



**ENDING
HOMELESSNESS
IN MARYLAND.**

TOGETHER.

CES Launch Training



**MARYLAND
BALANCE OF STATE
CONTINUUM OF CARE**

Agenda

1. Welcome, Introductions & Overview of the Day: 9:00 - 9:20
2. Core Components of Coordinated Entry: 9:20 - 10:00
3. HMIS: 10:00 - 11:50
4. New CES Assessment Data Elements: 11:50 - 12:00
5. Working Lunch - Local System Roles: 12:00 - 1:00
6. Self Sufficiency Matrix: 1:00 - 2:30
7. Homeless System Required Documentation & BoS Resources: 2:30 - 3:00
8. By Name List & Case Conference Planning: 3:00 - 3:30
9. Next Steps & Ongoing Timeline: 3:30 - 4:00

Welcome & Expectations

- ❖ Ground Rules
- ❖ Goals of the Day
- ❖ Introductions: Who's in the Room!

Coordinated Entry

Coordinated Entry is:

1. A streamlined system
2. Developed to ensure that all people experiencing a housing crisis have fair and equal access to housing and services
3. Are quickly identified, assessed, referred and connected to housing and assistance based on their strengths and needs



Coordinated Entry

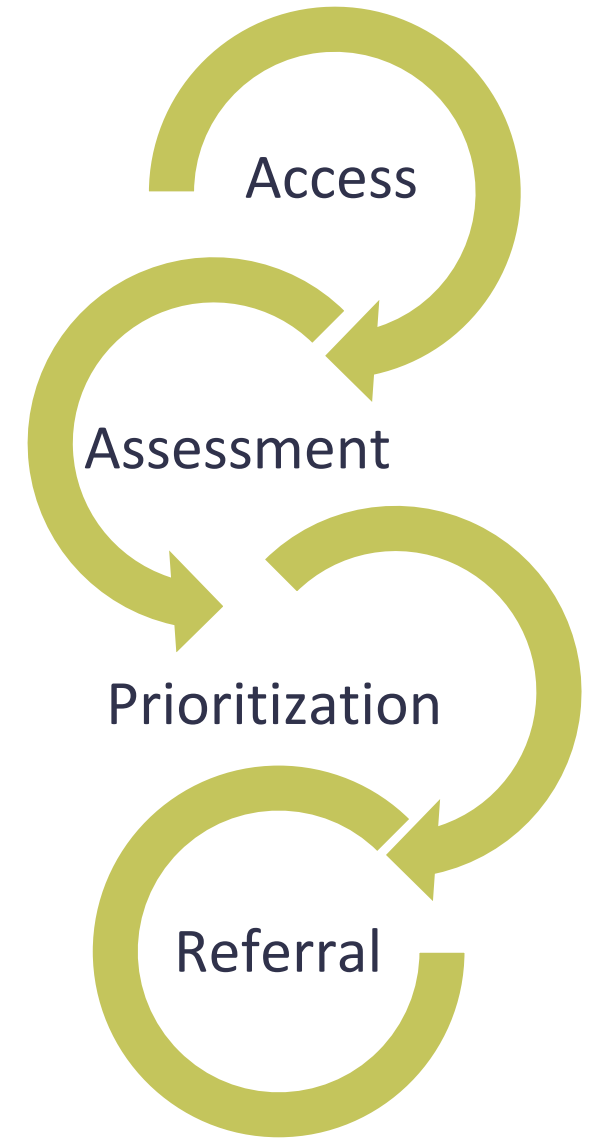
Coordinated Entry does:

- Assess households using a standard and objective tool that identifies vulnerabilities and barriers to housing stability
- Prioritizes those who are assessed as having the highest vulnerability and housing barriers for available housing programs as vacancies occur

WHAT IS COORDINATED ENTRY?

