Coordinated Entry Evaluation: Requirements

1) Must be conducted annually
2) Participant and provider feedback must be included
3) Three components to consider:
   1) Compliance Evaluation
   2) Effectiveness Evaluation
   3) Process Assessment
Key Recommendations from RBA on Coordinated Entry Evaluation

1) Focus on **process measures/process evaluation** instead of outcome measures/outcome evaluation

2) Focus on how effective the **training** is for users

3) Exploring what would be the best indicators/measures to track in the **Practitioner Scorecard** related to Coordinated Entry

4) Include the results from the coordinated entry **scoring evaluation** currently being conducted by Focus Strategies

5) Include the **self assessment** that was recently completed by HCSA
Coordinated Entry Evaluation
Subcommittee/Workgroup

1) Time and Space for meeting
2) Time commitment of workgroup members
3) Recruitment audience for workgroup
Scorecard Revisions and Updates
# New Proposed Scorecard

## PROPOSED NEW PRACTITIONER SCORECARD

<table>
<thead>
<tr>
<th>Oakland-Berkeley-Alameda County Continuum of Care</th>
<th>Data Source</th>
<th>Category</th>
<th>HUD System Performance Measure?</th>
</tr>
</thead>
<tbody>
<tr>
<td>How many people are homeless at a point in time (biennially)?</td>
<td>PIT Count - Sheltered and Unsheltered</td>
<td>How Much</td>
<td>YES</td>
</tr>
<tr>
<td>How many people became homeless for the first time (annually)?</td>
<td>HMIS and Census</td>
<td>How Much/DEI</td>
<td>YES</td>
</tr>
<tr>
<td>How many people successfully exited homelessness to permanent housing (annually)?</td>
<td>HMIS</td>
<td>How Much/DEI</td>
<td>YES</td>
</tr>
<tr>
<td>How long are people remaining homeless? Average length of time homeless during FFY2021</td>
<td>HMIS</td>
<td>How Much/DEI</td>
<td>YES</td>
</tr>
<tr>
<td>To what extent did persons who exited homelessness to permanent housing destinations return to homelessness?</td>
<td>HMIS</td>
<td>Better Off/DEI</td>
<td>YES</td>
</tr>
<tr>
<td>What proportion of participants maintained or increased their income?</td>
<td>HMIS</td>
<td>Better Off/DEI</td>
<td>YES</td>
</tr>
<tr>
<td>What proportion of Permanent Housing program participants retained or successfully exited to permanent housing?</td>
<td>HMIS</td>
<td>Better Off</td>
<td>YES</td>
</tr>
</tbody>
</table>

### 211 / Coordinated Entry System

<table>
<thead>
<tr>
<th>211 - Number of calls received (previous quarter)</th>
<th>211</th>
<th>How Much</th>
</tr>
</thead>
<tbody>
<tr>
<td>211 - Number of housing related calls (previous quarter)</td>
<td>211</td>
<td>How Much</td>
</tr>
<tr>
<td>211 - Number of non-literally homeless calls (previous quarter)</td>
<td>211</td>
<td>How Much</td>
</tr>
<tr>
<td>211 - Number of literally homeless calls (previous quarter)</td>
<td>211</td>
<td>How Much</td>
</tr>
<tr>
<td>211 - Number of referrals to Housing Resource Center by region</td>
<td>211</td>
<td>How Much</td>
</tr>
</tbody>
</table>
211 Data: 10/1/21-12/31/21

All calls = 19,272

Housing Related calls = 7,238 (38% of total calls)

Literally Homeless calls = 811 (4% total calls)

Housing Resource Center (HRC) Referrals= 660
(81% of Literally Homeless Calls)

Warm transfer to HRC= 116
(14% of Literally Homeless Calls)
Does not include those cases that had unknown race/ethnicity: Housing calls = 4054 (56% of housing calls), literally homeless calls = 158 (19.5% of LH calls)
HMIS Data Disaggregated by Race/Ethnicity

