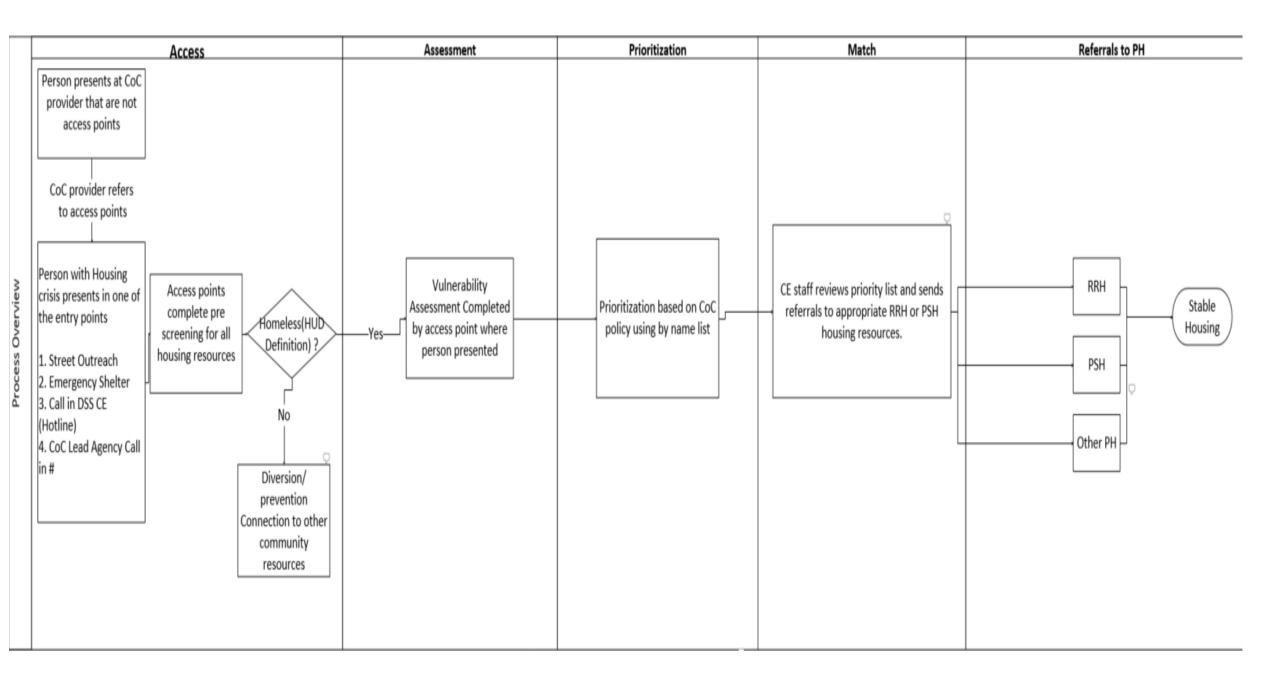# Coordinated Entry in the
# Blue Ridge Continuum of Care

# Review and Implementation
# Session #3

# Coordinated Entry Core Elements

| ACCESS | ASSESSMENT | PRIORITIZATION | REFERRAL |
|---|---|---|---|

Initial Triage

Diversion

Intake

Initial Assessment

Potential Eligibility Assessment

Comprehensive Assessment

1.
2.
3.
4.
5.

**Process Overview**

| Access | Assessment | Prioritization | Match | Referrals to PH |
|---|---|---|---|---|

**Access**

Person presents at CoC provider that are not access points

↓

CoC provider refers to access points

↓

Person with Housing crisis presents in one of the entry points

1. Street Outreach
2. Emergency Shelter
3. Call in DSS CE (Hotline)
4. CoC Lead Agency Call in #

→ Access points complete pre screening for all housing resources

→ Homeless(HUD Definition) ?

— Yes → Vulnerability Assessment Completed by access point where person presented

— No → Diversion/ prevention Connection to other community resources

**Assessment**

Vulnerability Assessment Completed by access point where person presented

**Prioritization**

Prioritization based on CoC policy using by name list

**Match**

CE staff reviews priority list and sends referrals to appropriate RRH or PSH housing resources.

**Referrals to PH**

- RRH
- PSH
- Other PH

→ Stable Housing

# Coordinated Entry Overview

- Updating Coordinated Entry – since May 2022
  - Workgroup
  - Self Assessment and Technical Assistance
    - Access Priorities
      - After-hours
      - DV
      - Accessibility (physical, language, mental health/substance use, etc)
      - Geographic area
      - Access points – Multi-site
    - Assessment – Phased
      - Equitable and Client-Centered (*CoC Grievance process)
      - Participant Autonomy; importance of script to explain how more info/detail results in better referrals
      - Privacy and trust
      - Training for assessors is imperative
    - Prioritization – Most vulnerable prioritized
      - Review of VI-SPDAT; decision to build our own assessment tool
      - Work from single prioritization list, not multiple, to truly prioritize most vulnerable based on available services
      - Created working document of local assessment tool; consensus on scoring with revisions to be made as tool is implemented
    - Referral
      - Anticipated workflow for literally homeless in Clarity
        - Access points create Coordinated Entry enrollment
        - Assessor completes vulnerability assessment
        - Assessor refers client to Community Queue
        - Central Intake staff will manage Community Queue and refer to RRH and PSH based on project eligibility and prioritization policies
        - RRH and PSH staff accept or reject referrals
        - Central Intake staff will discharge clients from Coordinated Entry project once clients has moved into house through referred project.
        - *DV projects will send intake and vulnerability assessment to Central Intake securely for Coordinated Entry enrollment

