COMMITTEE TO
END
HOMELESSNESS
KING COUNTY

CEH Coordinated Entry/Engagement (CE): System Vision | All Populations | March 2015

About:

The purpose of a coordinated entry/access system is to ensure that all people experiencing a housing crisis have fair and equal access and are quickly identified, assessed for, and connected to housing and homeless assistance based on their strengths and needs. It uses standardized tools and practices, incorporates a system-wide housing first approach, and coordinates assistance so that those with the most severe service needs are prioritized.

This document outlines the overarching structure and values of our communities' aligned coordinated entry/engagement (CE) system for all populations, as approved by the Interagency Council (IAC) in March 2015. The document incorporates community input, via the Interagency Council and population subcommittees, as well as recommendations from Focus Strategies. In addition, in February 2015, HUD released a policy brief that summarizes HUD's views on goals for the Coordinated Entry process. This summer, HUD is expected to release requirements for Continuums of Care (CoCs) that are aligned with this brief.

Objective:

In March 2015, the IAC affirmed this vision to increase clarity and directed each existing CE system (Family Housing Connection, Youth Housing Connection, and emerging single adult work) to draft a project plan by April 2015. The target is for the redesign to be completed by January 2016.[1]*

ALL POPULATIONS Vision	
Overall System Structure	**Multiple Entry Points** • Streamlined assessment and triage to housing and resources through community based organizations throughout King County • Access points tailored to each population's needs, assuring access among marginalized populations **Coordinated Housing Placement** • Maintain a centralized waitlist/placement roster (for each population) operated by the System Manager to identify the appropriate resource for each homeless person[2] • Each population may have a different process/function for referrals and matching **Homeless Management Information System (HMIS/Safe Harbors) as the Database** • Database management, system level data analysis and quality control, training, and oversight for all populations is integrated
Decision making/ leadership	**Coordinated Entry Accountability/Leadership Subcommittee** • Membership includes City of Seattle, King County, CEH, UWKC and Safe Harbors; advised by providers; to be established by April/May 2015 • Population subcommittees oversee the operational/process decisions

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[1] The Safe Harbors Steering Committee met in March 2015 and reviewed this document. Due to the ongoing HMIS vendor selection process, the Steering Committee estimates that if a new vendor is chosen it will be approximately 2nd Quarter 2016 before coordinated entry functions could be integrated and functional.

[2] Per HUD Guidance: wait lists will be minimized to reflect the number of households able to be placed in a 'reasonable amount of time' [TBD: 90 days?]. Households not placed on the waitlist will be referred to other housing and service options. https://www.hudexchange.info/resource/4427/coordinated-entry-policy-brief/

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Who manages the functionality of the system?	**Two central management / points of accountability** • The System Manager, represented by a public funder or CEH, responsible for referral function and overall point of accountability for the system; to be determined by May 2015 (10/15 NOTE – this determination is still underway) • Safe Harbors responsible for data system infrastructure – database management, system level data analysis, quality control

Assessment Process	**Common assessment tool and process**
	• Matches client *need* with resource most appropriate for them
	• Seeks to divert entry into shelter, including offering flexible financial assistance
	• Protects privacy
	• Easy to use by non-clinical staff (including outreach teams)
	• Administered in a culturally competent manner
	• Prioritizes those with the highest needs
	• Screening criteria is standardized
	   o Programs are categorized by those that best serve low/med/high needs people
	   o Screening criteria is the same under each housing category; funding based on need
	• Population subgroups have option to add additional tailored questions
	• Assessment of employment needs integrated into process

Resources Part of System	**Participation of all programs receiving HUD Continuum of Care or local homeless funding sources**
	• Per the HUD policy brief, "the coordinated entry process makes referrals to all projects receiving Emergency Solutions Grants (ESG) and CoC Program funds, including emergency shelter, RRH, PSH, and transitional housing (TH), as well as other housing and homelessness projects"
	   o While HUD has not issued this yet as a requirement, they may this summer.
	   o Currently, coordinated entry is not used for access to young adult shelter, and has not been planned to be used for access to single adult shelter of transitional housing

Database	**All populations using the same platform within HMIS** • Assessments, available housing resources and referral occur within the system
Performance measures	**System manager to produce quarterly dashboard** • Measure the performance of the system (e.g., resource utilization and efficiency) • Continuously improve system using the Plan-Do-Study-Act philosophy, rather than plan-plan-plan-implement