



Continuum of Care Coordinated Entry

Coordinated entry is an important process through which people experiencing or at risk of experiencing homelessness can access the crisis response system in a streamlined way, have their strengths and needs quickly assessed, and quickly connect to appropriate, tailored housing and mainstream services within the community or designated region.

The Purpose

Coordinated entry is a consistent, streamlined process for accessing the resources available in the homeless crisis response system. Through coordinated entry, a CoC ensures that the highest need, most vulnerable households in the community are prioritized for services and that the housing and supportive services in the system are used as efficiently and effectively as possible

About the Program

- **Access**, the engagement point for persons experiencing a housing crisis, could look and function differently depending on the specific community. Persons (families, single adults, youth) might initially access the crisis response system by calling a crisis hotline or other information and referral resource, walking into an access point facility, or being engaged through outreach efforts.
- Upon initial access, CoC providers associated with coordinated entry likely will begin assessing the person's housing needs, preferences, and vulnerability. This coordinated entry element is referred to as **Assessment**. It is progressive; that is, potentially multiple layers of sequential information gathering occurring at various phases in the coordinated entry process, for different purposes, by one or more staff.
- The person's needs and vulnerability level may be documented during the assessment to determine **Prioritization**. Prioritization helps the CoC manage its inventory of community housing resources and services, ensuring that those persons with the greatest need and vulnerability receive the supports they need to resolve their housing crisis.
- The final element is **Referral**. Persons are referred to available CoC housing resources and services in accordance with the CoC's documented prioritization guidelines.

Local Success

Numerous stakeholders have roles and responsibilities in designing and implementing, and then once it is operating, in ensuring the crisis response system is functioning well. The CoC must establish policies and procedures governing the operation of coordinated entry and ensure that those policies and procedures align with CoC Program and ESG Program written standards for the administration of CoC and ESG Program-funded projects.

Perhaps most critically, CoC Program- and ESG Program-funded housing and supportive services projects in the CoC are required by the terms of their grant to accept referrals only from the CoC's designated coordinated entry process.

a coordinated entry process is ongoing management, including ongoing data collection and the annual evaluation of the coordinated entry process required by HUD.

Benefits of Coordinated Entry

Coordinated entry changes the way people experiencing a housing crisis access resources in the crisis response system, resulting in benefits for all of the system's stakeholder groups:

- Persons at risk of or experiencing homelessness are able to
 - Locate housing or services they need faster;
 - Be referred only to projects that they are likely eligible for;
 - Get access to projects once referred; and
 - Appeal rejections by projects through a transparent procedure
- Housing and supportive services projects are able to
 - Avoid inappropriate or ineligible referrals for their projects;
 - Better manages prospective project participants through a centralized prioritization list; and
 - Comply with CoC Program and ESG Program requirements
- Public and private funders are able to
 - Be confident that housing and supportive services projects are serving the intended people ("side doors" to projects are closed);
 - See increased compliance with eligibility requirements;
 - Have access to better data for system and project planning; and
 - Experience improved reporting.
- CoC or homeless system planners are able to
 - Identify areas for improvement and take action on better outcomes specific to McKinney-Vento Act system performance measures;
 - Comply with CoC Program and ESG Program requirements;
 - Identify areas for improvement and take action on increased efficiency of local crisis response activities;

Resources

[Coordinated Entry Core Elements](#)

[Coordinated Entry Tool kit](#)