



Coordinated Access Overview





Why Coordinated Entry

- **During the CoC's Youth Homelessness Demonstration Program (YHDP), planning phase an Action Item was identified to develop a new approach to coordinated entry for youth and young adults.**
 - **New resources were being added to the system for young adults**
 - **Partners outside of the homelessness system hoped to identify better ways to connect young people they are working with**



24 CFR 578.7(a)(8)

Primary Goals:

- **Assistance is allocated as effectively as possible**
- **Assistance is easily accessible**
- **Assistance is prioritized based on vulnerability and severity of service needs**

Coordinated Entry Notice:

- **Established new requirements for CES**



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Core Elements

Access

Assessment

Prioritization

Referral





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Key Assessment and Prioritization Challenges

Are any of these problems arising in your community?

- **Long list of people but few people are being assisted**
- **Not enough of the specific resource(s) we need to help everyone who scores for it.**
- **Routinely skipping over the highest need people without a plan to ensure they receive assistance.**



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Key Assessment and Prioritization Challenges

Are any of these problems arising in your community?

- **List(s) quickly become out of date**
- **Spend too long trying to locate people after assessment, or jump priority order to get to the people we can locate**
- **Stakeholders (providers, funders, CE operator) don't have confidence in what the assessment score is indicating**



Key Assessment and Prioritization Challenges

Are any of these problems arising in your community?

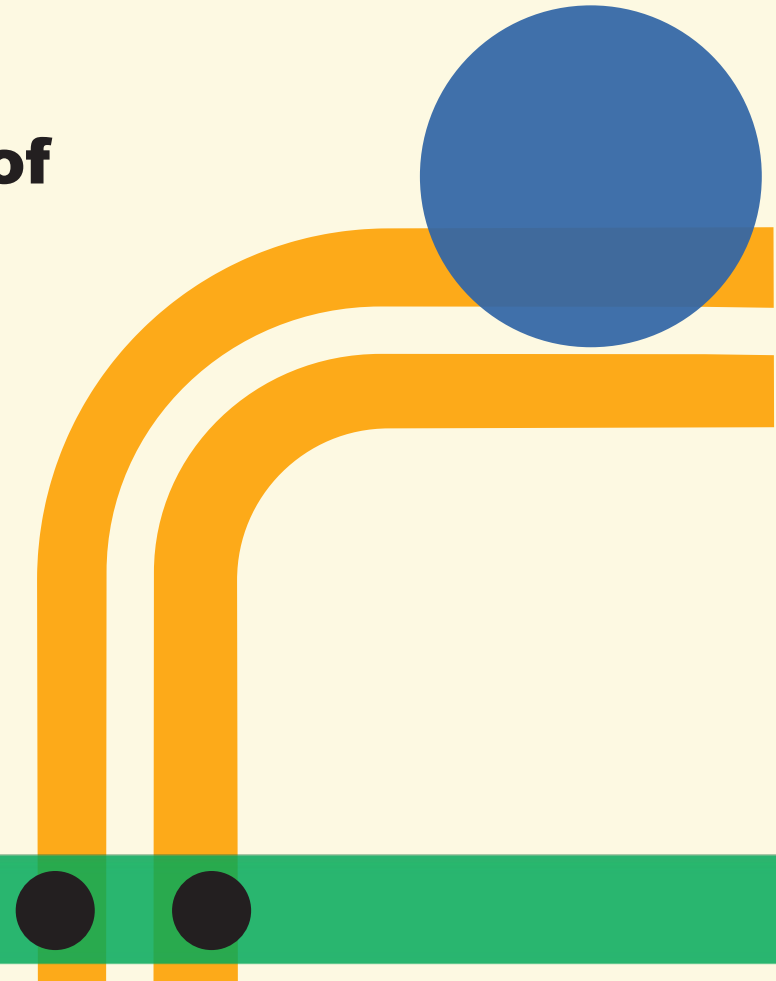
- **The assessment process doesn't capture what is needed for eligibility – some people aren't eligible for the programs they are referred to**
- **People are not prioritized because they are not document ready**
- **People referred to housing tend to be more organized/resourceful; highest need persons fall through the cracks**



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What do these challenges have in common?

