

# *Coordinated Entry & Assessment for Families*



# Coordinated Entry Background

## National Best Practice

- National Alliance to End Homelessness
- Models across the country
- WA State Consolidated Homeless Grant

## King County's Connection

- King County Ten Year Plan to End Homelessness
- CEH Investment Priority
- Gates Foundation-five pillars

## Examples of coordinated efforts in King County

- King County & Seattle Prevention Funding
- HUD HPRP – Rapid Re-Housing & High Needs
- Client Care Coordination for high utilizers/vulnerable
- Day One Program for victims of domestic violence

# What's the problem to be solved?

Families often navigate an obstacle course of different phone numbers, agency vacancy protocols, and intake criteria in order to get assistance.

We also lack the ability to target resources to program areas based on unduplicated need or demand for services.

Locating resources is haphazard and not necessarily the best fit for the family.

System-wide, we know very little about those families that are being turned away or do not seek services.

This a stressful process for vulnerable families and those with higher service needs probably do not fair as well.

Providers are taking multiple calls (duplication). Individually they are conducting screening and eligibility.

# Solution

A clearly identified process for families to know where and how to access services.

A single access point to request services.

Coordinated referrals at a system-wide level that matches families with the most appropriate services and provider based on the standardized assessment of the family, as well as program capacity and eligibility.

Unduplicated data on the number of homeless families and the needs/barriers of these families that can influence system modifications and enhancements.

# Goal

## *For families:*

- Simplify the process for families to access services
- Help ensure that families get the right services
- Provide access to multiple programs/services through one process.

## *For agencies:*

- Provide a consistent and ready source of appropriate client referrals
- Less time gathering information and completing forms, allowing more time with clients.

