

Coordinated Entry Community Listening Sessions Report

In September 2023, One Roof and the Continuum of Care hosted a series of Community Listening Sessions to discuss the Coordinated Entry (CE) System. There were a total of six listening sessions geared towards different populations to receive a variety of feedback from the community including voices of people experiencing homelessness, people referred to housing through the Coordinated Entry System, housing providers, community agencies, and government departments. The following document outlines the feedback and recommendations from the Community Listening Sessions to be completed by the Continuum of Care and One Roof Coordinated Entry staff.

- CE Referral Process
 - Improve referral process from the Coordinated Entry access point to the outgoing housing referral to Housing Providers
 - Create a uniform guide or template for housing partner staff to use when engaging with clients when they've been referred to a partner agency
 - Designate a time/spot/day with each Housing Provider for referred clients to walk-in or call about the housing referrals
 - Update the Coordinated Entry referral protocol, guide, and training
 - Create a follow up referral form that case managers can complete if they would like a follow up after they have referred a client to Coordinated Entry and the client consents

- Wrap-around Services
 - Set up more formal partnerships between the agencies
 - Increase wrap-around service connections and partnerships to support both the agency and client
 - Strengthen the referral process to supportive services between agencies
 - Create a workflow for community resources based on client's needs and strengths

- Additional Funding Discussions
 - Implement flex funding program to address financial barriers that cannot be covered by federal funds
 - Discuss the idea of Bridge Housing / Interim Housing for the Continuum
 - Discuss the idea of adding Housing Navigators to the Coordinated Entry System

- Continue Prioritization Conversations
 - Look at data of prioritized populations broken down to see who is getting into housing
 - *Populations listed below were mentioned in the listening sessions of who else should be prioritized:*
 - Recently incarcerated
 - Medically fragile
 - Mentally ill unhoused
 - New youth homeless definition
 - Income barriers and outstanding debt
 - People in crisis or fleeing unsafe housing but not youth age

- Peer Advisory Board
 - Establish a Peer Advisory Board for the Continuum

One Roof Internal Action Steps

- CE Trainings
 - Create a system on how to request CE trainings for the Continuum of Care providers
 - Review the assessment and emphasize areas that need to be updated at the annual CE Staff Refresher Training

- Diversion / Assessment
 - Improve diversion screening / building on strengths
 - Improve diversion resources for people with income
 - Update assessment where language may not be clear
 - Update Housing Preferences in CE assessment for better referrals
 - Increase housing problem solving conversations for non-prioritized clients
 - Increase housing problem solving conversations for low barrier prioritized clients

- Community Partnerships
 - Host Housing Provider Roundtable discussions
 - Increase referrals for clients to agencies for non-CoC housing opportunities
 - Send out a poll to see how people would attend an info session about CE - Lunch and learn, listening session, zoom meeting, etc.

- HMIS / CE Data Review
 - Create and implement HMIS / CE Data Workgroup to review CE data outcomes and use data to suggest programmatic improvements/changes related to how and who is served through CE

- Improve CE Media Marketing
 - Create a news blast that can be linked to social media with tidbit information about CE
 - Increase awareness of current CE informational resources
 - Make a CE decision tree for the community to know when to refer people to CE
 - Discuss how to market and inform the public about CE