

# **Introduction to Homelessness Response and Coordinated Entry**

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# Introductions

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**Gillian Morshedi**  
Directing Attorney,  
Homebase



**Erica McWhorter**  
Systems Strategy & Planning  
Administrator,  
Contra Costa County  
Health, Housing and Homeless  
Services



**Michelle Schneidermann**  
Director of Advancing People-Centered Care,  
California Health Care Foundation

# Today's Agenda

- Welcome by California Health Care Foundation
- Presentation by Homebase: Homelessness Response and Coordinated Entry 101
  - Overview of opportunities for health care stakeholders to participate in Coordinated Entry
- Insights from a Homelessness Response Continuum of Care Perspective
- Q&A



**California  
Health Care  
Foundation**

**CHCF is an independent,  
nonprofit philanthropy. We work  
to improve the health care  
system for Californians with low  
incomes and those not well-  
served by the status quo.**

**Our big priorities:**

1. Get everyone covered
2. Deliver care better
3. Make care just



# Homebase

ADVANCING SOLUTIONS TO HOMELESSNESS

- ❖ Subject matter expertise in homelessness and cross-system coordination
- ❖ Work at the federal, state, and local levels with an emphasis in California
- ❖ Assist communities and agencies to establish systems and programs needed to help people experiencing homelessness achieve housing stability and improve health and wellness

**Innovative Thinking & Solutions**

**Transformational | Strategic | Practical**

# The Case for Collaboration

- ❖ Connection between housing & health care needs
- ❖ Disconnect between needs and access
- ❖ Disconnect between systems



# Homelessness Response 101

- ❖ Fundamentals of Homeless Assistance
- ❖ Purpose and Basics of Continuums of Care
  - ❖ Connection to Health Care

# Fundamentals of Homeless Assistance

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- Happens at the local, community level
- Diverse funding, including from federal, state, county, and/or city governments
- No single entity administers all resources
- Variety of types of assistance
- Majority of housing assistance is prioritized for unsheltered people or those in emergency shelters

# Assistance and Services Provided

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Emergency  
Shelter

Temporary or  
permanent  
housing

Transportation  
Assistance

Necessities  
like food

Financial  
support (one-  
time or ongoing)

Supportive  
services

# Key Things to Know about Continuums of Care (CoC)

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## What is a CoC?

Umbrella term for the group of organizations and agencies that collectively coordinates homeless assistance activities and resources in a community

1

A CoC is not a legal entity.

2

Each designates an entity to apply for federal funds.

3

HUD awards funds through an annual competitive process.

4

Primary purpose is to promote community-wide commitment to end homelessness.

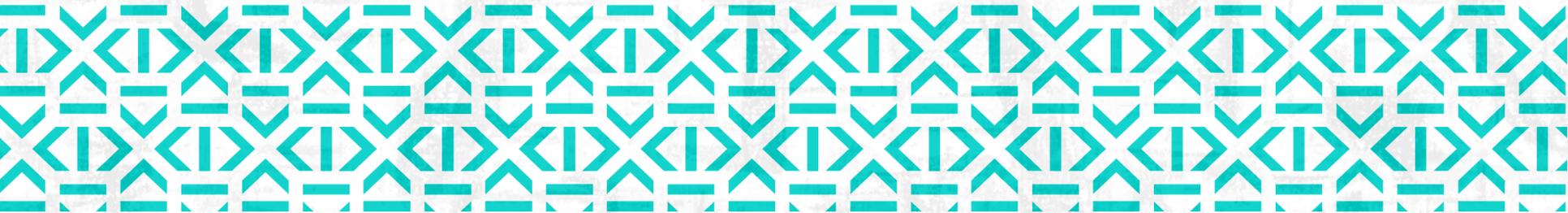
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HUD requires CoCs to develop certain processes.

# Types of Stakeholders in a CoC



# Questions about Homelessness Response Systems?





# Coordinated Entry 101

- ❖ Fundamentals, Purpose, and Benefits
  - ❖ Key Components
- ❖ Opportunities for Health Care Stakeholders

# Key Things to Know about Coordinated Entry (CE)

## What is Coordinated Entry?

Process each CoC sets up to ensure that people experiencing or at risk of homelessness are prioritized for resources based on severity of need, and that people are matched to available resources most suitable to meet their needs. CE's primary purpose is to allocate housing resources fairly and appropriately.

