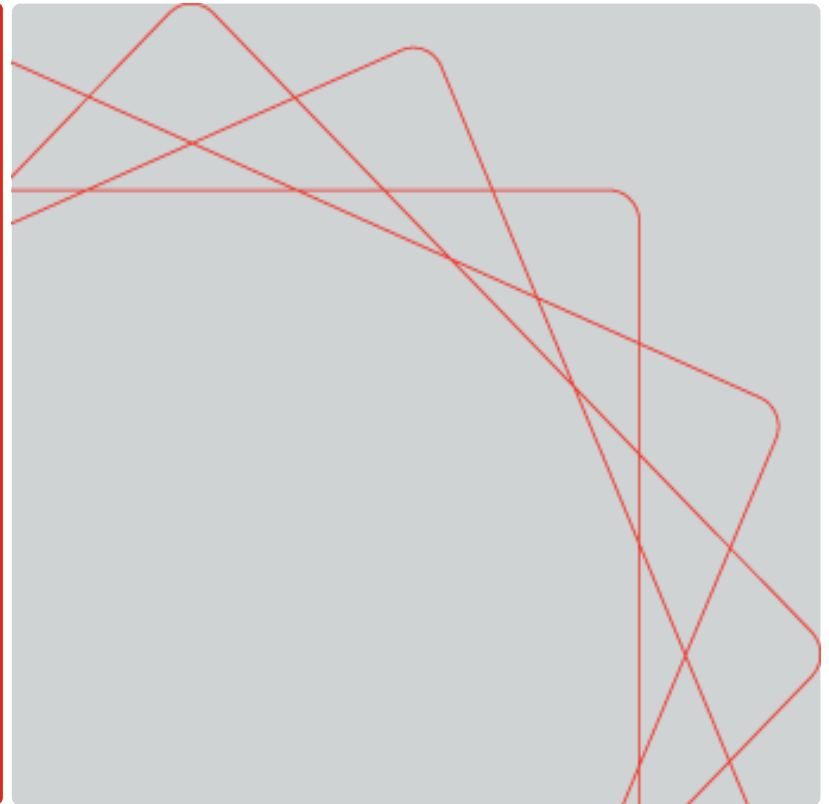




# Coordinated Entry Responsibilities

*February 19, 2019*



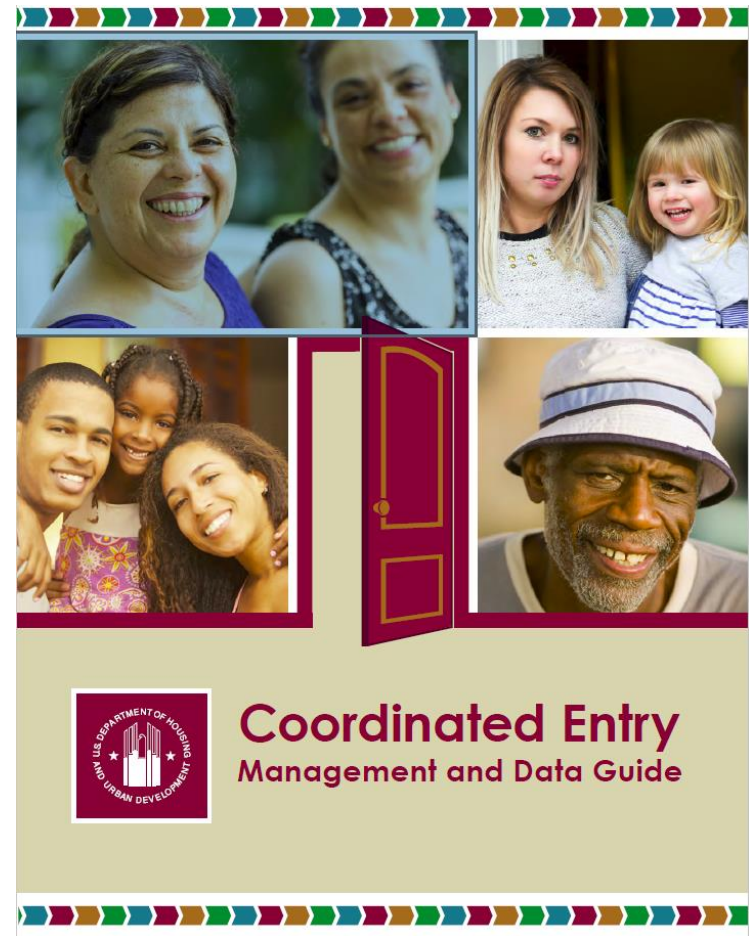


**Policy  
Oversight,  
Management  
and Evaluation  
Responsibilities**

# Coordinated Entry Management and Data Guide



- Released October 2, 2018
- Dept. of Housing and Urban Development document to support CoCs in their implementation of coordinated entry (CE) processes



