

COORDINATED ENTRY (CE) EVALUATION

The Department of Housing and Urban Development (HUD) requires all Continuum of Cares (CoC) to establish and operate a coordinated system to increase the efficiency of their local crisis response systems. One Roof operates and oversees the Coordinated Entry (CE) program for central Alabama. Coordinated Entry is a HUD-mandated program designed to provide easy access to homeless services, quickly assess the vulnerabilities of persons seeking assistance, prioritize persons with the highest needs and vulnerabilities, and appropriately refer individuals and families to service provider agencies within the community.

HUD requires each CoC to conduct an annual evaluation of its Coordinated Entry System, focusing on the quality and effectiveness of the entire coordinated entry experience—including intake, assessment, prioritization, and referral processes—for both consumers and providers. While HUD does not specify the scope or methods of the annual coordinated entry evaluation, HUD recommends that the annual assessment include, at a minimum, review of the effectiveness and efficiency of the overall process, feedback regarding the ease of use from those who experienced a housing crisis, and an analysis of referral outcomes.

One Roof and the CoC conducted the first annual evaluation of its Coordinated Entry System in Spring 2022. This evaluation report seeks to answer the questions and provide recommendations for how One Roof and the CoC can improve the efficiency and effectiveness of its Coordinated Entry System. This evaluation is intended to review and provide analysis on information from CE providers, CE consumers (clients), and data from the Homeless Management Information System (HMIS).

COORDINATED ENTRY (CE) EVALUATION METHODOLOGY

Proposed Target Population

1. Clients currently housed through a CoC/ESG-funded permanent housing (PH) program that were referred to the housing program through the Coordinated Entry System (CES)
2. Housing provider staff who have worked with the CES through receiving housing referrals

Purpose of CE Evaluation Consumer Survey

To examine the 4 core components of CE from the perspective of clients and housing provider staff:

1. Access
2. Assessment
3. Prioritization
4. Referral

Survey Size and Design

Based on the CE Performance Report, there were 105 individuals/households referred to a CoC or ESG-funded PH program between 1/1/21-12/31/21. One Roof Program Assistant will be reviewing the 105 individuals/households referred through CE and selecting those who are currently enrolled and housed through these PH programs to complete the CE Evaluation Consumer Survey. The collection of survey respondents will fall under the following 'sampling strata criteria':

- Youth
 - Age Race Gender VI-SPDAT Score
- Chronic
 - Age Race Gender VI-SPDAT Score
- Veteran
 - Age Race Gender VI-SPDAT Score
- Family Household
 - Age Race Gender VI-SPDAT Score

Survey Tools

The CE Evaluation Consumer and Provider Surveys were created internally. Feedback was solicited by the Coordinated Entry Advisory Committee and Coordinated Entry staff, which included two staff members who have gone through the CE process. Copies of the CE Evaluation Consumer and Provider Surveys are included at the end of this document.

Data Collection Method

CE Evaluation Consumer Survey – The One Roof Intern and Program Assistant will conduct the CE Evaluation Consumer Survey over-the-phone and by texting out the survey link. They will complete three attempts to reach the consumer during the time frame. There is also an option to complete a paper copy in person if the consumer prefers. This will be entered into Google Form by the Program Assistant for data collection purposes. A script and training will be offered to those assisting in conducting surveys.

CE Evaluation Provider Survey – The One Roof Program Assistant will distribute the CE Evaluation Provider Survey via Google Forms to partnering agencies who receive and handle CE referrals directly for their housing program. There is also an option to complete a paper copy in person if the provider prefers. This will be entered into Google Form by the Program Assistant for data collection purposes.

Response Rate Goal

In order to ensure we receive as many and vast a survey collection as possible, surveys will be distributed to all individuals/households currently enrolled and housed through RRH or PSH. However, the response rate goal is 33% (based on the average survey response rate for 2020).

