

COORDINATED ENTRY

WHAT IS COORDINATED ENTRY?

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- A process for homeless and at-risk households/individuals for:
 - Assessment of need as it relates to housing crisis;
 - Initial data collection;
 - Referrals to other programs and services;
 - Intake into the homeless assistance system (if necessary), and/or
 - Provision of prevention or diversion resources.
- A way to begin transforming programs into a system.
- A means of establishing a system goal and mission.
- A way to analyze needs and gaps in a systematic way.
- A (sometimes) slow and (somewhat) painful process.
- A requirement under HUD's 2012 ESG/CoC regulations and Wisconsin's 2013-14 ETH standards.



WHY DO COORDINATED ENTRY?

- Housing access in Milwaukee is a problem given the lack of a centralized or coordinated system.
- In order to focus on benefit of shifting screening to a central entity – freeing shelter staff for more direct service. Also, helping to create a more uniformed system sharing common practices.
- In order to share the burden and responsibility of hard-to-serve clients.
- Coordinated Entry could gather better data and identify service gaps and emerging and/or unmet needs more quickly.
- There is strong support for the transition from a first come - first served to a needs-based service access approach and philosophy.

“Should we accept them into our program” vs. “What housing and service strategy is best for each household of the several services available?”

WHO IS A PART OF COORDINATED ENTRY?



WHEN IS COORDINATED ENTRY STARTING?

Type of Service	Implementation Date
Family Shelter	October, 2013
Single Women Shelter	January, 2013
Safe Haven	April 2015
Transitional Housing Units/Rapid Rehousing	May 2015
Single Men Shelter	June 2015
Permanent Housing Units	July – August 2015
Unaccompanied Youth Shelter	September 2015
Domestic Violence Shelter	October 2015
All Veteran Programs	November 2015
Street Outreach Programs	TBD
Community Case Management/Financial Assistant Programs	TBD

HOW DOES SOMEONE CONTACT 2-1-1?

- Dial 2-1-1 from your phone (or cell phone) 24/7/365
- Dial toll free 1-866-211-3380
- Dial locally 414-773-0211
- Text your Zip Code to 898-211 (Monday –Friday, 9:00-9:00)
- Chat online <http://www.impactinc.org/impact-2-1-1/> (Monday-Friday, 9:00-9:00)

HOW DOES COORDINATED ENTRY WORK?

Call for housing crisis

IMPACT 2-1-1
Staff screens client for HEARTH Act eligibility, CE screening tool score, special populations, etc.

2-1-1 Staff ensures that any available shelter diversion tools are utilized if client is eligible or if it's appropriate.

2-1-1 staff monitor daily bed count and make referral based on highest priority need. Referral is made via PDF, Service Point and warm transfer of caller to shelter.

Data regarding Coordinated Entry will be shared with CoC, United Way and Providers in order to track unmet needs, call volume, placements, etc.

This data will be utilized for evaluation of Coordinated Entry as well as system planning, coordination and investment

WHAT IS THE CE SCREENING TOOL?

- The Coordinated Entry Screening Tool is a survey for identifying and prioritizing the street homeless population for housing according to the fragility of their health.
- Looking at specific “markers” help in determining who is most likely to die on the streets as 40% of the homeless fatalities in Boston were attributed to these markers.
- It includes questions regarding current mental health treatment, where they stayed the night prior, pre-existing medical conditions and other risky behavior. This is a major move away from “first come, first serve” to services based on needs.

COORDINATED ENTRY – OCTOBER 2014

- Total requests for emergency shelter: 2658 calls
- Total requests for family emergency shelter: 1032 calls
- Total number of unduplicated families: 523
- Total referrals attempted: 39
- Total entered shelter: 29
- Total diverted from shelter: 41
- Total number of families on the housing priority index: 47
- Total requests for single female shelter: 1018
- Total number of unduplicated single females: 393
- Total referrals: 110
- Total entered shelter: 62
- Total diverted from shelter: 44
- Total number of single females on the housing priority index: 26
- Homeless prevention requests: 2458



HOW DOES THIS CHANGE WHAT I DO?

- Backdoors are closed.
 - Exceptions: Domestic Violence, Youth & Vet Units
 - Police units will still have the ability to contact shelters for crisis issues.
- The majority of referrals for shelter will have to be via 2-1-1. This isn't just for certain organizations, this is for everyone utilizing the shelter system.

HOW CAN I BE INVOLVED?

- Join the Coordinated Entry workgroup. We meet once a month at IMPACT offices from 10:00-11:00 am. (Next Meeting is: February 9th at 10:00 am)
- Inform your clients and co-workers about the Coordinated Entry changes.