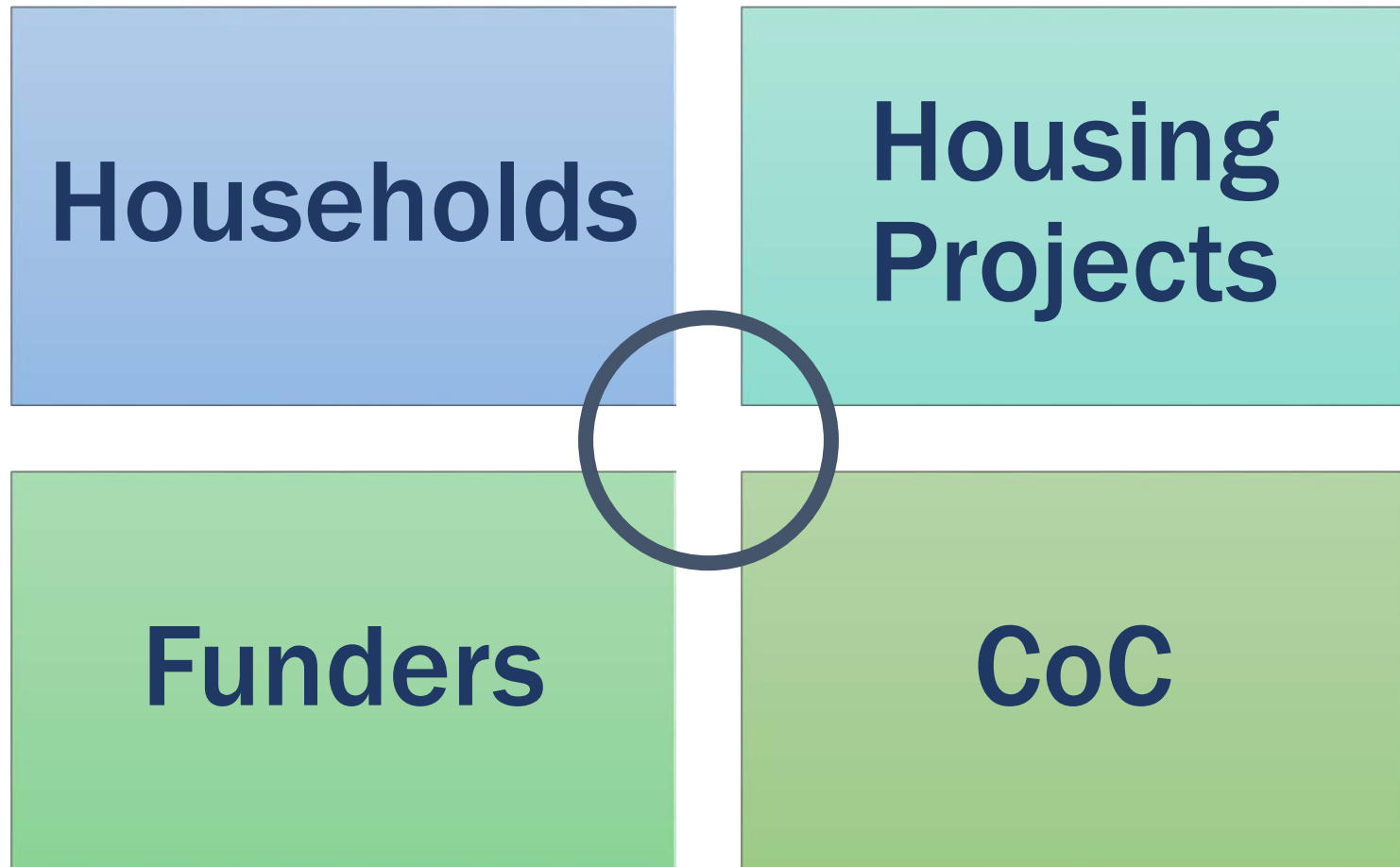
# COMPONENTS OF AN EFFECTIVE HOUSING CRISIS Response System



