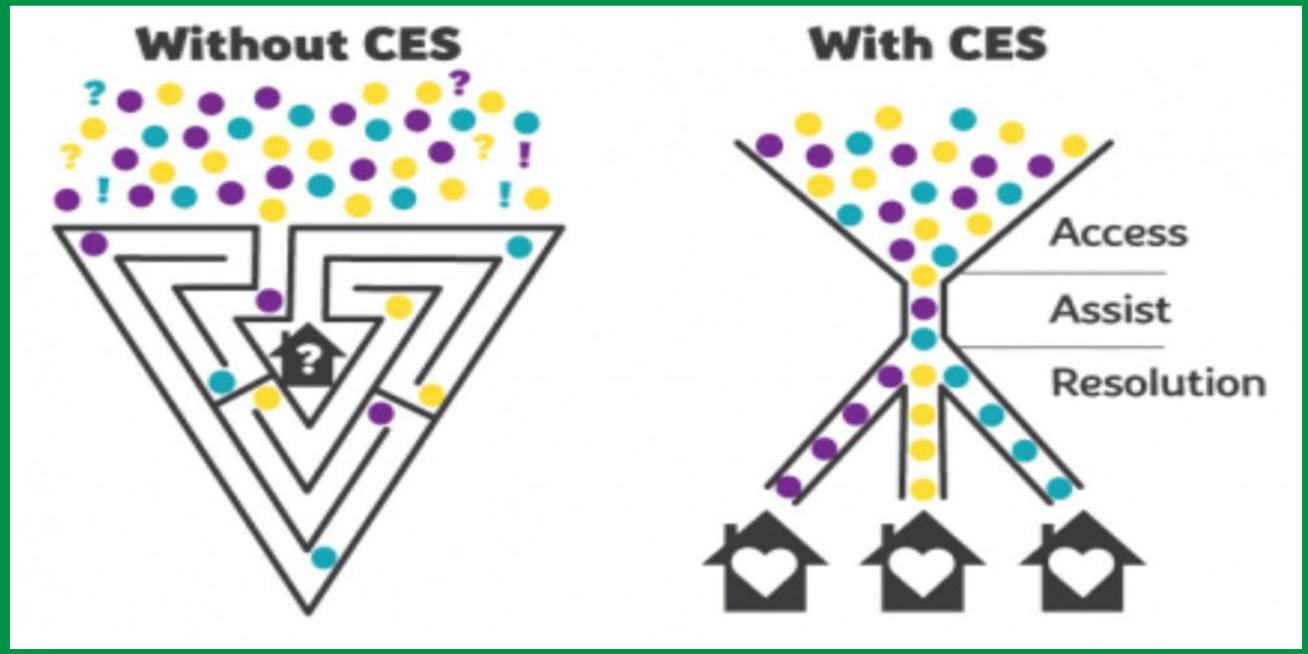
# Coordinated Entry

## A look at the history and expected

Mid-Willamette Valley Homeless Alliance CoC OR-504

# What is Coordinated Entry?

A stream-lined process to coordinate program intake, assessment and referrals for homeless individuals and families covering Marion and Polk counties.




Qualities of Effective Coordinated Entry:

- Prioritization
- Lower Barrier
- Housing First orientation
- Person-Centered
- Fair and Equal Access

# What does Coordinated Entry do?

Coordinated Entry increases the efficiency of a homeless services system by:

- Standardizing access to homeless services
  - Evens the playing field
- Coordinating program referrals
  - Aligns individuals/families needs with appropriate services
- Prioritizes opportunities based on vulnerability. Not first come, first served.

# Before Coordinated Entry

- Prior to 2016 housing programs operated on a first-come, first-serve model with clients having to go to multiple organizations to apply for housing/services

- Applications and denials were based on what was available at the moment. No ongoing list of individuals and families needing services. “Right place - right time” style of service delivery

- Placements were not client centered and did not take an individual’s vulnerability or long term self-sufficiency into consideration

# Coordinated Entry Then

- July of 2016 unrestricted EHA funds gave ARCHES the funding to pilot the Marion and Polk Coordinated Entry System
- October 2016 ARCHES rolls out Coordinated Entry as the primary way to fill housing opportunities for all RRH programs they administer
- July 2017 ARCHES and the Rural Oregon Continuum of Care

# Coordinated Entry Now

- Starting in January 2024. the ARCHES Assessment team will have two in-house and one float assessors

- We've added 15 access sites throughout Marion and Polk county for individuals and families to have easier access to CE and resources

- Community partners are pulling from the CE Interest list to fill openings for their housing and shelter programs

- Our Interest list is located in ServicePoint (HMIS)

- Referrals to housing and shelter programs are completed through HMIS as a

# Youth and Young Adults CE

## Coordinated Entry provided with a Youth and Young Adult lens

Youth and Young Adult Coordinated Entry is formed in partnership with the Salem Homeless Alliance, Church at the park, MWVCAA and other local agencies with guidance from Backbone, a board of youth and young adults, to work toward the goal of ending youth homelessness.

