

**Joint HUD CoC and System Coordination Committee
Work Session on Coordinated Entry Policy, Management and Evaluation**

**February 19, 2019
2:00-4:00**

**Oakland City Hall
1 Frank H. Ogawa Plaza
Public Hearing Room 4**

GOALS: Review coordinated entry policy, management and evaluation functions and requirements.
Develop plan for implementing these responsibilities in Oakland/Alameda County with a focus on the management entity.

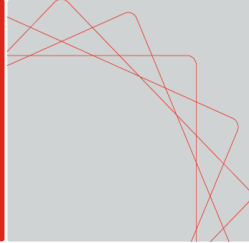
- I. Welcome
- II. Introductions
- III. Coordinated Entry Responsibilities
 - a. Presentation
 - b. Discussion
- IV. Coordinated Entry Responsibilities in Oakland/Alameda County
 - a. Presentation
 - b. Small group discussion
- V. Next Steps

Meeting Preparation: Review [Coordinated Entry Management and Data Guide](#), particularly Chapter 1 and the graphic on page 4.



Coordinated Entry Responsibilities

February 19, 2019



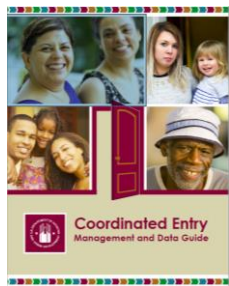


Policy Oversight, Management and Evaluation Responsibilities

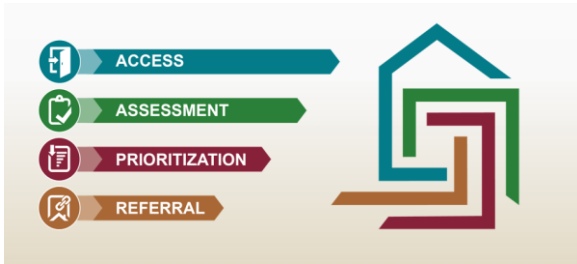
Coordinated Entry Management and Data Guide



- 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



Alt Associates | pg 4

CE Roles and Responsibilities



Coordinated Entry Implementation Entities and Responsibilities



Alt Associates | pg 5

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, HHS Lead, and mainstream service providers.

Alt Associates | pg 6

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

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**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?**

Coordinated Entry Management Responsibilities Worksheet

CE Management Task & Activities (many of these tasks should be addressed in the CE policies & procedures)	Is this being accomplished? (Yes, No, Somewhat, Don't Know)	If yes, who is currently performing this task?	Is the current process working?
<p>Establish day-to-day management structures (ex. facilitate meetings about referrals, administer grievance process, coordinate with ESG and mainstream providers, monitor CE requirements from funders)</p> <p>Provide coordinated entry staff including day-to-day coordinated manager or coordinator and coordinated entry system administrator.</p>	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> 	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> 	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
<p>Establish clear, accessible communications plan (ex. identify points of contact, develop processes for communicating about participants including waiting list sharing and referrals)</p>	<hr/> <hr/> <hr/> <hr/> 	<hr/> <hr/> <hr/> <hr/> 	<hr/> <hr/> <hr/> <hr/>
<p>Promote standardized screening and assessment processes (ex. develop and update standard forms, establish</p>	<hr/> <hr/> 	<hr/> <hr/> 	<hr/> <hr/>

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expectations for electronic entry)	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>
Develop and deliver training (ex. assessment training, annual training after updates to policies & procedures after evaluation)	<hr/> <hr/> <hr/> <hr/>	<hr/> <hr/> <hr/> <hr/>	<hr/> <hr/> <hr/> <hr/>
Conduct monitoring (ex. review system-level processes to ensure CE is functioning as planned, monitor status of participating provider's fidelity to CE policies & procedures, assess system performance objectives)	<hr/> <hr/> <hr/> <hr/>	<hr/> <hr/> <hr/> <hr/>	<hr/> <hr/> <hr/> <hr/>
Other: <hr/> 	<hr/> <hr/> <hr/>	<hr/> <hr/> <hr/>	<hr/> <hr/> <hr/>

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Coordinated Entry Implementation Entities and Responsibilities