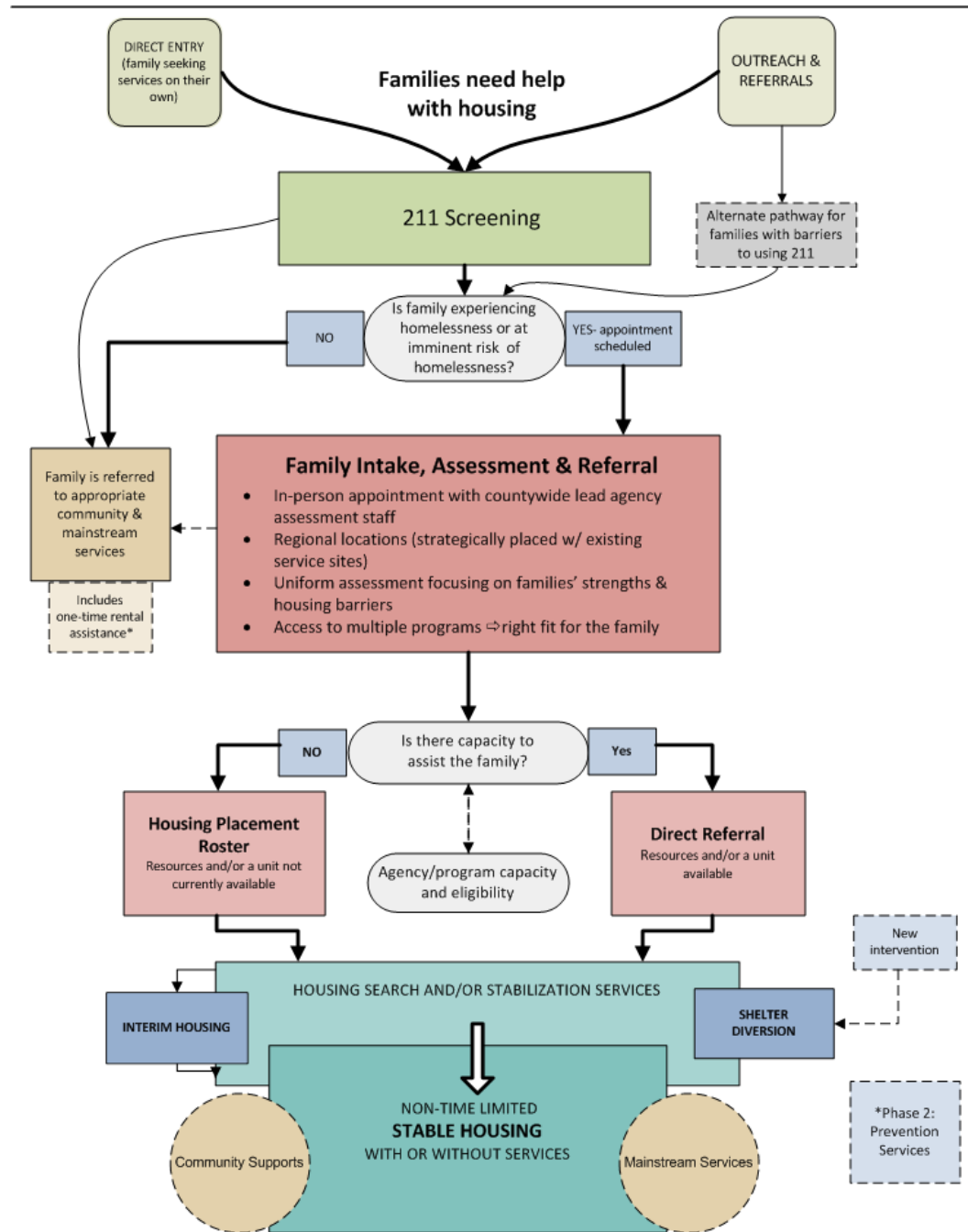
## *For the system as a whole:*

- Improve the efficiency, accuracy, and consistency of the assessment and referral process
- Target resources more efficiently and accurately
- Improve the system's ability to serve vulnerable families
- Capture data and identify service gaps and unmet needs.