These challenges often occur as a result of conflating the assessment and prioritization processes—two distinct elements of coordinated entry





Assessment versus Prioritization



Assessment: the process of documenting participant needs and strengths, identifying barriers to housing, and clarifying participant's preferences and goals

What does the person need?



Prioritization: the process of identifying *which households*, among all those assessed, have the greatest needs and will therefore receive accelerated assistance to available housing and services within the CoC system

Who should the CoC serve first?



Access

Full Coverage

- **Coordinated Access System must cover the CoC's entire geographic area**
- **Access points must be accessible and well advertised**

Outreach

- **At a minimum, CoC and ESG funded street outreach must be linked to CES**

Emergency Services

- **CES must allow people to access Emergency Shelter with as few barriers as possible**

Standardized Access and Assessment

- **CES must use the same assessment process at all access points**



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Access Points

A CoC can designate separate access points for specific subpopulations –

- **Adults without children**
- **Adults accompanied by children**
- **Unaccompanied Youth**
- **Households fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions (including human trafficking)**
- **Persons at imminent risk of literal homelessness (prevention)**
- **VA or VA Partners may operate separate access points for Vets.**

All access points must be able to serve all populations, even when designated for a specific subpopulation



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Closer Look at Assessment

The core function of assessment is to determine a client's:

Vulnerabilities

Needs

Preferences

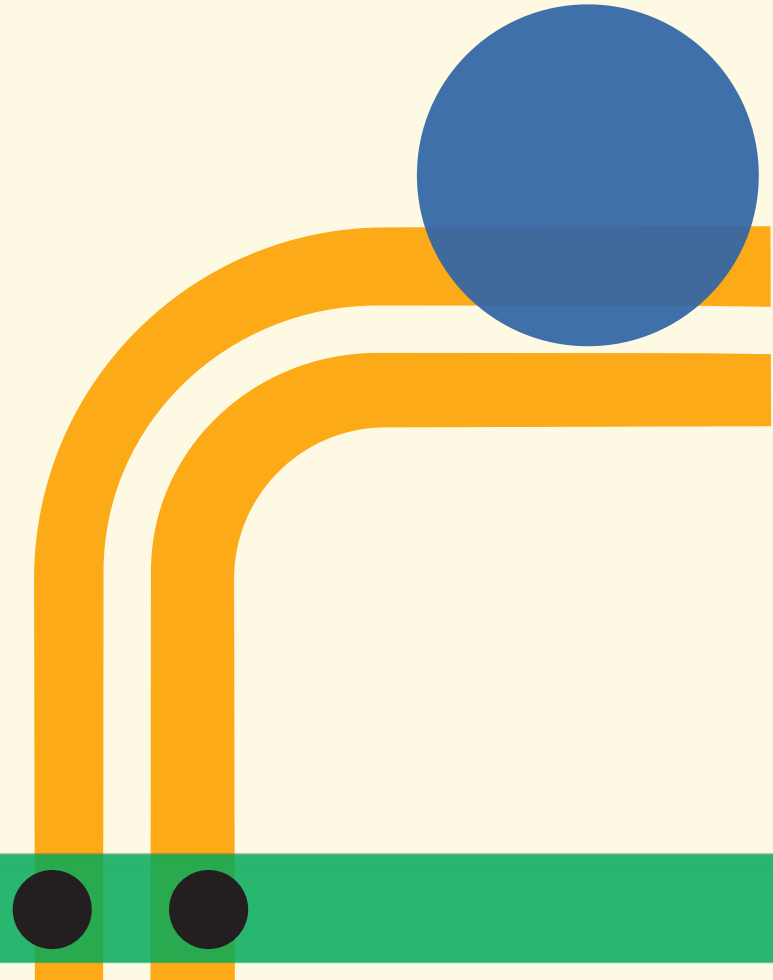
Strengths/assets, and

Housing barriers, including homeless history

This information is used to:

