Coordinated Entry Training Series Kick-Off

Ohio Balance of State Continuum of Care

December 11, 2019

Webinar Information

All participants lines are muted.

Use the questions feature in the GoToWebinar control panel to submit questions.

This webinar will be posted to COHHIO’s website.

This webinar is being recorded.

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Agenda

- Coordinated Entry Overview
- Coordinated Entry Operational Manual
- Coordinated Entry Governance, Management, and Oversight
- Coordinated Entry Monitoring and Evaluation
- Coordinated Entry Training Series

Coordinated Entry Definition

- Coordinated Entry (CE), also known as coordinated intake or coordinated assessment, is a process or system that coordinates entry into, movement within, and ultimately exit from a homeless system. Coordinated Entry processes increase the efficiency of a homeless assistance system by standardizing access to homeless services.

Why Do Coordinated Entry?

- **HUD requirement**
- Help allocate homeless assistance resources as effectively and efficiently as possible
- Make crisis resources easily accessible to those in need, regardless of where or how people seek assistance
- Prioritize housing resources for persons with the highest needs and longest homeless histories
- Ensure fair and equal access to resources
- Identify gaps and service needs across your system
Coordinated Entry Fun Facts

- HUD required CoCs to develop CE systems in 2012.
- HUD required CoCs to implement CE systems by January 2018.
- Managing CE systems can be STRESSFUL 😞

Coordinated Entry in Ohio BoSCoC

- Ohio BoSCoC CE System Standards and Regional CE Plans developed 2015-2017
- CE systems fully implemented January 2018

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Coordinated Entry Operational Manual

• Comprehensive policies and procedures for implementation of CE in the Ohio BoSCoC
• Combines all CE requirements and guidance into one document
• Identifies CE Entities

CE Operational Manual Key Features

• CE Governance, Management, and Oversight
  • CE Policy Entity
  • CE Management Entity
  • CE Evaluation Entity
  • CE Liaisons

CE Operational Manual Key Features

• CE System Standards
  • Minor revisions re: prioritization

CE Operational Manual Key Features

• New and Clarifying Guidance
  • CE Access Points
  • Referrals
  • Prioritization
  • Monitoring and Evaluation Plan
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Coordinated Entry Entities

• CE Policy Entity
  • Establishes participation expectations, data collection expectations, and approves CE policies
  • CoC Board
• CE Management Entity
  • Provides day-to-day management of CE system, delivers training, monitors CE system implementation
  • COHHIO’s CoC Team
• CE Evaluation Entity
  • Annually evaluates CE system for effectiveness and efficiency
  • CoC Board

Coordinated Entry Liaisons

• Designated by Homeless Planning Regions
• CE Roles and Responsibilities
  • Assist CoC team with CE planning and implementation
  • Assist Homeless Planning Regions with CE system and plan updates, as needed
  • Provide training on the standardized diversion process

Coordinated Entry Liaisons

• Serve as CE communication conduit between CoC and Homeless Planning Regions and Providers
Coordinated Entry Liaisons

• Contact valeriewalton@cohhio.org with questions

Coordinated Entry Monitoring

• Monitoring
  ▪ Determines if CE system and process is being implemented as intended
  ▪ Identify where implementation is out of compliance and address appropriately to ensure future compliance
  ▪ CE Management Entity (CoC Team) is responsible for monitoring

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Coordinated Entry Monitoring

• Monthly monitoring of key CE activities begins January 2020
Coordinated Entry Monitoring

- Monitoring Data Source and Format
  - HMIS is primary data source
  - CoC team reviews data to identify providers most out of compliance with CE requirements

- Monitoring Frequency
  - Review HMIS data monthly
  - Contact providers re: concerns/questions monthly

- Monitoring Approach
  - CoC team works with providers to address concerns/questions via a technical assistance approach
  - If needed, written Quality Improvement Plans may be developed

Coordinated Entry Monitoring

- Access
  - APs are accessible and well-advertised
  - APs screen Households (HH) for diversion and record data in HMIS
  - APs refer HH to shelter when needed

- Assessment
  - VI-SPDATs completed on all HHs in ES or unsheltered except those self-resolving
  - No HHs enter PH without VI-SPDAT

- Prioritization
  - Prioritization Workgroup meetings occur
  - Prioritization Workgroups determine RRH and PSH prioritization
  - HHs with most severe needs and longest homeless history are prioritized for PH

- Referrals
  - APs refer HHs that cannot be diverted to ES
  - ES and Outreach providers refer HH to PH projects for assistance
  - Providers appropriately close referrals

Coordinated Entry Evaluation

- Evaluation
  - Determines if CE system, as designed and implemented, efficiently and effectively assists households to end their housing crisis
  - CE Evaluation Entity (CoC Board) is responsible for evaluation
**Coordinated Entry Evaluation**

- Evaluation Approach and Frequency
  - Evaluation must be done annually
  - Must include soliciting feedback from providers and people interacting with the CE system
  - Evaluation findings must inform any necessary revisions, updates, or enhancements to CE system and processes

**Ohio BoSCoC CE Evaluation 2020**
- CoC Board will seek to contract with firm to conduct evaluation
- Long-term evaluation plans TBD

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**Coordinated Entry Training Series**

- Access
  - January 2020
- Prioritization
  - February 2020
- Assessments
  - January 2020
- Referrals
  - February 2020