# Coordinated Entry in Clarity

Assessment Flow - Ben

Script – Ben

Data Not Collected – Ben

Training – Brian

# Access Points & Timeline

- HAT
- Rescue Mission
- Family Promise
- RAM House

# Monitoring and Evaluation Updates

Next Steps:

Coordinated Entry Committee

| Data Points for Monitoring & Evaluation | Purpose | Existing Report | Custom Report Needed | Notes |
|---|---|---|---|---|
| Number of assessments per staff member per access point | To evaluate volume of assessments being conducted by staff at each access point | | X | Report available for VI-SPDAT. Custom report may be needed for local assessment tool. |
| Households/individuals enrolled in access point projects but not yet enrolled in CE | To identify coverage gaps | | X | Custom report likely needed |
| Referral outcomes - particularly reasons for denial | To monitor reasons why households are rejected from programs | X | | Referral Outcome Statistics and Referral Statistics - Inbound reports |
| Length of time households remain on Community Que | To quantify housing resource gaps | X | | CE Community Queue Details report |
| Households enrolled in CE and subsequent service history from other providers | To identify inactive/potential self-resolving households | | X | Custom report likely needed |
| Length of time from CE enrollment/assessment to project referral | To monitor process/system efficiency and to quantify resource gaps | | X | Custom report likely needed |
| Length of time from referral to project enrollment | To monitor process/system efficiency | X | | Referral Statistics - Outbound report |
| Length of time from referral to housing move-in | To monitor process/system efficiency | | X | Custom report likely needed |
| Project enrollments not referred through CE | To monitor for potential "side doors" | | X | Custom report likely needed |
| BNL/Community Queue report that includes CE-VAT score and project eligibility filters (ie Chronic, etc.) | To match eligible clients to project openings based on vulnerability score and case conferencing consensus | | X | Custom report likely needed |

**COORDINATED ENTRY REFINEMENT STAKEHOLDER MEETINGS**

**STAKEHOLDER MEETING – May 11, 2023**

| ATTENDANCE | P | Alison Jorgensen (CCS)* | | Heather Wood (Safehomes) | P | Anna Golz (RM) |
|---|---|---|---|---|---|---|
| P = Present | P | Amanda Holcomb (2-1-1 VA) | | Capt. Rusell Clay (SA) | | Jeffrey Doyle (VAMC) |
| | P | Amy Shirkey (CCS) | P | Holly Sparks (CSH) | | Sandy Peggins (City/CI) |
| | P | Ben Bristoll (CCS/HMIS)* | P | Hope Browning (City/HUD)* | | Stacey Sheppard (TAP) |
| | | Malora Horn (RCPS) | | Bailey Lind (SA) | | Tanyia Jones (VAMC) |
| | P | Brian Burnette (CCS)* | | Lt. Laura Tidman (SA) | | Tina Moore (FPGR) |
| | P | Kathleen Guilliams (BRBH/PATH) | P | Marie Beebe (FPGR) | P | Joan Domenech (CSH/HUD) |
| | P | Jaimie Goodman (SA) | P | Matt Crookshank (City)* | | Melissa Woodson (RAM) |
| | | Hannah Evans (BRBH/PATH) | | Paula Prince (RUC/BRICH) | P | Evelyn Jordan (TAP SSVF) |
| | | Hannah Jarrett (TAP) | P | David Dantzler (RM) | P | Lana Stewart (RM) |
| | P | Jo Nelson (TAP) | | Pam Milkowski (RM) | | Phillip Priest (SA) |
| | | Pat Trees (Safehomes) | | Matthew Wasikiewicz (VDH) | | **\* CE Leadership Team** |
| | P | Joanne Wormley | P | Candace Bell | | |

- **Review of our updates to Coordinated Entry since May 2022 (See PowerPoint slides for details).**

- **Review of Monitoring & Evaluation Reports (see excel spreadsheet for details).**

- **NEXT STEPS:**
    - **Ongoing monitoring and evaluation from an established coordination entry committee; open call for those who are interested in engaging with CE work beyond the refinement work**
    - **For those that are interested, please reach out to someone on the leadership team. Currently, CE planning group meetings Mondays at noon but this can change**
    - **Once we have a list of those interested, we can send out a doodlepoll to ensure we have a time that best accommodates schedules**