

# Coordinated Entry Updates 2024

Ohio Balance of State Continuum of Care  
March 2024

Coalition on Homelessness and Housing in Ohio | 175 S. Third St. Suite 580 Columbus, OH 43215

1

## Zoom Information

Mute your audio when not talking.

Use the chat feature or unmute to submit questions.

Slides and recording will be posted to COHHIO's website.

This meeting is being recorded.

Coalition on Homelessness and Housing in Ohio | 175 S. Third St. Suite 580 Columbus, OH 43215

2

Coalition on Homelessness and Housing in Ohio | 175 S. Third St. Suite 580 Columbus, OH 43215

3

## Ohio BoSCoC Staff

<p><b>Erica Mulryan</b> CoC Director</p> <p><b>Hannah Basting</b> CoC Coordinator</p> <p><b>Erin Hachtel</b> CoC Coordinator</p>	<p><b>Carolyn Hoffman</b> System Administrator</p> <p><b>Trevin Flickinger</b> Data Analyst</p> <p><b>Matt Dicks</b> System Administrator and Training Specialist</p> <p><b>Monica Tillis</b> System Administrator</p>
--	--

Coalition on Homelessness and Housing in Ohio | 175 S. Third St. Suite 580 Columbus, OH 43215

4

## Agenda

- Coordinated Entry Background
- Coordinated Entry System Updates – Why and How
- Coordinated Entry Updates Overview
- Coordinated Entry Updates in Detail
- Timeline and Process for Meeting Training Requirements
- Coordinated Entry Guidance and Trainings

5

Coalition on Homelessness and Housing in Ohio | 175 S. Third St. Suite 580 Columbus, OH 43215

5

## 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.

6

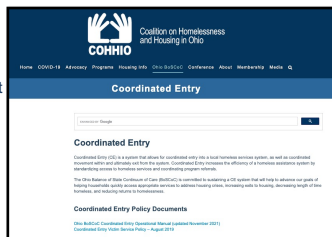
Coalition on Homelessness and Housing in Ohio | 175 S. Third St. Suite 580 Columbus, OH 43215

6

## CE Documentation and Resources

<https://cohhio.org/boscoc/coordinated-entry/>

- Ohio BoSCoC Coordinated Entry Operational Manual
- Coordinated Entry Victim Service Policy
  - Describes how VSPs can best engage in CE and where exceptions to CE system standards exist



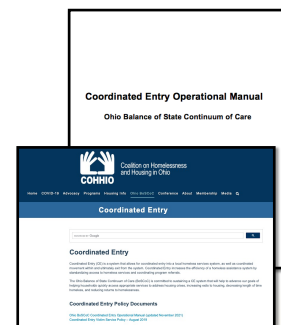
7

Coalition on Homelessness and Housing in Ohio | 175 S. Third St. Suite 580 Columbus, OH 43215

7

## CE Operational Manual

- Comprehensive policies and procedures for implementation of CE in the Ohio BoSCoC
  - CE system standards
  - Procedures to support implementation of CE
  - Identifies CE Entities



8

Coalition on Homelessness and Housing in Ohio | 175 S. Third St. Suite 580 Columbus, OH 43215

8

## Agenda

- Coordinated Entry Background
- **Coordinated Entry System Updates – Why and How**
- Coordinated Entry Updates Overview
- Coordinated Entry Updates in Detail
- Timeline and Process for Meeting Training Requirements
- Coordinated Entry Guidance and Trainings

9

Coalition on Homelessness and Housing in Ohio | 175 S. Third St. Suite 580 Columbus, OH 43215

9

## CE System Updates – Why and How

### Why

- Ohio BoSCoC CE System Standards and the full CE Operational Manual are reviewed annually and updated as needed
- Ohio BoSCoC CE System evaluation recommended strengthening the Access component of our CE System
- Ongoing, annual evaluation will inform annual updates

### How

- CoC staff propose updates, collect feedback from CE Liaisons, collect public comment, CoC Board approves