# Core Elements of Coordinated Entry



# CE Roles and Responsibilities



## Coordinated Entry Implementation Entities and Responsibilities



# Policy Oversight Entity



## Responsibilities

- Establish participation expectations
- Determine local data collection and data quality expectations
- Define data sharing protocols
- Select a Data System for CE

## Authority

- May be CoC Board or Board Committee
- Must be authorized by CoC Board
- Policies must be approved by CoC
- Should include representation from Collaborative Applicant, HMIS Lead, and mainstream service providers.

# Management Entity



## Responsibilities

- Establish day-to-day management structures
- Establish clear, accessible communication plan
- Promote standardized screening and assessment processes
- Develop and deliver training
- Conduct monitoring

## Authority

- May be CoC Board or Board Committee
- Must be designated formerly by CoC
- Should include manager and sys admin
- Sys admin role may be delegated to HMIS Lead, if appropriate

# CE Management Data and Process



## Coordinated Entry Management

- Systematic data entry workflow
- Homeless and mainstream resource directory with map capabilities
- Generation of and real-time updates to priority list
- Administrative reports – workloads, outstanding referrals, process roadblocks, referral results

## Coordinated Entry Performance Reports

- Project Level
- System Level



# Evaluation Entity



## Responsibilities

- Plan annual CE evaluation
- Collect data
- Evaluate CE implementation process for effectiveness and efficiency
- Identify policy and process improvements

## Authority

- May be CoC Board or Board Committee
- Must be authorized by CoC Board
- Must not be same organization as the Management entity
- Must include homeless participant feedback

# CE Evaluation



- Must occur annually
- Focuses on quality and effectiveness of the entire coordinated entry experience, including intake, assessment, and referral processes, for both participating projects and participants
- Creates an opportunity to modify coordinated entry policies and operations to better achieve positive outcomes
- Serves different purpose than performance monitoring, which should happen quarterly and focuses on system functioning



**Comments?  
Questions?**



# Alameda County Coordinated Entry

# Policy Oversight Entity



- The CoC Board is the Policy Oversight Entity. Policy oversight responsibilities listed below have been delegated to the System Coordination Committee (SCC). Data policy oversight has been delegated to the HMIS Oversight Subcommittee.
- SCC policy oversight responsibilities:
  - Convene system-wide stakeholders for coordinated planning and improvement
  - Review performance and operations
  - Adopt and recommend changes to policies, standards, processes, resources and tools

# Evaluation Entity and Plan



- EveryOne Home has begun to plan for coordinated entry evaluation entity but has not been formally designated by the CoC Committee
- Initial evaluation plan presented to System Coordination Committee in November 2018
- Once evaluation entity is designated and evaluation plan is developed then HMIS data needs can be determined

# Management Entity



- No designated coordinated entry management entity
- Alameda County Housing Crisis Response Manual provides coordinated entry policies & procedures that can be used to help with some management questions
- Fragmented oversight primarily through contract administration
- Administrative reports on coordinated entry functioning not available

# Coordinated Entry Observations



- PSH unit vacancies are not filled efficiently
  - People cannot be located
  - People are not document ready
  - Unit eligibility criteria (ex. chronic, DV, HOPWA) adds to delays
- Flex funds used inconsistently across HRCs
- Case conferencing conducted
- Funder requirements are not aligned for some programs
- No monitoring of coordinated entry processes to identify obstacles that need to be addressed



# Impact of No Designated Management Entity



- Potential for inconsistencies across coordinated entry system – access, assessment, prioritization and referral
- Issues not resolved at the system level – addressed by geography or project
- Inefficient processes waste resources
- Out of compliance with HUD requirement



**Comments?  
Questions?**