Results Based Accountability Committee

June 7, 2021
System Updates
Coordinated Entry Evaluation
Coordinated Entry Evaluation
Evaluation Entity

• At least annually, the CoC must solicit feedback from participating projects and from participants to measure the functioning of the CE process.
• Feedback is used to make updates to the coordinated entry operational practices and document those changes or enhancements in written policies and procedures.
Processes

Evaluations can focus on different aspects of coordinated entry, such as:

- **Compliance**: evaluates whether the CE process meets HUD’s requirements and the CoC’s design.

- **Effectiveness**: evaluates how effective their CE process is in connecting people experiencing homelessness to appropriate referrals.

- **Process**: evaluates how the CE process has been implemented and whether it is currently operating in accordance with the CoC’s established policies and procedures.
CE Evaluation Plan

Plan should describe:

● Which aspects of the effectiveness of the system will be measured;

● Which aspects of the system will be evaluated for fidelity to local policies and HUD’s coordinated entry requirements;

● How data and required stakeholder input will be gathered;

● How partners (e.g. ESG or SSVF grantees) will be included in the evaluation process to ensure consistency in data and analysis; and

● How the CoC will (or will not) use evaluation results to inform other aspects of system monitoring and planning, including whether the community has too much or too little of specific housing and/or service intervention.
Data Sources

The annual evaluation can rely on multiple sources:

- Participant interviews and focus groups
- Call center or intake data
- Screening and/or assessment tools and results
- Policies and procedures and other governance documents
- Observation of the assessment process
- Interviews with key stakeholders
- Cost and resource data
- HMIS data, and/or data from other CE management systems
2020 Evaluation

In October 2019 EveryOne Home:

• Held two Participant Focus Groups and a set of interviews about the coordinated entry process

• Held group discussions with coordinated entry service providers and funders of the coordinated entry process to evaluate the Providers Process of Coordinated Entry
2020 Evaluation

The evaluation also included:

• An analysis of administrative data from HMIS and the By Name List Report to provide insight into how the prioritization tool is working, including discussion of demographics, subpopulations, and matching. The Prioritization Analysis looked all households assessed from the launch on October 20, 2017 through June 30, 2019.

• The Coordinated Entry Self-Assessment is a standard form provided by HUD. A working group of the System Coordination Committee completed the self-assessment and presented it to System Coordination Committee for discussion.
Questions

- Guiding Principles?
- Timeframe for evaluation?
- Data sources/components to consider?
  - Survey in lieu of focus groups?

Next Steps:

- Bring initial thoughts and recommendations to the System Coordination Committee