



# Coordinated Entry/Exit

**Meeting the federal mandate**

**Fulfilling the local promise**



A plan for the development and implementation of  
Coordinated Entry/Exit for our Continuum of Care

## Coordinated Entry/Exit Self-Assessment Results

As of January 23, 2018, HUD is requiring CoC's to have in place a system of Coordinated Entry/Exit that at a minimum will include all ESG, CoC and any other projects that might be defined statewide or locally (Challenge, TANF etc.). The solution must be primarily focused on standard assessment processes, uniform guidelines, client choice and consistent referral policies and procedures.

The requirements mandate that regardless of the number of access points to services for those who are literally homeless and those at risk of homelessness, one system be implemented for community awareness, collection of data, assessment of need and vulnerability, development of a housing plan, prioritization, project entry decision making, monitoring and performance evaluation.

In our CoC the following is evident:

- Although our providers operate projects that work with people throughout the CoC geographic area, there is a lack of coordination between these areas, and some areas that require greater coverage.
- We have similar intake systems for all clients, but not the same set of questions or the same method of collecting data.
- Individual organizations may require case plans and case conferencing, and utilize assessment tools, but the processes vary greatly and a single by name list is not available to best assure the most vulnerable are given priority. Veterans and Families have more complete coordinated entry systems, but they are not like each other and generally only feed into projects that are offered by those organizations.
- Housing projects including transitional, rapid rehousing, permanent supportive housing do not pull from the same lists.
- Discharge and outreach do not have a uniform system that assures clients they encounter have full availability of all housing services. For this same reason, throughout the CoC, client choice is not assured.
- There is no plan for creating awareness of the entry points for service.
- There is no monitoring and performance evaluation system in place focused on coordinated entry.

In order to resolve these and other issues related to Coordinated Entry/Exit, a new system must be established. For our CoC, this system will be called OneByOne. The following is a list of the primary objectives, assuring the system meets federal guidelines and local mandates.

## Coordinated Entry Basic Requirements

1. OneByOne must cover the **entire geographic area** claimed by the CoC.
2. OneByOne must be **easily accessed** by individuals and families seeking housing or services.
3. OneByOne must be **well-advertised**.
4. OneByOne must include a **comprehensive and standardized assessment tool(s) to consider a person's vulnerability and measure the likelihood of continued homelessness without intervention**.
5. OneByOne must provide a uniform intake process that includes an **initial, comprehensive evaluation** of individuals and families.
6. OneByOne must provide for the **development of a uniform housing plan** with the primary objective of moving a person or a family into permanent housing.
7. OneByOne must include a specific policy to guide the operation of the system to address the needs of individuals and families who are fleeing, or attempting to flee, **domestic violence, dating violence, sexual assault, or stalking, but who are seeking shelter or services from non-victim specific providers**.
8. The federal guidelines for Coordinated Entry require that the plan must be developed so that recipients of Emergency Solutions Grants , i.e. Manatee County, Sarasota County, Suncoast Partnership, have established written standards and the recipients and subrecipients follow these standards.
  - ✓ **Written standards** provide guidance for evaluating individuals' and families' **eligibility** for assistance under 24 CFR Part 578.
  - ✓ **Written standards** provide guidance for determining and **prioritizing** which eligible individuals and families will receive **transitional housing assistance, rapid rehousing, permanent supportive housing**.
  - ✓ **Written standards** provide guidance for determining **what percentage or amount of rent each program** participant must pay while receiving rapid rehousing assistance.
9. **Each CoC and ESG recipient and subrecipients, and, as required, other grantees funded by state, federal or local contracts** operating within the CoC's geographic area **must work together** to ensure the CoC's coordinated entry/exit process, OneByOne, allows for coordinated screening, assessment and referrals.

10. **The OneByOne system must affirmatively market** housing and supportive services to eligible persons regardless of race, color, national origin, religion, sex, age, familial status, handicap or who are least likely to apply in the absence of special outreach.
11. OneByOne must have **written policies** and procedures including a strategy to ensure the **coordinated entry/exit process is available to all eligible persons** regardless of race, color, national origin, religion, sex, age, familial status, disability, actual or perceived sexual orientation, gender identify, or marital status.
12. OneByOne's **written policies** and procedures must ensure **all people in different populations and subpopulations in the CoC's geographic area**, including people experiencing chronic homelessness, veterans, families with children, youth, and survivors of domestic violence, have fair and equal access to the coordinated entry process.
13. OneByOne must be a system that permits recipients of Federal and State funds to **comply with applicable civil rights and fair housing laws** and requirements. **Each CoC and ESG recipient and subrecipients, and, as required, other grantees funded by state, federal or local contracts** operating within the CoC's geographic area must comply with the nondiscrimination and equal opportunity provisions of Federal civil rights laws, including the following:
  - ✓ Fair Housing Act prohibits discriminatory housing practices based on race, color, religion, sex, national origin, disability, or familial status.
  - ✓ Section 504 of the Rehabilitation Act prohibits discrimination on the basis of disability under any program or activity receiving Federal financial assistance.
  - ✓ Title VI of the Civil Rights Act prohibits discrimination on the basis of race, color, or national origin under any program or activity receiving Federal financial assistance.
  - ✓ Title II of the Americans with Disabilities Act prohibits public entities, which includes State and local governments, and special purpose districts, from discriminating against individuals with disabilities in all their services, programs, and activities, which include housing, and housing related services such as housing search and referral assistance.
  - ✓ Title III of the Americans with Disabilities Act prohibits private entities that own, lease, and operate places of public accommodation, which include shelters, social service establishments, and other public accommodations providing housing, from discriminating on the basis of disability.