Overarching Goals

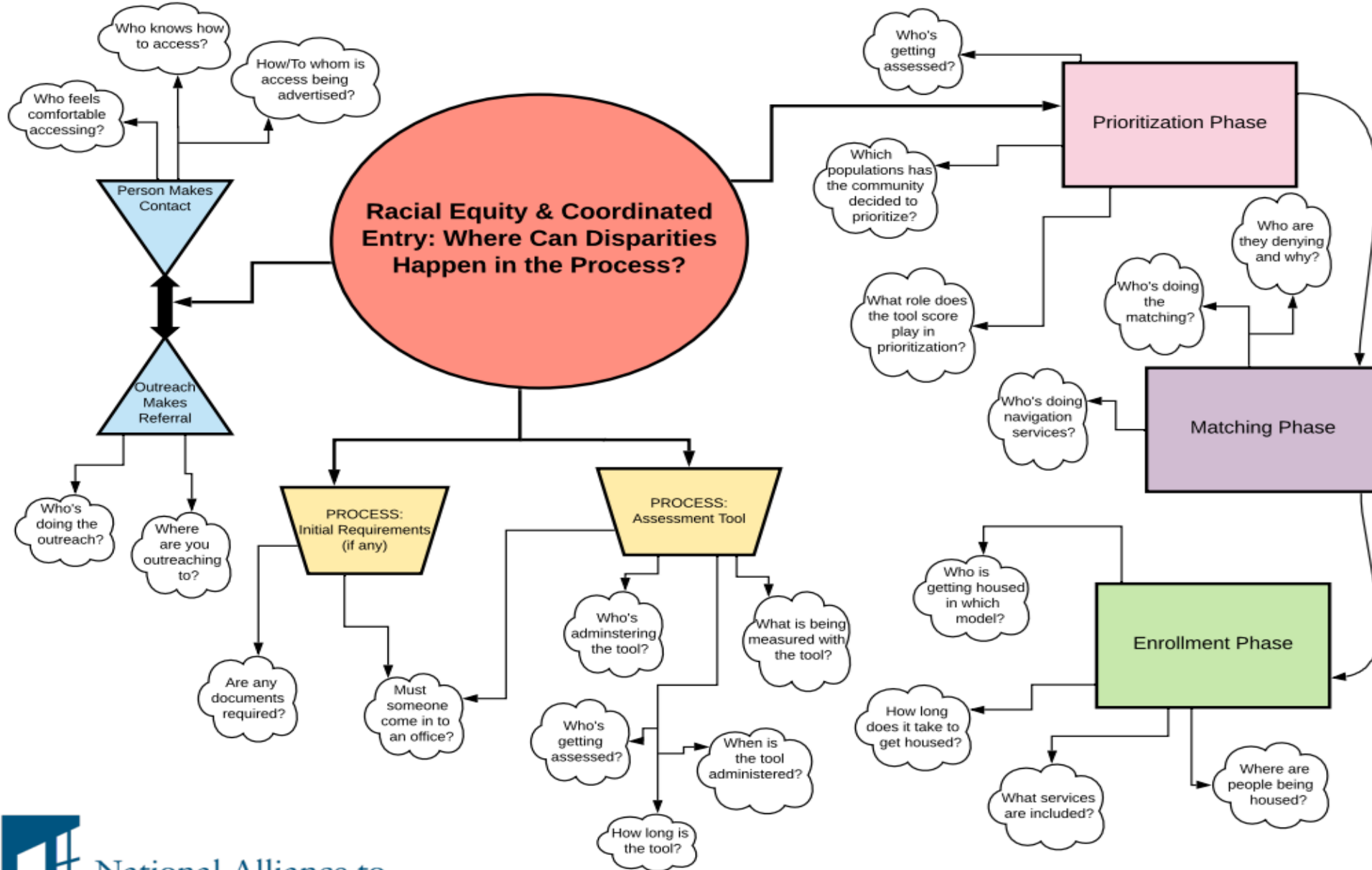
- Reorient the system to focus on those being served
- Minimize time and frustration access help
- Maximize use of system resources
- Identify gaps in service for planning



Coordinated Entry Planning

In 2020 LHC representatives, CoC board and DHCD started CES design:

1. Established system roles and responsibilities
2. Determined rollout would be in 2 phases:
 - *Increasing Outflow*: Process to match currently homeless households to RRH, PSH and other permanent housing options (ex: vouchers or subsidized housing)
 - *Reducing Inflow*: Process to assess households at-risk of homelessness and prioritize them for homeless diversion and prevention resources, and entry into shelter
3. Created methodology for permanent housing prioritization
4. Selected assessment tool to evaluate participant service needs/strengths
5. Formed Coordinated Entry Committee
6. Produced initial set of policies, procedures, and forms