10

Coalition on Homelessness and Housing in Ohio | 175 S. Third St. Suite 580 Columbus, OH 43215

10

## Agenda

- Coordinated Entry Background
- Coordinated Entry System Updates – Why and How
- **Coordinated Entry Updates Overview**
- Coordinated Entry Updates in Detail
- Timeline and Process for Meeting Training Requirements
- Coordinated Entry Guidance and Trainings

11

Coalition on Homelessness and Housing in Ohio | 175 S. Third St. Suite 580 Columbus, OH 43215

11

## CE Updates Overview

- Training Requirements
- Minimum Requirements for CE Access Points
- CE Access Point Advertising Strategies
- Diversion Details and Clarification
- Maintaining Client Confidentiality in Prioritization Workgroups
- Prioritization Decision Documentation
- Clarification Regarding Provider-Declined Prioritization Decisions

12

Coalition on Homelessness and Housing in Ohio | 175 S. Third St. Suite 580 Columbus, OH 43215

12

## Agenda

- Coordinated Entry Background
- Coordinated Entry System Updates – Why and How
- Coordinated Entry Updates Overview
- **Coordinated Entry Updates in Detail**
- Timeline and Process for Meeting Training Requirements
- Coordinated Entry Guidance and Trainings

13

Coalition on Homelessness and Housing in Ohio | 175 S. Third St. Suite 580 Columbus, OH 43215

13

## CE Updates: Training

**Standard No. 1A - General Training Requirements:**

- General Coordinated Entry Training requirements apply to those staff who do not work directly with the CE process but need to have general knowledge of the CE System.
  - Understanding Homelessness 101 e-learning course
  - CE Fundamentals e-learning course

**Standard No. 1C - Training Requirements for Staff Completing Common Assessment Tools**

- Understanding Homelessness 101 e-learning course
- CE Fundamentals e-learning course
- Administering the VI-SPDAT e-learning course

14

Coalition on Homelessness and Housing in Ohio | 175 S. Third St. Suite 580 Columbus, OH 43215

14

## CE Update: Training

**Standard No. 1D - Training Requirements for Staff Engaging in Permanent Housing Prioritization Workgroups and Decision-making**

- Understanding Homelessness 101 e-learning course
- CE Fundamentals e-learning course
- Administering the VI-SPDAT e-learning course
- Prioritization Workgroup Training (*once available*)

15

Coalition on Homelessness and Housing in Ohio | 175 S. Third St. Suite 580 Columbus, OH 43215

15

## CE Update: Training

**Standard No. 1B - Training Requirements for Coordinated Entry Access Point Staff**

- Understanding Homelessness 101 e-learning course
- CE Fundamentals e-learning course
- Diversion e-learning course/training with CoC staff
- Administering the VI-SPDAT e-learning course
- Live, instructor-led training with CE staff

16

Coalition on Homelessness and Housing in Ohio | 175 S. Third St. Suite 580 Columbus, OH 43215

16

## CE Update: Requirements for CE Access Points

### Standard No. 2D – Minimum Requirements for CE APs

- Ensure CE AP staff have completed all required training
- Be easily accessible both for those needing to call and those needing to visit in-person.
  - Victim service providers (VSPs) may be accessible by phone only.
- Generally be available, at minimum, for 7 hours each weekday.
- Have sufficient staff capacity to respond in real-time to requests for assistance.
  - If you cannot assist people when they call/visit, the CE AP must be able to follow-up within two business days.
  - One follow-up via phone, text, or email is sufficient

17

Coalition on Homelessness and Housing in Ohio | 175 S. Third St. Suite 580 Columbus, OH 43215

17

## CE Update: Requirements for CE Access Points

### Standard No. 2D – Minimum Requirements for CE APs

- When CE APs receive requests for assistance from households located outside of their primary CE AP service area, CE APs may offer to connect the household to the CE AP closest to them.
  - However, if the closest CE AP is not open when the household is seeking assistance, then the CE AP currently engaged with the household should continue through diversion screening and provide appropriate assistance as needed
- Where CE APs also operate shelter or housing programs, those CE APs must comply with the CE AP requirements outlined here regardless of their capacity to enroll new households in their housing/shelter programs.