# Coordinated Entry/Exit Project Planning Outline

## *Development (5/1/17 through 7/31/17)*

**A. Use the current Continuum of Care(CoC) Coordinated Entry/HMIS Committee to allow providers and others to contribute to the development of OneByOne. As the new leadership plan is implemented, the committee may change and be re-focused.**

- a) The committee includes members of the CoC Coordinated Entry/HMIS Committee.
- b) The committee meets monthly on the third Wednesday of the month.
- c) The committee will review the CoC Self-Assessment information, including our various intake processes in place, as a follow up from the March CoC meeting where the overall objectives were presented.
- d) From that CoC Self-Assessment, the specific project objectives and timeline will be reviewed and approved.
- e) Review the assembled process as developed by the work teams and approve the Coordinated Entry system for to be consideration by the Leadership Board and the full CoC.

**B. Create smaller work teams that will develop the nuts and bolts of the Coordinated Entry process.**

- a) Small designated work teams will be assembled to work on specific areas such as:
  - 1. Geographic Area and Access Points
  - 2. Population Targets
  - 3. Discharge Planning for Hospitals, Jails and similar institutions
  - 4. Outreach and Diversion
  - 5. Standardized Intake
  - 6. Service/Shelter/Housing Decision Tree
    - a. Referral Processes
    - b. Prioritization Tools including the By Name Lists
  - 7. Housing Plans and Case Conferencing
    - a. Referral Processes
    - b. Prioritization Tools including the By Name Lists
  - 8. Exits and Follow Up
  - 9. Training
  - 10. Monitoring and Performance

b) The composition of the work teams will vary depending upon the specific nature of the area of concern but may include:

1. Funders (Governmental, Private)
2. Impact Partners (Health Providers, Law Enforcement etc.)
3. Service Providers (Shelters, Housing Providers)
4. SPEH Staff
5. Florida Housing Coalition consultants

**C. Assemble OneByOne from the work teams for the purpose of meeting the HUD/CoC objectives and implementing Coordinated Entry/Exit.**

- a) From the work team product, create OneByOne, a Coordinated Entry/Exit Plan, for approval by the Coordinated Entry/HMIS committee, the Leadership Board and the CoC as a whole.
- b) Determine the resource requirements to meet the needs of the plan.
- c) Perform a new CoC Self-Assessment using the new plan as a reference point to assure the plan meets HUD guidelines and the objectives outlined by CoC.
- d) Designate an implementation date for the plan.
- e) Modify contracts, MOU's and agreements where necessary to assure compliance.
- f) Create the necessary HMIS templates, forms, reports and processes to meet the components of Coordinated Entry.
- g) Develop a training curriculum for Coordinated Entry and a schedule of training dates that correspond to the implementation date.

*Implementation (3-4 months)*

**A. Resource Development**

- a) Assure staffing, locations, accessibility and CES Entry tools are available and ready.

**B. Implementing**

- a) Date or Dates for Implementation set
- b) Work Flow of Coordinated Entry
- c) By Name List ready
- d) First Case Conferencing Session scheduled

**C. Monitoring**

- a) Initial off-site and on-site monitoring with 14 days of implementation
- b) On-going monthly off-site and on-site monitoring
- c) Identification of strengths and weaknesses of implementation process and coordinated entry plan

**D. Remedial training provided where necessary**

## **Evaluating**

- a) Each month the Coordinated Entry/HMIS Committee will evaluate progress, recommend corrective actions, changes or modifications, as needed.
  - 1) Are there long waiting lists, if so what adjustments need to be made in the referral process?
  - 2) Is the evaluation tool working? Are there questions that should be eliminated or different questions that should be asked?
  - 3) Is the vulnerability tool effective in determining who can best be assisted by diversion and who are most in need of services?
  - 4) Are there projects for which the process is ineffective?
- b) Every six months the Leadership Board will review the monitoring and evaluation reports to determine if the Coordinated Entry process is meeting its objectives.