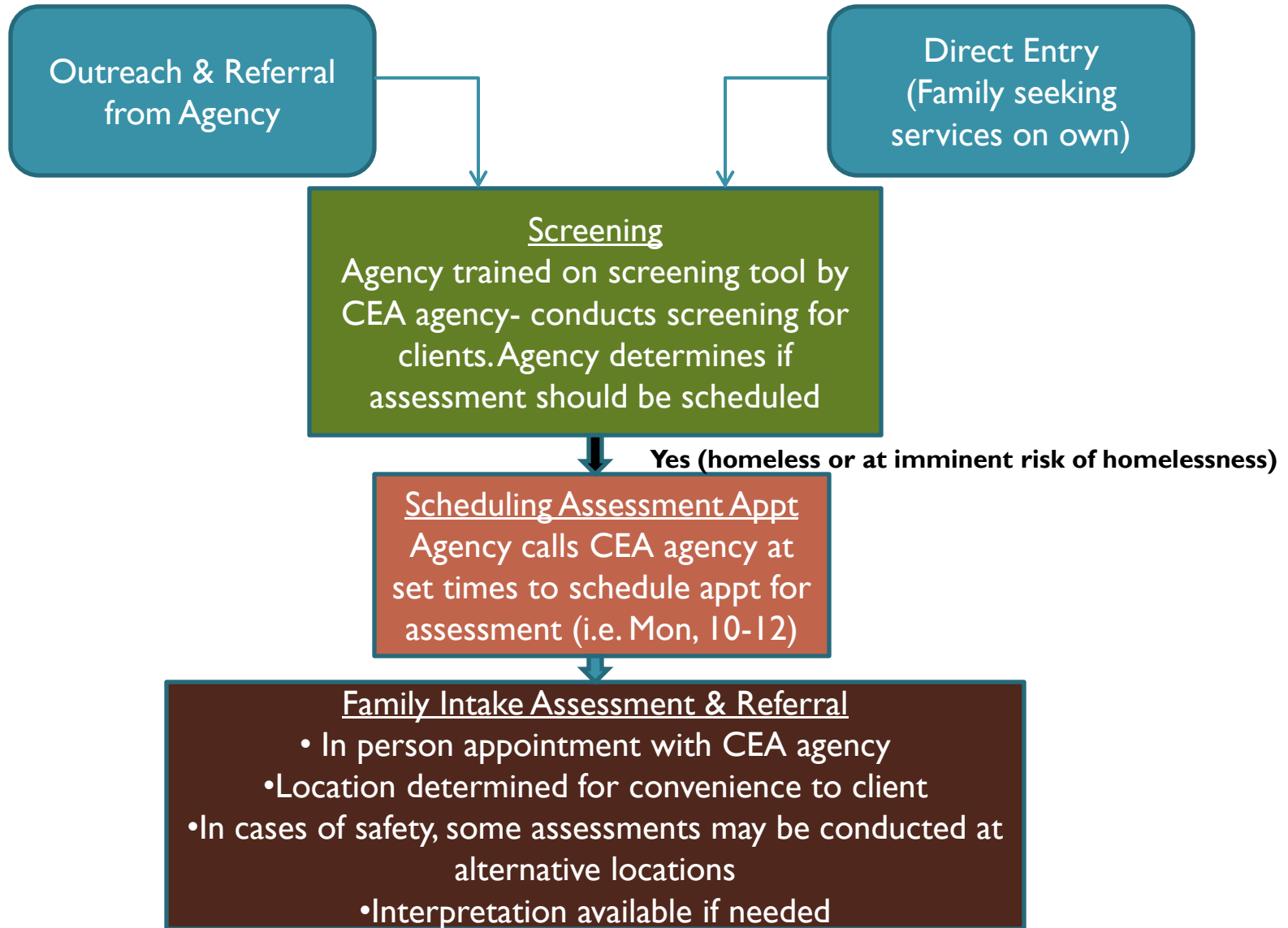
# Local Guiding Principles

- **Start with families** but be scalable and adaptable over time to respond to needs of other populations as funding/opportunities arise.
- **Focus on homeless housing and services** (prevention, emergency shelter, transitional housing, rapid re-housing, etc.) but should not go too far afield from housing-focused services.
- **Be easy to use for families.** Clients need to know how to access the system and have a clear path to find out about housing and services.
- Insure processes are **culturally appropriate and accessible.**
- **Be client focused** - always aiming to provide value to the client.
- Include the **use of uniform intake and assessment tools.**
- Process should be **efficient** and respectful.
- **Allow for choice** (client and agency) and fluidity but with realistic parameters and expectations.
- **Be built on a system of adequate capacity** (services and housing) to support clients now and in the future.
- **Connect to existing infrastructure** as appropriate - including Safe Harbors, 2-1-1, Day One Program and auxiliary services.

# Coordinated Entry for Families

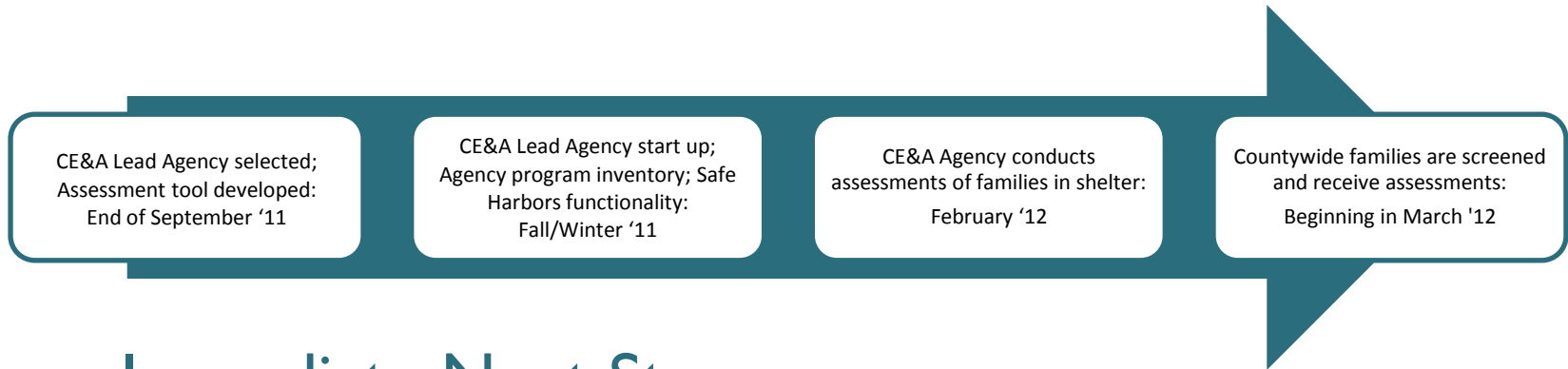


# Option for Immigrant and Refugee Families and Families Experiencing Domestic Violence





# Timeline & Next Steps



## Immediate Next Steps:

- Select lead agency
- Develop screening and assessment tools
- Conduct agency program inventory  
(eligibility, capacity, inventory of units and resources, etc.)
- Implement functional requirements within Safe Harbors



# Thank you for listening

## Questions????

Debbi Knowles, 206/263-9088

debbi.knowles@kingcounty.gov

Deborah Kuznitz, 206/263-9071

deborah.kuznitz@kingcounty.gov

<http://www.kingcounty.gov/socialservices/Housing/ServicesAndPrograms/Programs/Homeless/HomelessFamilies.aspx>