COORDINATED ENTRY GENERAL COMPONENTS

ACCESS

ASSESS

PRIORITIZE

REFER



Initial Triage

Diversion

Intake

Initial Assessment

Eligibility Assessment

Comprehensive Assessment

Chronic Homelessness

Level of Vulnerability

Length of Time Homeless

Veteran Status

Youth

Domestic Violence



CES Elements

Access

- Locations and sites throughout the county where people may present for homeless services - the front door
- May be physical locations, may be a hotline, may be outreach based

Assess

- Participants provide requested information, including: HUD data elements (demographics, household composition, homeless history) and
- Response to the Self Sufficiency Matrix
- Assessed participants will be placed on the local By Name List

CES Elements

Prioritize

The local By Name List (BNL) will automatically sort households based on:

1. Chronically homeless individuals and families
 - a. Length of Time Homeless
 - b. Level of Vulnerability
 - c. Date of Assessment
2. Non-Chronically homeless individuals and families
 - a. Length of Time Homeless
 - b. Level of Vulnerability
 - c. Date of Assessment

CES Elements

Refer (aka Connect, Match, Assign)

- As RRH or PSH units become available, prioritized participants currently on the local BNL will be referred for placement
- Participants will need to match eligibility requirements for assignment to a particular project type:
 - Prioritization Order
 - Chronically Homeless for Permanent Supportive Housing
 - Youth, Vets, Families, DV, etc

COORDINATED ENTRY COMPONENTS

The part of the system we're building now!



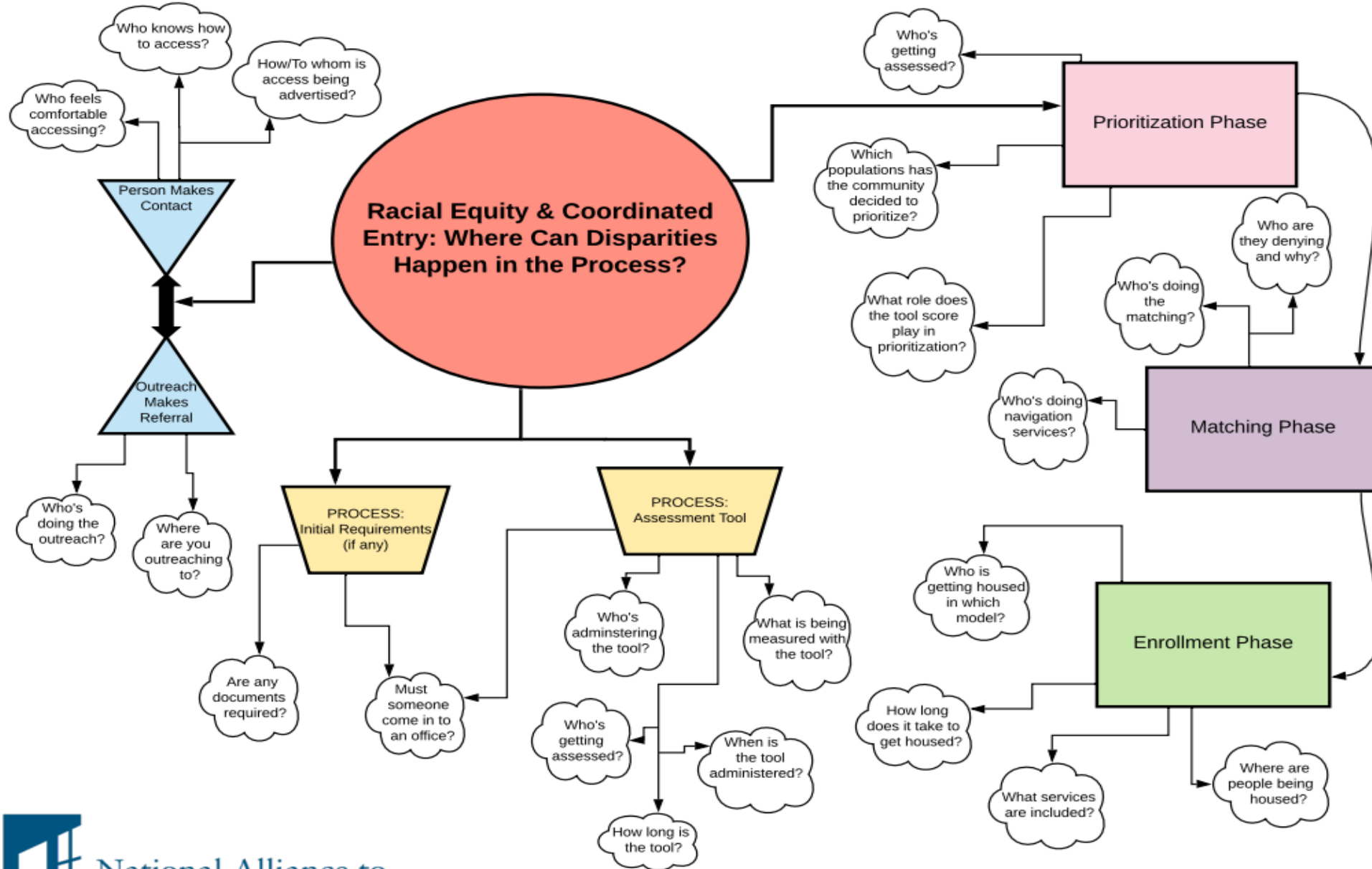
- Emergency Shelter
- Street Outreach
- Hotline