1

Required for HUD and California funding

2

Six key components

3

Participation is open to non-HUD funded orgs

4

CoCs have flexibility in design

5

Annual evaluation and refinement process

# Purpose of Coordinated Entry

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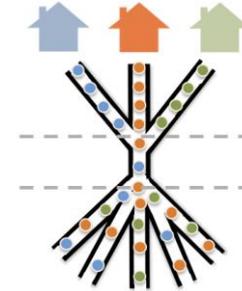


- Provides an opportunity to **re-think and re-organize how and to whom housing and services are delivered**
- **Streamline:** Streamline access and referral
- **Fair and Equal:** Ensure fair and equal access
- **Standardization:** Standardize tools and practices
- **Housing First:** Incorporate a Housing First approach
- **Prioritization:** Prioritize those most in need of assistance

# Before and After: Benefits of CE



- Multiple programs with ad hoc processes
- Dozens of intake and assessment protocols
- Different eligibility rules resulting in duplication of services
- More subjectivity = room for discrimination
- Lack of access to programs
- Inefficient uses of resources



- Easier, faster access
- Increased focus on shared goals
- Increased exits to permanent housing, creating system outflow and reducing waiting lists
- Equitable access to services that best fit needs
- Maximized resources

# Key Components

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System Entry

Assessment

Prioritization

Matching

Referral

Placement

# Key Components

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## System Entry

Clients seeking housing or services make contact with the community's homeless response system, usually by interacting with an outreach worker, calling 211, or showing up at a service provider's site.

# Key Components

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## Assessment

All individuals and families who enter the system are assessed in a consistent manner, using a uniform decision making process and standardized assessment tools.

# Key Components

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Clients are prioritized for housing and community resources based on factors agreed upon by the CoC, ensuring that limited resources are used in the most effective manner and that households most in need of assistance are prioritized for housing and services.

**Prioritization**

# Key Components

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## Matching

As housing resources become available, clients at the top of the community's priority list are given a choice to accept those resources for which they are eligible and which appear to meet their needs.

# Key Components

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Clients matched with a resource are referred to the program holding that resource, which requires communication between those who made the match decision, the client, and the program providing the resource.



Referral

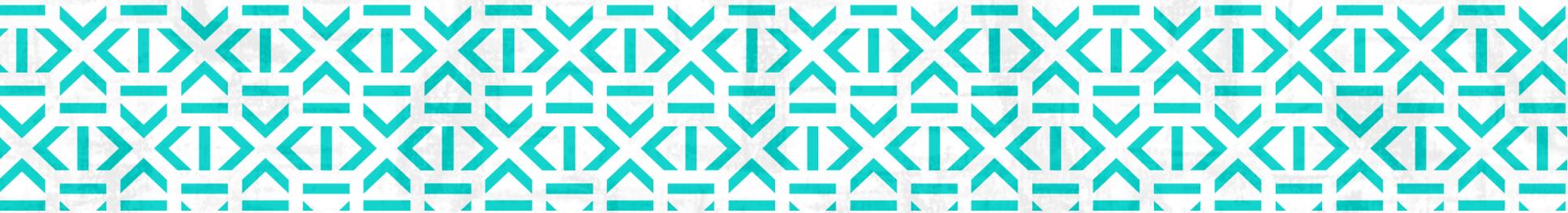
# Key Components

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Clients are placed into the program and ultimately into housing. This usually entails ensuring that the client is “document ready” and often requires the client, program, and other partners to work together to address various barriers to housing placement and stability.