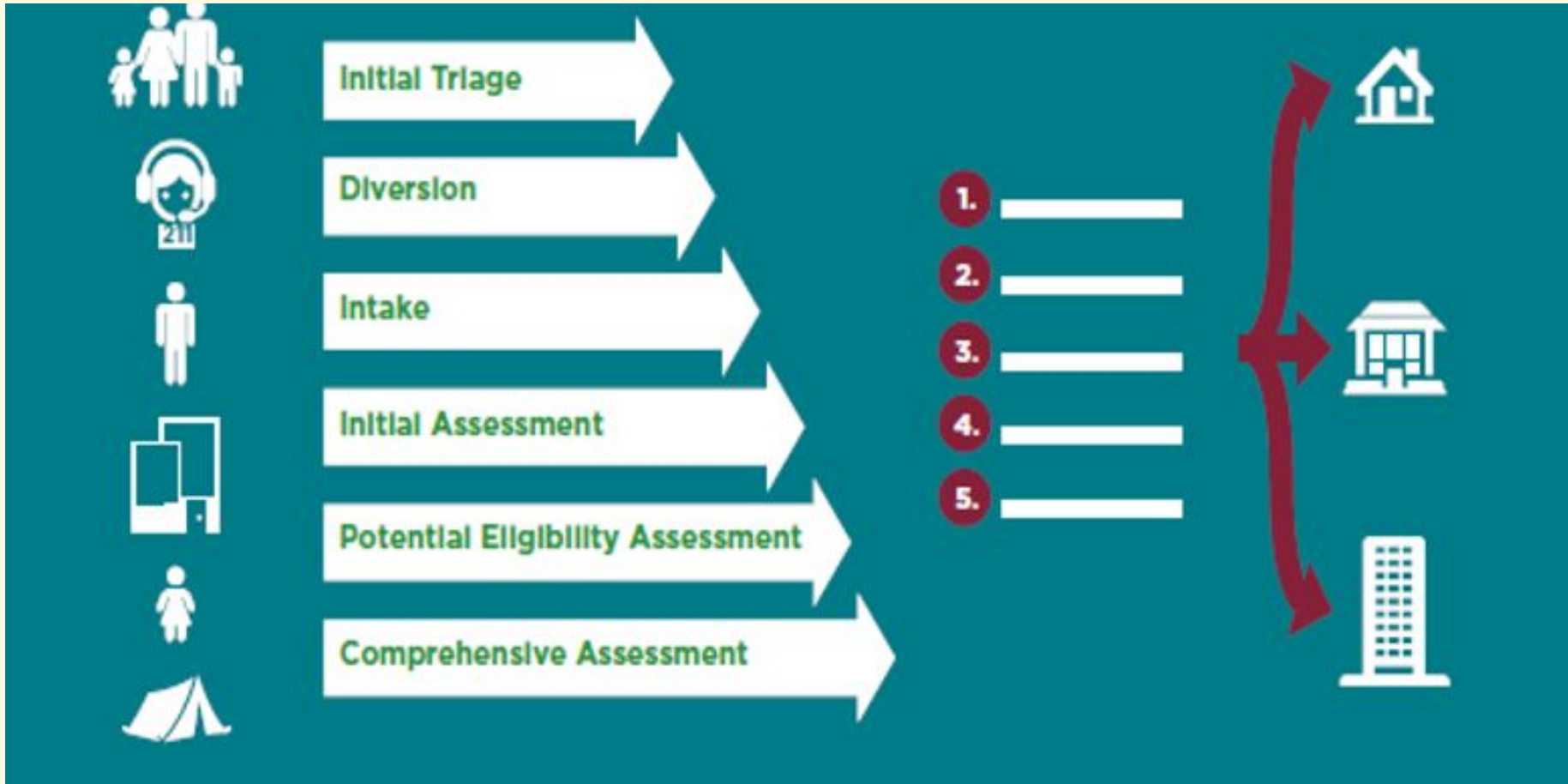
understand service and housing needs

**determine a strategy to resolve the client's housing crisis –
*housing plan***





Phased Assessment Example





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Common Challenges with CE Assessment

Assessment process is too long

Assessment doesn't support active listening, client-centered empowerment

Assessment doesn't capture the necessary information to support quick, housing-focused resolution

Problem-solving conversations not part of the defined CE Assessment process

Assessors are not trained appropriately, lack necessary skills

Assessors don't represent the population being assessed



Prioritization

Prioritization = person's needs and level of vulnerability are quantified *in relation to other people who are also seeking homeless assistance*