18

Coalition on Homelessness and Housing in Ohio | 175 S. Third St. Suite 580 Columbus, OH 43215

18

## CE Update: CE AP Advertising Strategies

### Standard No. 3C – CE AP Advertising Strategies

- Regional CE Plans:
  - Describe how advertising materials are distributed to local providers and stakeholders, to ensure their clients and constituencies know how to seek assistance if needed.
  - These local providers and stakeholders include those who most frequently encounter homeless households, particularly households with the highest barriers and those not currently connected with services.
  - Target communities and populations more likely to experience homelessness

19

Coalition on Homelessness and Housing in Ohio | 175 S. Third St. Suite 580 Columbus, OH 43215

19

## CE Update: Diversion Details and Clarification

### Standard No. 5E – Diversion Data and HMIS

- CE APs record diversion data in HMIS in accordance with the appropriate workflow, which can be found here: <https://cohhio.org/boscoc/hmis/>. CE AP household enrollment data only needs to be collected and entered into the CE AP in HMIS in the following situations:
- Household reports residing in an unsheltered location or non-HMIS participating emergency shelter (in limited cases)
  - Household is currently housed but will become literally homeless within 7 days (could include those exiting institutional care such as hospitals, jails, prisons)
    - Risk of homelessness should be assessed by CE AP staff using the Diversion Screening Tool

20

Coalition on Homelessness and Housing in Ohio | 175 S. Third St. Suite 580 Columbus, OH 43215

20

## CE Update: Diversion Details and Clarification

### Standard No. 5F – Assisting Households Not Eligible for Diversion

- CE APs engage in 'light touch' assistance, as needed, with households who can remain in housing longer than seven days.
  - Light touch assistance involves the provision of limited and brief assistance to help address a housing crisis that includes, but is not limited to, brief problem-solving conversations and referrals to local community resources, faith-based groups, or other programs outside of the homeless system.
- The provision of light touch assistance is not documented in HMIS.

21

Coalition on Homelessness and Housing in Ohio | 175 S. Third St. Suite 580 Columbus, OH 43215

21

## CE Update: Maintaining Client Confidentiality in Prioritization Workgroups

### Standard No. 8B – Maintaining Client Confidentiality in Prioritization Workgroups

- All workgroup members must have client consent to discuss clients and prioritization for PH resources, as evidenced by client releases of information (ROIs).
- No representatives from non-homeless providers are permitted to participate in Prioritization Workgroup meetings except where those providers have specific housing resources that are being made available to those experiencing homelessness and the appropriate ROIs are in place.
- Prioritization Workgroup meeting notes reference clients by HMIS ID or other unique identifier, never by name or other personally-identifying information.

22

Coalition on Homelessness and Housing in Ohio | 175 S. Third St. Suite 580 Columbus, OH 43215

22

## CE Update: Prioritization Decision Documentation

### Standard No. 8G – Prioritization Decision Documentation

- Prioritization Workgroups take and retain meeting notes that include identifying – using client HMIS ID – which clients are being prioritized for which available PH resources. Prioritization decisions and the rationale for decisions are also included in client files.
- In cases where a non-chronically homeless household has been prioritized for PSH, meeting notes should detail the collective efforts to identify a chronically homeless household and describe why the particular non-chronically homeless household was prioritized. Remember, non-chronic homeless households can only be enrolled in PSH projects if no chronically homeless households can be found within the PSH project's service area.