- HUD Entry Assessment
- Homeless History
- Assessment of Housing Barriers & Needs
- Assessment of Service Needs (custom version of Self-Sufficiency Matrix)

1. Chronically Homeless
2. Longest Length of Homelessness
3. Higher Level of Vulnerability
4. Date of Assessment



- Services
- Prevention
- Move-On



Coordinated Entry: Harford Roles

[Harford County System Map](#)

System Tasks: Assessor

- Assessors are responsible for initiating the Coordinated Entry process for those who meet the eligibility requirements and are seeking assistance in the housing crisis response system.
- Assessors are responsible for ensuring that all requests for assistance are treated equally and fairly, regardless of the individual circumstances of the household requesting assistance. They are responsible for being transparent about the housing crisis response system with participants.

System Tasks: Assessor

- Conduct CES assessment, including the HUD Assessment, Self Sufficiency Matrix and other identified needed elements
- Assures the accuracy, completeness and confidentiality of records
- Maintain any records required for the completion of reports
- Complete any required reports within scheduled time period, as they are identified
- Make referrals to community agencies as appropriate
- Attend community meetings regarding case conferencing and other service issues
- Assess and monitor for risk, symptoms of trauma, and indications of abuse and neglect; use appropriate reporting mechanisms
- Provide crisis intervention as needed
- Assists in the training and development of new assessors
- Attend all required trainings and staff meetings

System Tasks: Navigation

- The Navigator serves as a main point of contact for targeted individuals on the By Name List and may help to collect critical documents needed for housing placement and provide additional support necessary to finalize housing.
- The Navigator may provide referrals, offer coordination, or provide in-person support to clients for their housing search, mental health, physical health, entitlement enrollment and other service needs.
- The level of support provided is based on the participant level of independence and the agency capacity to provide supportive services.