**Uses
information
gathered
during the
assessment**

**Manages the
inventory of
housing
resources**

**Equitable and
standardized in
approach**

**Ensures persons with the
greatest needs and highest
vulnerability receive access to
the services need to resolve
their housing crisis**

Prioritization is not a tool it is a policy



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Prioritization

- **Prioritization criteria may include any of the following factors:**
 - ✓ **Length of time experiencing homelessness**
 - ✓ **Severity of Service Needs**
 - ✓ **Linked/Engaged with Service/Treatment Provider**
 - ✓ **Vulnerability to Exploitation/Other Safety/Risk Factors**
 - ✓ **Other locally determined factors**
- **May be different for families, single adults, survivors of domestic violence, and persons seeking homelessness prevention services**
- **Prioritization policies should not be seen as static and should be refined as resources and needs begin to shift**

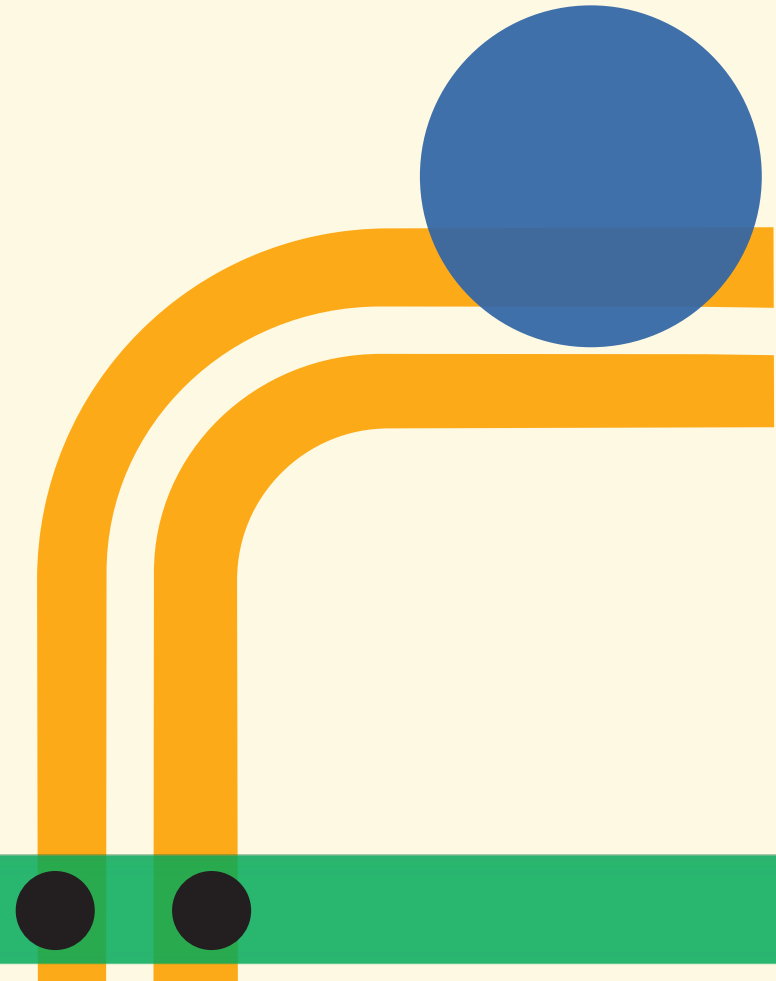


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Common Practice: Static Prioritization

Static prioritization (“bucket approach”)...

- **uses scores from initial assessment to determine the “most appropriate” intervention for that household and places person in queue for that intervention type**
- **People are placed in a static order on a “wait list” for a referral to an intervention type based on that score**
- **does not consider resource availability; “matches” people to one specific intervention, often resulting in most vulnerable waiting the longest for housing**