Limitations:

• These data do not include all permanent supportive housing projects/placements in Alameda County

• The quality of this data is tied to those that enter the data at each program site

• We do not have race/ethnicity data for all individuals and/or all measures
Total Enrollments:
10/1/21 - 12/31/21

- **African American**
  - Permanent Supportive Housing: 55%
  - Rapid Rehousing: 25%
  - Transitional Housing: 7%
  - Emergency Shelter: 1%
  - Street Outreach: 3%
  - CoC: 2%

- **White**
  - Permanent Supportive Housing: 58%
  - Rapid Rehousing: 26%
  - Transitional Housing: 9%
  - Emergency Shelter: 4%
  - Street Outreach: 2%
  - CoC: 7%

- **Native Hawaiian/ Pacific Islander**
  - Permanent Supportive Housing: 2%
  - Rapid Rehousing: 3%
  - Transitional Housing: 2%
  - Emergency Shelter: 1%
  - Street Outreach: 3%
  - CoC: 2%

- **Asian**
  - Permanent Supportive Housing: 3%
  - Rapid Rehousing: 3%
  - Transitional Housing: 2%
  - Emergency Shelter: 3%
  - Street Outreach: 7%
  - CoC: 2%

- **Native American**
  - Permanent Supportive Housing: 4%
  - Rapid Rehousing: 4%
  - Transitional Housing: 6%
  - Emergency Shelter: 3%
  - Street Outreach: 7%
  - CoC: 3%

- **Multi-Racial**
  - Permanent Supportive Housing: 10%
  - Rapid Rehousing: 9%
  - Transitional Housing: 8%
  - Emergency Shelter: 6%
  - Street Outreach: 7%
  - CoC: 2%

- **CoC**
  - Permanent Supportive Housing: 57%
  - Rapid Rehousing: 58%
  - Transitional Housing: 63%
  - Emergency Shelter: 52%
  - Street Outreach: 54%
  - CoC: 55%
First Time Homelessness by Race/Ethnicity (ES, SH, TH, PH): 10/1/21-12/31/21

- African American: 64%
- White: 13%
- Multi-Racial: 43%
- Native American: 7%
- Asian: 3%
- Native Hawaiian/Pacific Islander: 1%
- Hispanic/Latinx: 26%
- Not Hispanic/Latinx: 88%

CoC Enrollments

2010 Census Population Data
Exits to Permanent Housing + Returns to Homelessness in The Last Two Years by Race/Ethnicity: 10/1/21-12/31/21

% Exited to Permanent Housing

% Returned to Homelessness After Exiting to Permanent Housing in 2 Years

% Exited to Permanent Housing

African American: 54% (62% Total)
White: 32% (25% Total)
Multi-Racial: 7% (8% Total)
Native American: 2% (4% Total)
Asian: 3% (2% Total)
Native Hawaiian/Pacific Islander: 2% (1% Total)
Hispanic/Latinx: 15% (17% Total)
Not Hispanic/Latinx: 85% (83% Total)

CoC Enrollments
Average Length of Stay (DAYS) in Emergency Shelter, Safe Haven and Transitional Housing: 10/1/21-12/31/21

- Multi-Racial: 284 days
- Native American: 274 days
- African American: 264 days
- White: 253 days
- Asian: 252 days
- Native Hawaiian/Pacific Islander: 224 days
- Not Hispanic/Latinx: 251 days
- Hispanic/Latinx: 234 days
% of Group Maintained or Increased Income at Annual Evaluation or Exit: 10/1/21-12/31/21

- White: 40.8%
- Asian: 37.9%
- Multi-Racial: 35.2%
- Native Hawaiian/Pacific Islander: 32.9%
- African American: 32.9%
- Native American: 29.8%
- Not Hispanic/Latinx: 35.7%
- Hispanic/Latinx: 30.5%
1) What is your main take away after reviewing this data?

2) Is there a best next step after reviewing this data we would like to take?