23

Coalition on Homelessness and Housing in Ohio | 175 S. Third St. Suite 580 Columbus, OH 43215

23

## CE Update: Clarification Regarding Provider-Declined Prioritization Decisions

### Standard No. 8J – Provider-Declined Prioritization Decisions

- PSH and RRH providers, on occasion, may decline to serve households prioritized for their projects by Prioritization Workgroups. Declining to serve a prioritized household may only be done if the household is not eligible for the project or if the project is not currently enrolling new clients. Past issues related to service provision may be considered when determining who to prioritize for available assistance but should generally not be a reason to decline assistance to a household in need.
- When a PH provider is declining to assist a prioritized household, the provider must communicate that decline in the Prioritization meeting in which prioritization decisions were made. If the PH Prioritization Workgroup agrees with the provider decline, the group may then move on to prioritize another household for assistance.

24

Coalition on Homelessness and Housing in Ohio | 175 S. Third St. Suite 580 Columbus, OH 43215

24

## Agenda

- Coordinated Entry Background
- Coordinated Entry System Updates – Why and How
- Coordinated Entry Updates Overview
- Coordinated Entry Updates in Detail
- **Timeline and Process for Meeting Training Requirements**
- Coordinated Entry Guidance and Trainings

25

Coalition on Homelessness and Housing in Ohio | 175 S. Third St. Suite 580 Columbus, OH 43215

25

## Meeting Training Requirements

- Training requirements apply to current and future staff
- CoC Team will track training compliance for CE APs only
- All CE AP staff must complete all required training by 10/1/24

26

Coalition on Homelessness and Housing in Ohio | 175 S. Third St. Suite 580 Columbus, OH 43215

26

## Meeting Training Requirements – CE APs

### Required Training

- Understanding Homelessness 101 [e-learning](#) course
- CE Fundamentals [e-learning](#) course
- Administering the VI-SPDAT [e-learning](#) course
- Diversion e-learning course/training with CoC staff
- Live, instructor-led training with CE staff
  - Monthly trainings hosted
  - Diversion training will be included until e-learning course is available
  - This training is completed last

27

Coalition on Homelessness and Housing in Ohio | 175 S. Third St. Suite 580 Columbus, OH 43215

27

## Meeting Training Requirements – CE APs

### Process to Complete Training

- CE AP staff complete e-learning courses
- Those staff can then register for the live instructor-led training with CoC staff
- All training must be completed by 10/1/24

28

Coalition on Homelessness and Housing in Ohio | 175 S. Third St. Suite 580 Columbus, OH 43215

28

## Meeting Training Requirements – CE APs

What if Training Isn't Completed by the Deadline?

- CE AP will likely not be permitted to continue to serve as a CE AP

29

Coalition on Homelessness and Housing in Ohio | 175 S. Third St. Suite 580 Columbus, OH 43215

29

## Agenda

- Coordinated Entry Background
- Coordinated Entry System Updates – Why and How
- Coordinated Entry Updates Overview
- Coordinated Entry Updates in Detail
- Timeline and Process for Meeting Training Requirements
- Coordinated Entry Guidance and Trainings

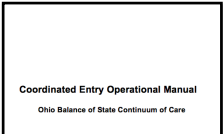
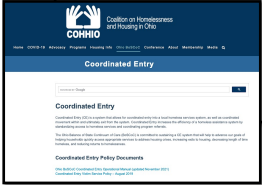
30

Coalition on Homelessness and Housing in Ohio | 175 S. Third St. Suite 580 Columbus, OH 43215

30

## CE Guidance and Resources

- **CE Operational Manual**
- Comprehensive policies and procedures for implementation of CE in the Ohio BoSCoC
  - CE system standards
  - Procedures to support implementation of CE
- <https://cohhio.org/boscoc/coordinated-entry/>

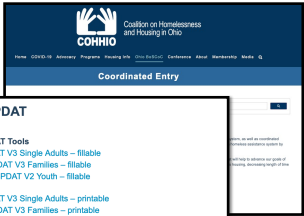
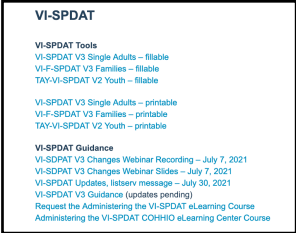
31

Coalition on Homelessness and Housing in Ohio | 175 S. Third St. Suite 580 Columbus, OH 43215