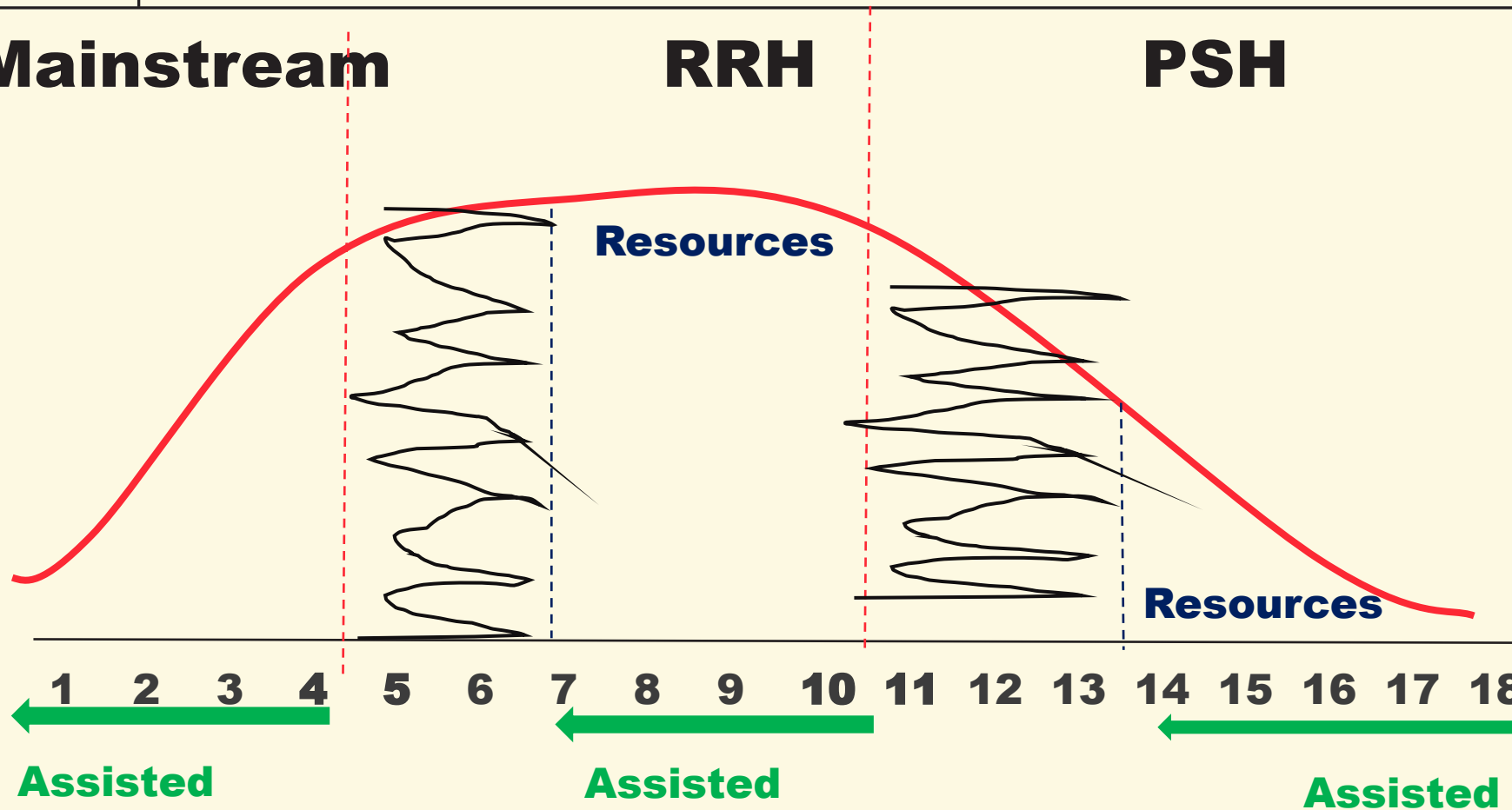


“Matching” to Specific Intervention Type

• **Mainstream**

RRH

PSH





Dy-nam-ic

- **(of a process or system) characterized by constant change, activity, or progress**
- **Synonyms: Charismatic, Effective, Productive, Progressive, Aggressive**
- **Antonyms: Fruitless, Idle, Passive, Unproductive, Ineffective**



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What *is* Dynamic Prioritization?



- **A dynamic process that uses prioritization criteria (i.e., assessment result, unsheltered status, length of time homeless) to identify the most vulnerable (preferably through a case conferencing process) based on the number of anticipated housing placements *across all resources* that will occur in the next XX days**



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New Concept: Dynamic Prioritization

•Dynamic prioritization realities...