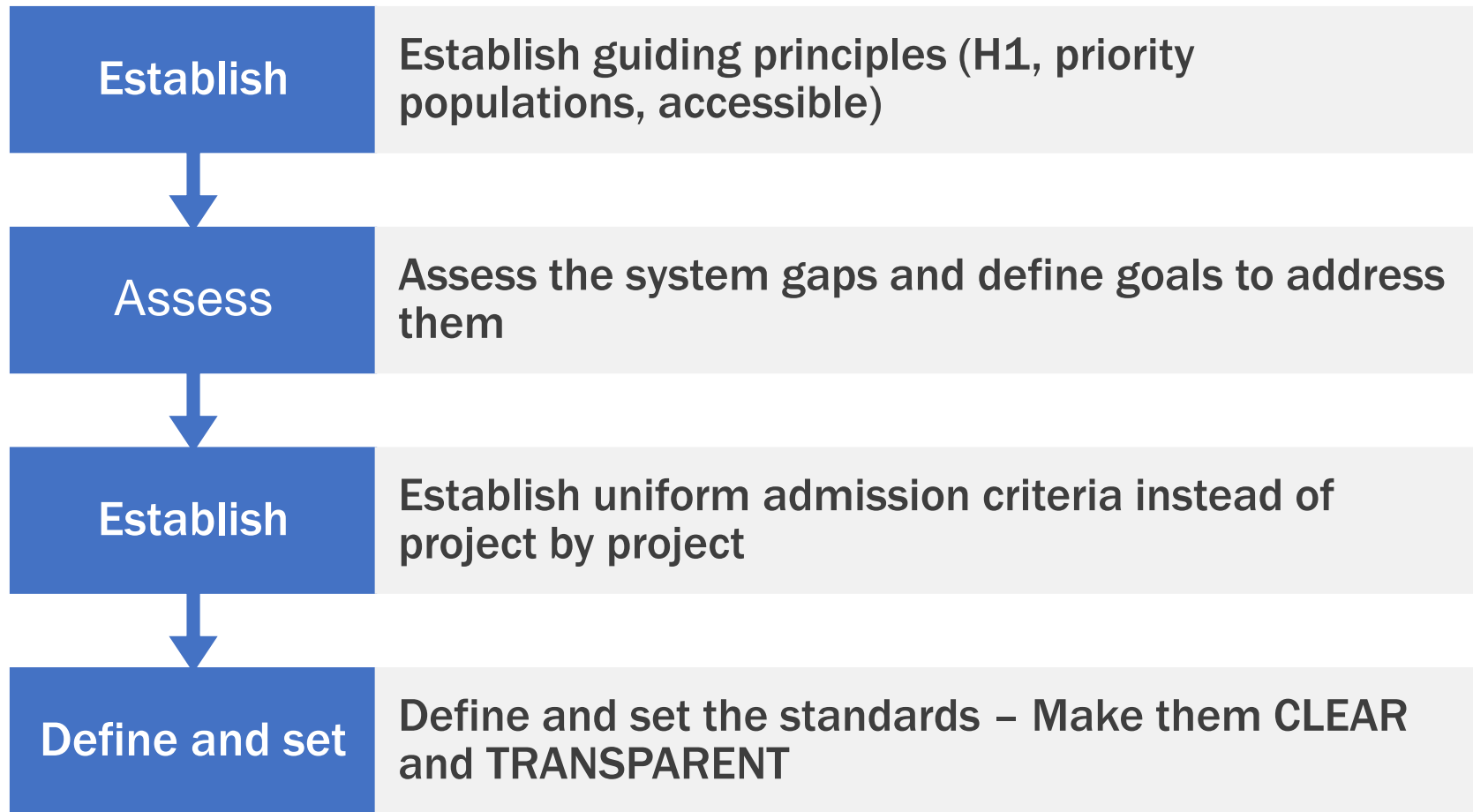
THE FLORIDA HOUSING COALITION



# STEP 1: IDENTIFY AND GATHER STAKEHOLDERS

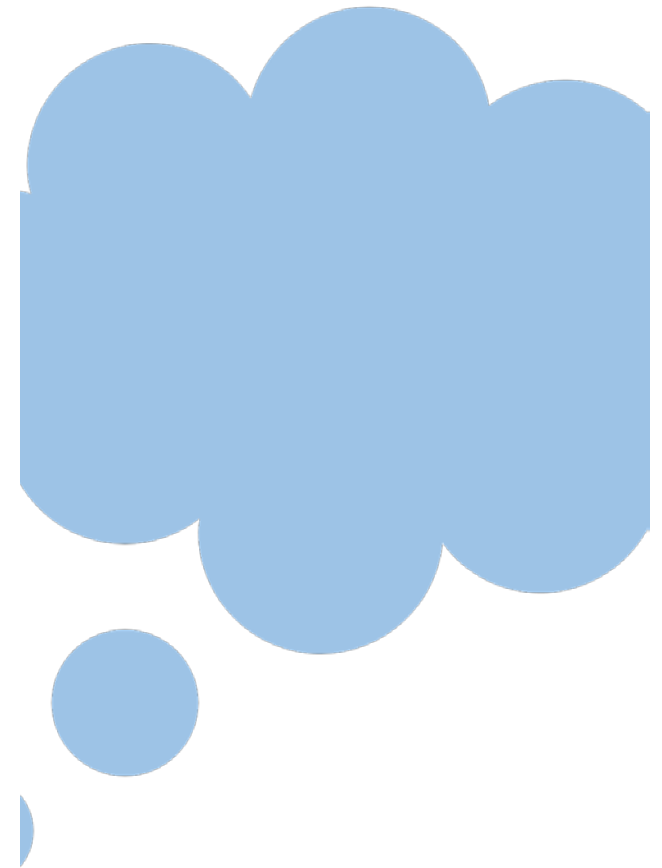


# STEP 2: PRINCIPLES AND PRIORITIES



# 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

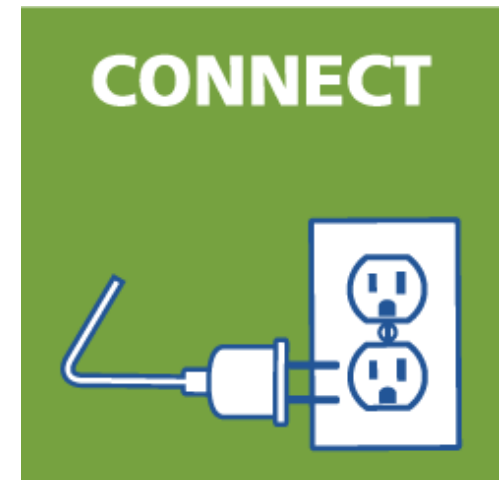


---

# 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

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

See Handout  
\* Access Models

# 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





A large conference hall with a stage and audience. The stage features a long table with several people seated behind it. A speaker is visible at a podium. The audience is seated in rows of chairs, facing the stage. The room has a dark ceiling with recessed lighting and wood-paneled walls.

**AFFORDABLE HOUSING**

**CONFERENCE 2017**

HOSTED BY THE FLORIDA HOUSING COALITION

SEPTEMBER 10-13 IN ORLANDO

[REGISTER HERE](#)



# 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](http://WWW.FLHOUSING.ORG)