COORDINATED ENTRY (CE) EVALUATION TIMELINE

- February 7 - 11 – One Roof Staff will review and edit the surveys as needed
- February 14 - 18 – CE Advisory Committee will review surveys for feedback
- *(February 21 - 25 – Pause the CE Evaluation Process for the week of Point in Time Count)*
- February 28 - March 11 – Distribute the CE Evaluation Consumer Survey by phone or in person to a sample of clients who have been through the whole CE process and were housed in 2021
- February 28 - March 4 – Distribute the CE Evaluation Provider Survey through Survey Monkey, in person or by email only to Partners who receive CE referrals
 - *(follow up with providers between March 7 - 11 if we did not have many responses but shortening their time to one week allows for faster turnaround of data to start analyzing)*
- March 14 - April 11 – Work with One Roof Consultant, Michael Alonso, on how to analyze and publish the survey data, update the findings and results to the CE Metric Report
- April 11 – Send the updated CE Metric Report and the CE Evaluation Survey Data to the CE Advisory Committee to review before the next CE Advisory Committee meeting on April 14
- April 20 – Update CE Evaluation Report based on feedback from CE Advisory Committee and One Roof staff
- May 9 – Publish CE Evaluation Report and CE Metric Report to One Roof website
- May 10 – Send out CE Evaluation Report and CE Metric Report in the weekly newsletter that is distributed to the Continuum of Care and general public

COORDINATED ENTRY (CE) EVALUATION SUMMARY

Moving Forward Action Steps

The CE Consumer and Provider Survey Evaluation results sets a baseline for AL-500 to continue to improve and evaluate its CE System. Respondents were asked to describe any changes they thought would help us move the CE System forward. To improve the CE System, the following are items highlighted for consideration toward immediate action steps and a positive path forward for the community.

- Coordinate a round table discussion with direct service staff within the CoC to discuss the CE Evaluation Consumer Survey results.
- Provide series of workshops for case managers to increase utilization of best practices and create a platform to share tools and resources.
- Develop a follow up system to contact clients that are next on the priority list to be referred before they are sent to providers to help with accuracy and availability.
- Work with the CE Advisory Committee to expand permanent housing interventions (flex funding opportunities, landlord mitigation, community building, housing resources, etc.).
- Coordinate with HMIS trainer staff to create, implement, and disperse additional multimedia training materials for providers.
- Create a slideshow training of 'Overview CE History and Local CE Workflow' with the HMIS trainer staff.
- Review and improve annual CE refresher training and data collection to include feedback from CE evaluation surveys.
- Increase transparency around the CE Referral Process through trainings and resources.
- Research and implement case conferencing for CE referrals with the guidance from the CE Advisory Committee.
- Consult with the CE Advisory Committee in marketing and advertising Coordinated Entry to increase access for the community.

COORDINATED ENTRY CONSUMER SURVEY RESULTS

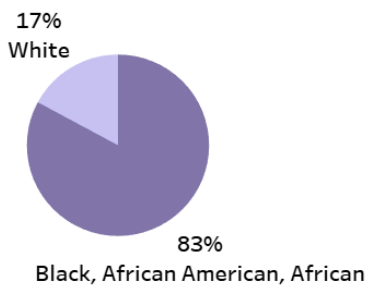
Consumers who have participated in and have been housed through the Coordinated Entry process in 2021 were surveyed to evaluate their experience. 105 consumers were asked to participate in the survey, with 30 consumers successfully completing the survey.

Sample Demographics

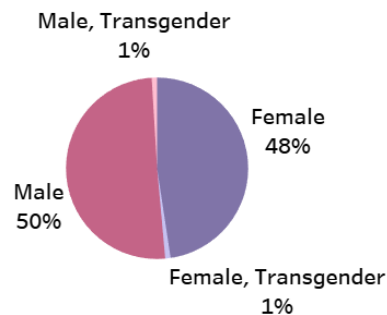
The Population demographics were aggregated from the 105 consumers most recent responses found in the Homeless Management Information System (HMIS) while the Sample demographics were aggregated from the 30 consumers anonymous survey responses. Overall, the demographics of the Sample population appear to be representative of the Population demographics.