- ***Circumstances change*** – the highest need person today may not be the same person tomorrow
- ***No single pathway out of homelessness*** – maximizes all available resources
- ***Leverage the resources you have*** – effective prioritization requires CES to know anticipated availability of CoC resources within a certain timeframe (e.g., 60 days) to facilitate rapid movement for those with highest needs



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Using Dynamic Prioritization for Referral

When there is a vacancy, the CoC uses all available information to:

- **identify the person with the highest needs at that point-in-time in the prioritized group**
- **determine if referral is appropriate based on household needs, preferences and considers their eligibility for the program**



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Dynamic Prioritization and Case Conferencing

Prioritization can't always be entirely automated

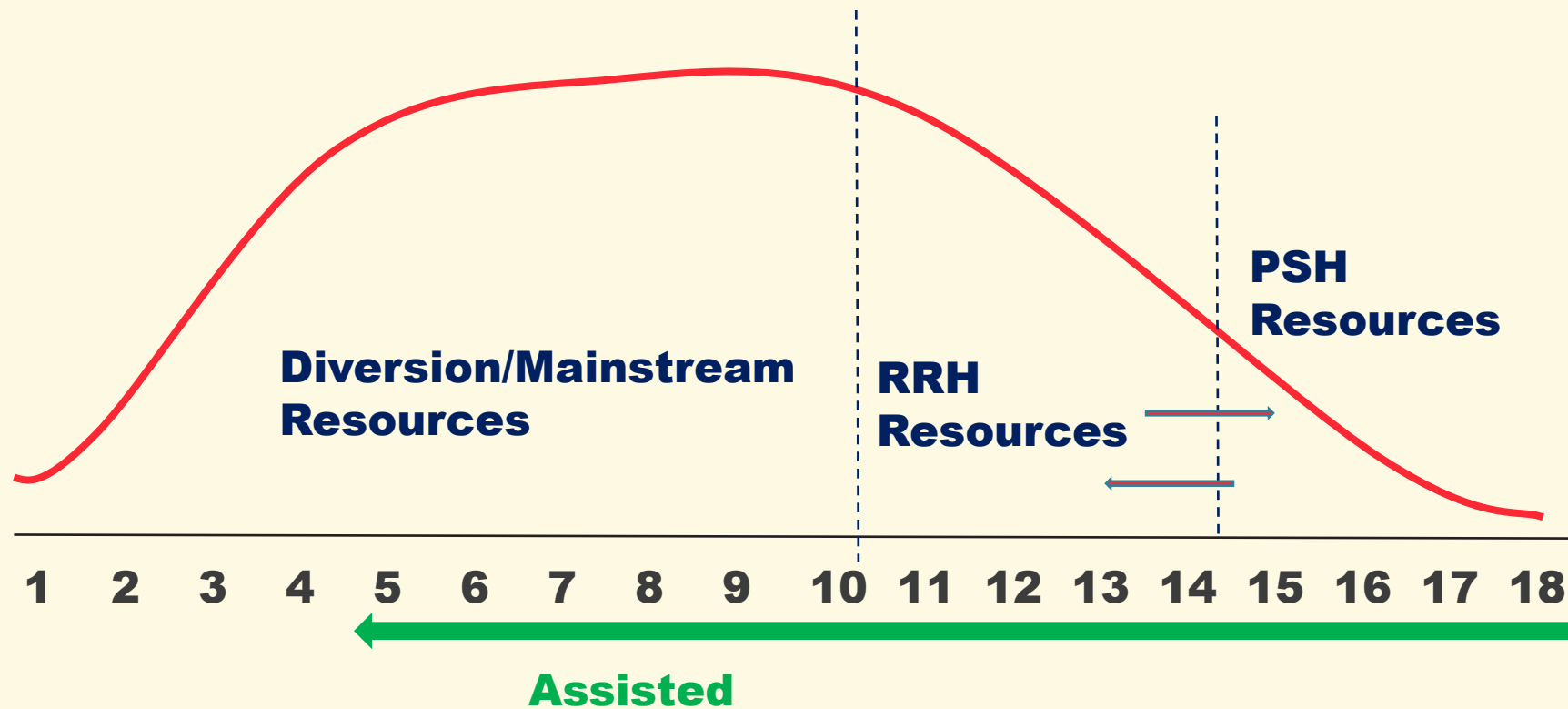
Case conferencing allows for human element