31

## CE Guidance and Resources

- **VI-SPDAT Guidance, Training Materials, Assessment Tools**

32

Coalition on Homelessness and Housing in Ohio | 175 S. Third St. Suite 580 Columbus, OH 43215

32



## CE Guidance and Resources

- CE Fundamentals Trainings
- <https://cohhio.org/boscoc/coordinated-entry/>

**Training**

Coordinated Entry (CE) Fundamentals e-learning course  
 – Announcement about release of CE Fundamentals course – 8.31.23  
 – Directions for enrolling in the CE Fundamentals course  
 – Support and Accountability Guide for the CE Fundamentals Course

**Additional Resources**

HUD CoC Program Toolkit: Coordinated Entry  
 USICH: Enhancing Coordinated Entry through Partnerships with Mainstream Resources and Programs  
 HUD Requirements for CE Systems March 2017 Webinar  
 HUD Notice Establishing Additional Requirements for a Continuum of Care Centralized or Coordinated Assessment System  
 HUD Coordinated Entry Policy Brief  
 HUD Coordinated Entry Toolkit

33

Coalition on Homelessness and Housing in Ohio | 175 S. Third St. Suite 580 Columbus, OH 43215

33

## CE Guidance and Resources

- HMIS Trainings
- <https://cohhio.org/boscoc/hmis/>

**Clarity HMIS Access Point Training**

We will cover Coordinated Entry concepts, forms, and workflows. Register for the webinar here.

**Wed, Dec 16, 2:00 PM – 4:00 PM EDT (Rescheduled from Dec 15)**  
 Webinar Recording  
 Webinar Slides

**Access Point Workflows**  
 Please provide feedback on the following new workflows by emailing [hmis@cohhio.org](mailto:hmis@cohhio.org).  
 Access Point Successful Diversion Event Workflow  
 Access Point Enrollment and Referral to Emergency Shelter Workflow  
 Access Point Enrollment and Referral to Rapid Re-Housing or Permanent Supportive Housing Workflow  
 Access Point Referral to Emergency Housing Voucher Event Workflow  
 Access Point Referral to Homelessness Prevention Event Workflow  
 Checking Pending Referrals and Enrolling a Household Workflow  
 Street Outreach Enrollment and Referral to Emergency Shelter Workflow  
 Street Outreach Enrollment and Referral to Rapid Re-Housing or Permanent Supportive Housing Workflow

34

Coalition on Homelessness and Housing in Ohio | 175 S. Third St. Suite 580 Columbus, OH 43215

34

## CE Guidance and Resources

- E-learning Center
- <https://cohhio.litmos.com/self-signup/>

**Register for Live Session: CE Access Point Live Instructor-Led Training**

Register for a Live Training session. This session is required to be completed by CE Access Point Staff.

You must first complete the following e-learning courses:

- Understanding Homelessness 101 course
- CE Fundamentals course
- Addressing the 90-SPED course

**CE ACCESS POINT LIVE INSTRUCTOR-LED TRAINING**

Apr 23 3:00 PM to Apr 23 3:30 PM (Eastern Daylight Time)

[Join Zoom Meeting](#)

**Online Courses Self Sign Up**

Register to access courses by entering the code provided to you.

First Name:

Last Name:

Email:

We will send account login information to this address.

Confirm Email:

Language:   
 English

Code:

**My Training**

Not Started | In Progress | Overdue | Completed

Search for assigned courses and learning paths. Not Started

35

Coalition on Homelessness and Housing in Ohio | 175 S. Third St. Suite 580 Columbus, OH 43215

35

## Contact Information

**Ohio Balance of State CoC  
CE Correspondence**

[ohioboscoc@cohhio.org](mailto:ohioboscoc@cohhio.org)

**HMIS Correspondence**

[hmis@cohhio.org](mailto:hmis@cohhio.org)

36

Coalition on Homelessness and Housing in Ohio | 175 S. Third St. Suite 580 Columbus, OH 43215

36