## How Coordinated Entry for Youth and Young Adults works

- Started in 2023
- Youth specific trainings for all YYA staff
- TAY Spdat used in the assessment process
- Assessment delivery tailored to youth
- Focused on individuals under age 24 including unaccompanied minors
- YYACE plans to use data to secure funding for future projects including youth housing programs

# CE Access Sites

Where can an individual or family go for an assessment?

- ARCHES
  - Single Individuals & Families
- Family Promise
  - Families
- NWHS - HOST
  - Unaccompanied minors & Youth ages 18-24
- Center for Hope & Safety
  - DV Survivors
- Easter Seals of Oregon - SSVF
  - Veterans
- VETCare
  - Veterans entering into their program
- Church at the Park - CCS Site
  - Families entering into their shelter program
- Church at the Park - VOH Site
  - Single Individuals entering into their shelter program

# ARCHES Mobile Assessor Sites

- Monmouth Resource Center
  - Mondays 9am-3pm
- Mill City Resource Center
  - 2nd & 4th Fridays of every month from 10am-2pm
- Sheltering Silverton
  - 2nd and 4th Wednesday of every month from 10am-2pm
- DeMuniz Resource Center
  - 1st & 3rd Friday of every month from 1pm-3pm

# Coordinated Entry Process

1. Individual or family present themselves at an access site
2. They are identified as homeless or at-risk of homelessness
3. Coordinated Entry housing assessment is completed
4. Individuals/families information is automatically added to the interest list in HMIS after the housing assessment is completed
5. Individuals/families are asked to update the CE Team of any status changes
6. They're pulled for housing opportunities based on information given during the housing assessment

# CE Assessment 3-Step Process

1

Release of Informations

- Mutual Respect Policy
- CoC Release of Information (ROI)
- Population specific ROI's:
  - Veterans
  - Domestic Violence
  - Youth

2

Base Assessment

Captures HUD Uniform Data Elements (UDE)

Housing & referral specific questions, e.g.;

- Criminal background
- History of foster care
- Evictions
- Engagement with Systems of Care
- FUSE (Frequent User Services )

3

Vulnerability Tools

There are 5 vulnerability tools developed by ORG Code that are used to help establish vulnerability

- VI-SPDAT: Single & literal homeless
- Families VI-SPDAT: One minor child in the HH & literal homeless
- TAY-SPDAT: Unaccompanied minors & Youth ages 18-24
- PR-VI-SPDAT: Single & at imminent-risk of homelessness
- Families PR-VI-SPDAT: One minor child in the HH & at imminent-risk of homelessness

# What happens after the assessment?

Once the assessment is completed the individual or family is automatically added to the interest list in HMIS.

Individuals and families need to make sure any changes are reported to the CE Team:

- New contact information
- Change in housing status
  - Examples: Imminent risk to literal homeless or literal homeless to housed
- It's been three months or longer since their last engagement with any access points
- It's been a year or longer since their last assessment

CE Team contact information:

- housing.info@mwvcaa.org
- 503-399-9080 ext. 4213
- Come into ARCHES reception and fill out a client update form

HMIS Team contact information:
hmis.support@mwvcaa.org

# How do programs/service providers request household's from CE?

- When a program is requesting placements, they contact the Assessment Coordinator with their request and criteria:
  - # of referrals
  - Age
  - Veterans
  - Fleeing DV
  - Individual or families
  - Chronically Homeless
  - Those with disabilities

- The Assessment Coordinator provides that program with the most vulnerable households within that criteria via HMIS using the Coordinated Entry Event

- The program then reaches out to enroll participants

# Agencies currently requesting placements from CE

- ARCHES
  - Family Services
  - AHOP
  - ARCHES Inn
  - Redwoods
  - Navigation Center
  - Tanners Project
- Case Conferencing
  - Chronic
  - Veteran
- Center for Hope & Safety
  - DV only
- Family Promise
  - Families
- DeMuniz
  - Those that are on parole or probation
- Shangri-La
  - Single Individuals & Families
- St. Francis Family Housing
  - Families
- Easter Seals of Oregon
  - Veterans

# Benefits

- Access points across Marion and Polk counties and streamlined assessment for several opportunities and referrals
- Equitable access for all individuals and families
- Services match needs, based on assessments
- Community partnerships providing wraparound services and intentional service delivery
- More accurate data to help future planning and resources

# Questions?

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