

Coordinated Entry Implementation and Contracting Update

With the new year comes the beginning of our transition to an updated Coordinated Entry System in Alameda County. These changes, rolled out over the coming months, are intended to improve the way we provide services to individuals and households experiencing homelessness in the county and to ultimately get more people housed. These changes are a result of extensive stakeholder feedback and System Coordination Committee planning, and include learning from Systems Modeling, Coordinated Entry evaluation, Racial Equity Analysis, and the Housing Problem Solving workgroup.

As we begin to transition to the revised system, not much will change in January for our consumers currently experiencing homelessness.

- The existing Housing Resource Centers (HRCs) and 211 will continue to be the primary access points for services. Additional HRCs and system access points will be added in January and February. These will be announced once contracts are finalized.
- We will begin to focus on the delivery of Housing Problem Solving (HPS) at HRCs. For now, this will happen along with the current assessment process. A new workflow for HPS and assessment will be rolled out in the next three months.

For provider organizations delivering the services, as of January, contracts will be directly with the county. The new county housing services contracts beginning in 2021 have been broken up into two different types:

1. HRC contracts for access points focusing on housing problem solving, outreach, and assessments, and
2. Health and Housing Integrated Services (HHIS) contracts for navigation and tenancy sustaining services.

Some of the changes coming in the next few months that will provide more efficient and coordinated services for people in need include:

- A focus on robust housing problem solving for all individuals experiencing homelessness
- Improved efforts to reduce racial inequity in homelessness
- A revised assessment protocol (this will include an assessment for crisis housing and a housing assessment)
- Changes to HMIS that will allow for assessment scores to be more immediate
- Changes to HMIS that will allow for inclusion of housing problem solving services and outcomes
- New matching procedures and more centralized matching procedures, both to crisis housing (e.g. shelter, transitional housing) and to housing navigation
- Implementation Learning Communities for HRC staff and HHIS providers
- “By Name List Meetings” will be more like case conferences, more similar countywide, and have support from regional coordinators
- Training for staff on new protocols, housing problem solving, HMIS and assessments.

Thank you for doing your part in our efforts to end homelessness and improve the lives of those most vulnerable in our community.