System Tasks: Navigation

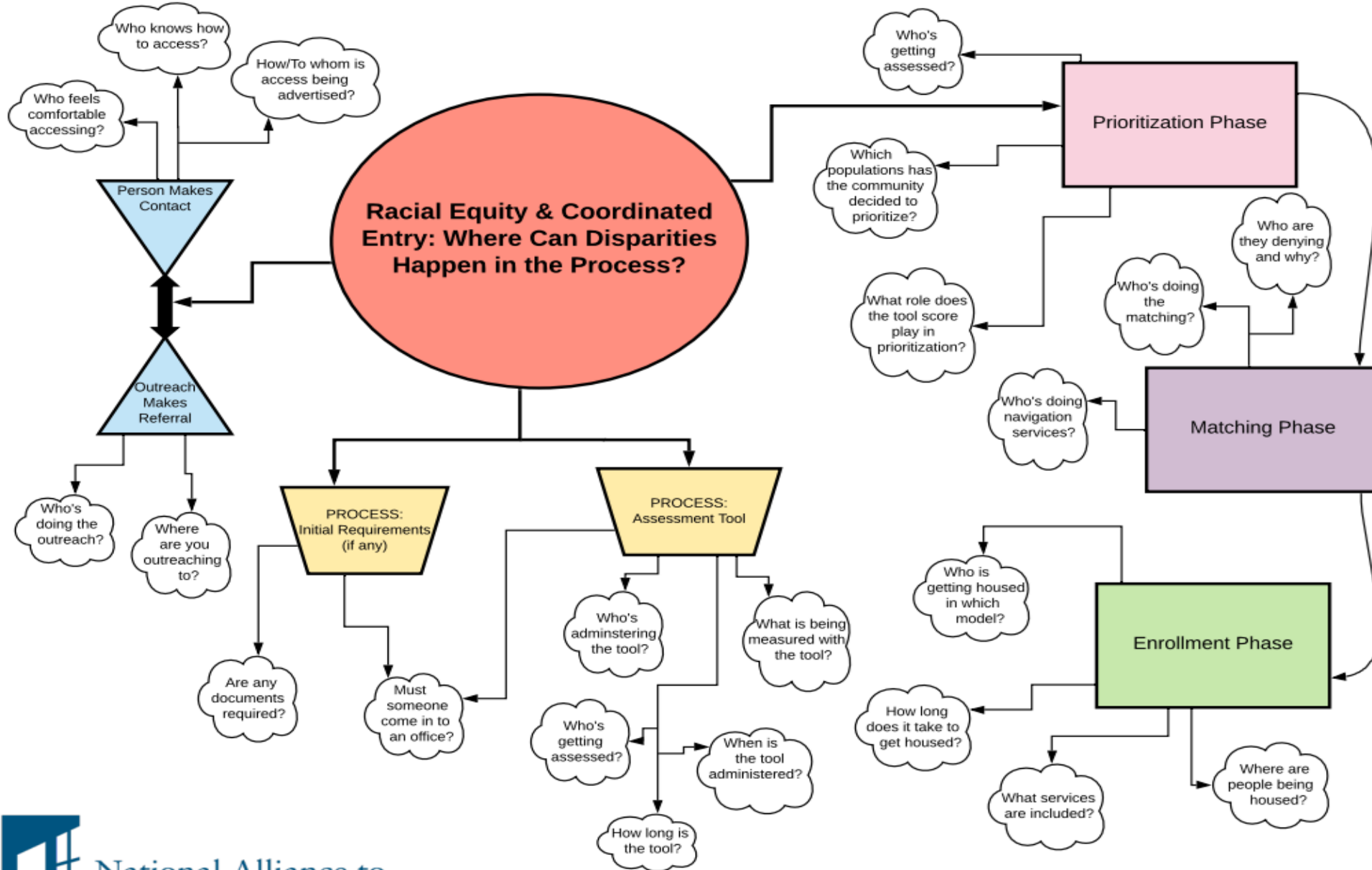
- Assist with critical documentation required for housing eligibility
- Serve as primary point of contact for assigned clients
- Assist with housing search, as needed
- Assist with referrals and services, as needed
- Ensure warm handoff to housing case manager

System Roles: Emergency Shelter, Street Outreach, Drop-In Centers

- Designate staff to perform Assessor tasks: gather household data, conduct assessments
- Work with newly homeless households to ensure safety and connect back to available community and family-based supports for rapid exit
- Assess homeless households who cannot be immediately rehoused for comprehensive housing and service needs
- Inform households about Coordinated Entry & the process to obtain housing
- Manage household data in HMIS
- Designate staff to perform Navigation tasks: assist participants obtain program eligibility documents, provide warm hand off to referrals

System Roles: Housing Providers

- Ensure CES is aware of program eligibility and kept up to date
- Notify CES when program has:
 - An opening coming up
 - Unit/subsidy restrictions
 - Date program will be ready to match with a new household
- Review matches/referrals from CES and schedule intake promptly
- Accept only CES referrals - don't keep a separate waiting list!
- Adhere to Housing First practices
- Discharge participants only to permanent housing destinations or transfer to other housing providers through CES, whenever possible
- Proactively identify participants who are ready to move on from PSH
- Maintain relationships with landlords to ensure units are available and ready to be leased upon match



BoS: Expectations

All CoC & ESG Funded Housing Projects are required to receive client assignments

All Non-CoC & ESG Funded Housing Projects are strongly encouraged to participate

BoS: Expectations

- All staff working within the CES system across the BoS must complete any required annual training
- All client assessments must be entered into HMIS within 3 business days to ensure client information is populated on the By-Name List for referral
- Each LHC must establish and regularly conduct case conference meetings to review complex cases