Placement

# Questions about Coordinated Entry?



# Key Opportunities

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System Entry

Assessment

Prioritization

Matching

Referral

Placement

# Key Opportunities

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## System Entry

- Learn basic eligibility requirements to identify patients to connect to the CE system
  - Know the entry points for your community's system and how to help your patients access them
- Develop protocols for notifying outreach teams of potentially eligible patients to get them quickly connected to CE
- Serve as a CE entry point to reduce the burden on patients and increase the likelihood that they will be assessed and prioritized for available resources

# Key Opportunities

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## Assessment

- Help review, select, and/or develop assessment tool(s) to more accurately capture health-related vulnerability
- Notify CE system of patients who should be assessed
  - Provide space for assessments to take place
    - Administer assessments

# Key Opportunities

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- Work with CE system to ensure critical health considerations are factored into prioritization schemes
- Participate in case conferences to explain when and how specific health conditions should result in individuals being prioritized more highly than the standard CE protocols suggest

**Prioritization**

# Key Opportunities

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## Matching

- Participate in matching case conferences to increase the likelihood of appropriate and successful matches for patients
- Help clients understand their options and how each might impact health care access and outcomes

# Key Opportunities

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- Offer support to housing providers (e.g., provide health care or other services to clients) to increase the likelihood that referred patients are accepted and successful in housing placements
  - Help clients procure necessary eligibility documentation (e.g., disability verification)

**Referral**

# Key Opportunities

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- Provide transportation help to get clients to appointments
- Follow up with housed clients to ensure continued connections to health care needed to support long-term housing stability

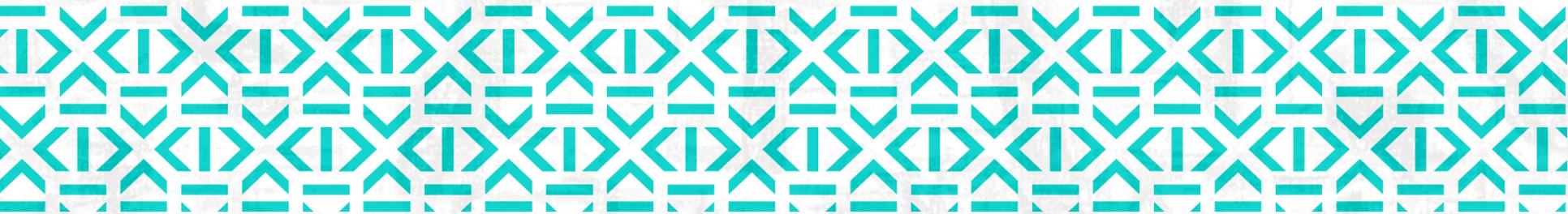
Placement

# Additional Opportunity: Data Analysis

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- CoC and CE operations generate a lot of data
- Lack of capacity and expertise for:
  - regular and ongoing data quality review
  - metrics development and progress monitoring
  - data analysis to identify areas for improvement
- Health system data analysts are a vital partner!

# **Questions about Opportunities to Participate in Coordinated Entry?**





**Final Thoughts or Questions?**

# Upcoming Webinars + Resources

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- Join us in September for the 2<sup>nd</sup> and 3<sup>rd</sup> webinars in this 3-part series on cross-system collaboration and data exchange between health and homeless systems of care:
  - **Health Care Sector Participation In Coordinated Entry**
    - September 22, 2021, 11:30 – 12:30 PST
    - [Register](#)
  - **Sharing Data Across Health and Homeless Systems of Care**
    - September 29, 2021, 11:30 – 12:30 PST
    - [Register](#)
- Supporting resources:
  - [Homelessness Response 101 for Health Care Providers and Stakeholders](#)
  - [Breaking Down Silos: How to Share Data to Improve the Health of People Experiencing Homelessness](#)

# Thank You!

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**Michelle Schneidermann**, California Health Care Foundation

[https://www.chcf.org/  
mschneidermann@chcf.org](https://www.chcf.org/mschneidermann@chcf.org)

**Gillian Morshedi**, Homebase

[https://www.homebaseccc.org/  
gillian@homebaseccc.org](https://www.homebaseccc.org/gillian@homebaseccc.org)

**Erica McWhorter**, Contra Costa County Health, Housing, and Homeless Services

[https://cchealth.org/h3/  
Erica.McWhorter@cchealth.org](https://cchealth.org/h3/Erica.McWhorter@cchealth.org)