Transparent decision-making to fill vacancies using current information about persons in the prioritized group



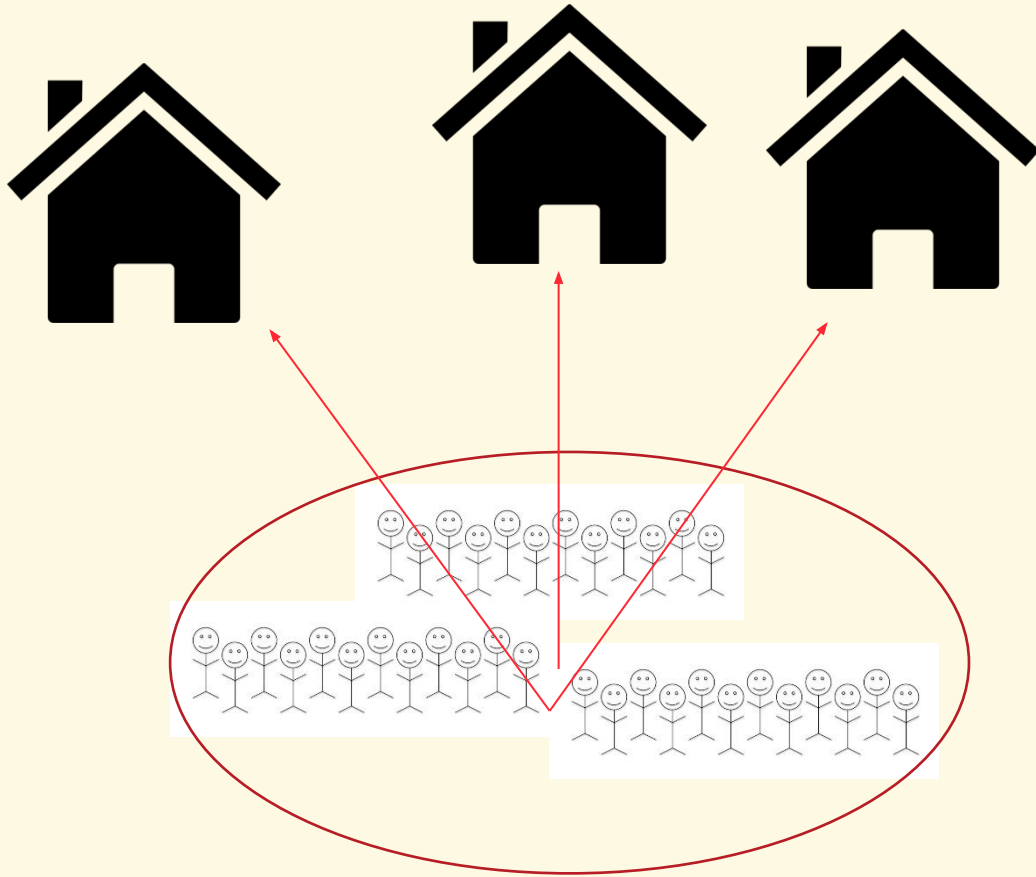


Result of Dynamic Prioritization





Dynamic Prioritization



Prioritized Group

Use case conferencing to discuss:

- **What is vacant?**
- **Who is 'ready'?**
- **Of those 'ready', who is highest need and eligible for vacancy?**
- **If multiple openings, make best referrals possible considering needs and client choice**
- **Follow up on what happened to last set of referrals**



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What about those who are not prioritized?

Dynamic prioritization should not mean that those who are not prioritized for referral are simply ignored

Although not prioritized for a system intervention, these households should be offered

- ✓ **problem-solving,**
- ✓ **diversion,**
- ✓ **help with self-resolution**
- ✓ **referrals and supports to use mainstream services**
- ✓ **Shared housing, family reunification, flexible housing accommodations**





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Key Components of Dynamic Prioritization

Adjust the size of the prioritized group to the available inventory

Account for changes in people's situations or in information available

Organize CE decisions closer to "real time" rather than managing lists and trying to locate and find people "when their name comes up"

Encourage the use of diversion/problem solving strategies and connection to mainstream resources for everyone else

