

## ONE ROOF COORDINATED ENTRY



The AL-500 Continuum of Care (CoC) Board of Directors designated One Roof with the authority to manage and oversee the Coordinated Entry (CE) process. One Roof's CE program serves as a single access point for the most vulnerable populations to access housing and crisis intervention services. The AL-500 CoC geographic service area includes Jefferson, Shelby, and St. Clair Counties.

### WHAT IS COORDINATED ENTRY?

Coordinated Entry is a HUD-mandated program that coordinates the intake, assessment, and referrals to partner agencies for housing programs based on eligibility criteria, vulnerability score, and history of homelessness. It is designed to provide easy access to homeless services, assess the vulnerabilities of persons seeking assistance, prioritize persons with the highest needs and vulnerabilities, and when available refer individuals and families to service provider agencies within the community.

### WHAT IS THE INTENTION FOR COORDINATED ENTRY?

- To **match** households with the most appropriate housing and service intervention
- To **prioritize** scarce resources based on level of need and vulnerability
- To **prevent people from becoming homeless** by supporting them to resolve their housing crisis
- Greatly **reduce the length of homelessness** by moving people quickly into the appropriate housing
- Greatly **increase the possibility of housing stability** by targeting the appropriate housing intervention to the corresponding needs of the household

### WHAT DOES COORDINATED ENTRY NOT DO?

- It does not guarantee access or a referral to housing
- It does not provide financial assistance or hotel vouchers
- It does not act as landlords or housing providers
- It does not place people on waiting lists for Section 8 Housing or other low income affordable housing complexes

### HOW CAN CASE WORKERS SUPPORT CLIENTS WHO HAVE COMPLETED A COORDINATED ASSESSMENT?

Emphasize that Coordinated Entry is not a guaranteed path to permanent housing, but it is an option. Clients are encouraged to continue seeking other resources to resolve their homelessness. Encourage clients to answer the assessment questions as honest as possible and to keep their contact information up to date with One Roof in case a service provider does reach out for a follow-up or referral. Case workers are welcome to attend a client's coordinated assessment to help the client feel more comfortable and supported to be open and thorough in answering the assessment. If there are any particular barriers that would hinder a client's ability to complete an assessment, please talk through this with a Coordinated Entry staff member.

## WHAT ARE THE CORE ELEMENTS OF COORDINATED ENTRY?

1. **Access** – initial engagement point for persons experiencing a housing crisis
2. **Assessment** – process of documenting a client's housing needs, preferences, and vulnerability
3. **Prioritization** – process of assigning level of need or vulnerability to persons seeking assistance so that housing and services can be allocated to those persons with the greatest need
4. **Referral** – matching persons to available community resources, housing, and services

### How do people access Coordinated Entry?

A client may access Coordinated Entry via phone or in person at the One Roof office (*Cooper Green building, 5<sup>th</sup> floor – 1515 6th Avenue South, Birmingham, AL 35233*). Clients may also access Coordinated Entry through street outreach and shelter outreach efforts. All clients who contact One Roof will be provided information to resources in the community for immediate emergency services as well as other housing resources outside of the Continuum of Care.

### How do people rank and score from the assessment?

A coordinated assessment is only completed for the four prioritized populations. The One Roof coordinated assessment utilizes the Vulnerability Index – Service Prioritization Decision Assistance Tool (VI-SPDAT) Version 2 as the standardized assessment tool to measure homeless individuals' and homeless families' vulnerability to housing instability. Priority ranking is based on the client's history of homelessness and the answers the client self-reports during the assessment.

### Who is a prioritized population?

Coordinated Entry prioritizes persons with the highest needs and vulnerabilities. The four populations prioritized for CoC/ESG funded housed (*voted and approved by CoC members*) include: **youth** (18-24), **family households**, **Veterans**, and **chronically homeless** (*person with a verified chronic disability status AND is currently literally homeless for the last 12 consecutive months or is currently literally homeless for 12 months over a 3-year period on 4 separate occasions*).

### Who is being referred through Coordinated Entry?

Referrals are matched to partner housing programs based on different things such as assessment ranking/score, length of time experiencing homelessness, program eligibility, funding, and the capacity of the housing program. Completing the assessment is not an application for housing or partner programs. Additional paperwork will be needed and documents verified by the program once the client is referred to a participating partner housing program.

## WHAT ARE SOME CONCERNS ABOUT COORDINATED ENTRY?

Coordinated Entry on its own cannot address the significant lack of affordable housing in Central Alabama. As a result, people who complete the Coordinated Entry process will still face long waits for housing and many will never be matched to housing through this process. We hope that data that comes out of the process will help us advocate for more funding for housing and services for people who are experiencing a housing crisis.