Population Overview

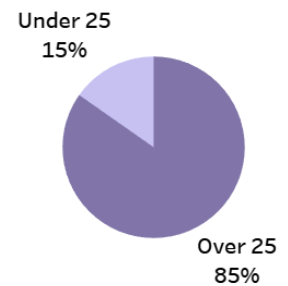
Race



Gender

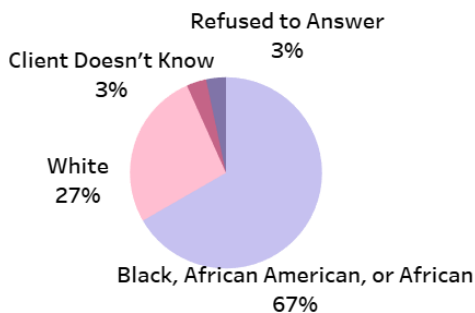


Age

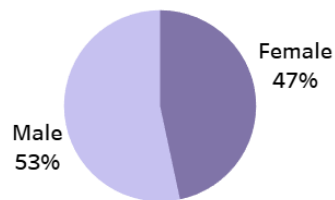


Sample Overview

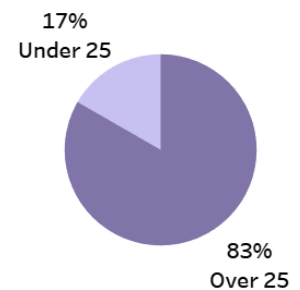
Race



Gender



Age

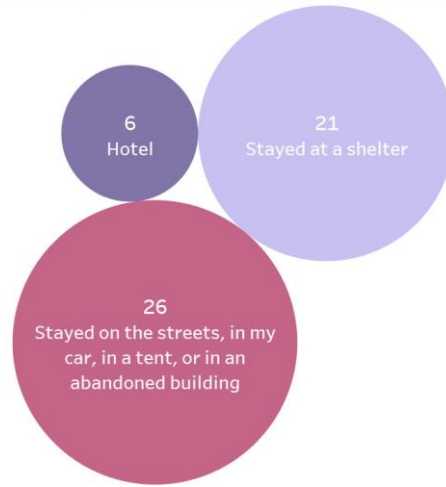


Homelessness Experience

Consumers who completed the survey were asked a series of questions about their homeless experience prior to entering the Coordinated Entry process. Many of these questions allowed consumers to select all answers that were applicable to their situation. The following discussion displays the number of distinct consumers that selected each answer choice.

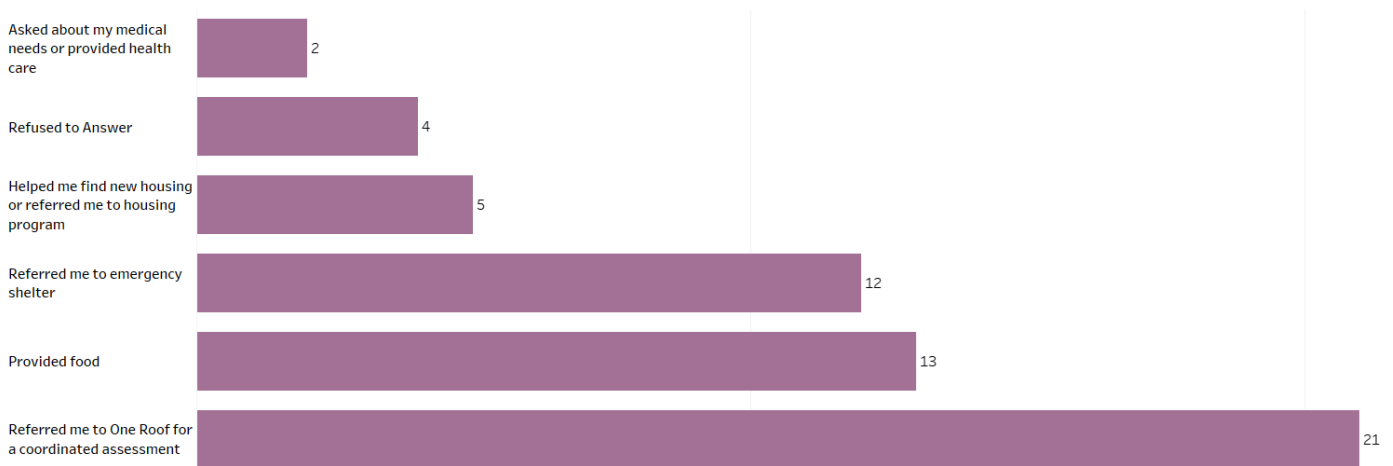
Consumers were asked where they would most often stay when they did not have housing. 17 consumers (57%) responded that they would stay both at a shelter or a place not meant for habitation (such as on the streets, car, tent, or abandoned building) most frequently. 9 consumers (30%) responded that they primarily stayed in a place not meant for habitation while 4 consumers (13%) responded that they primarily stayed in a shelter.

When you did not have housing, where did you stay most often?



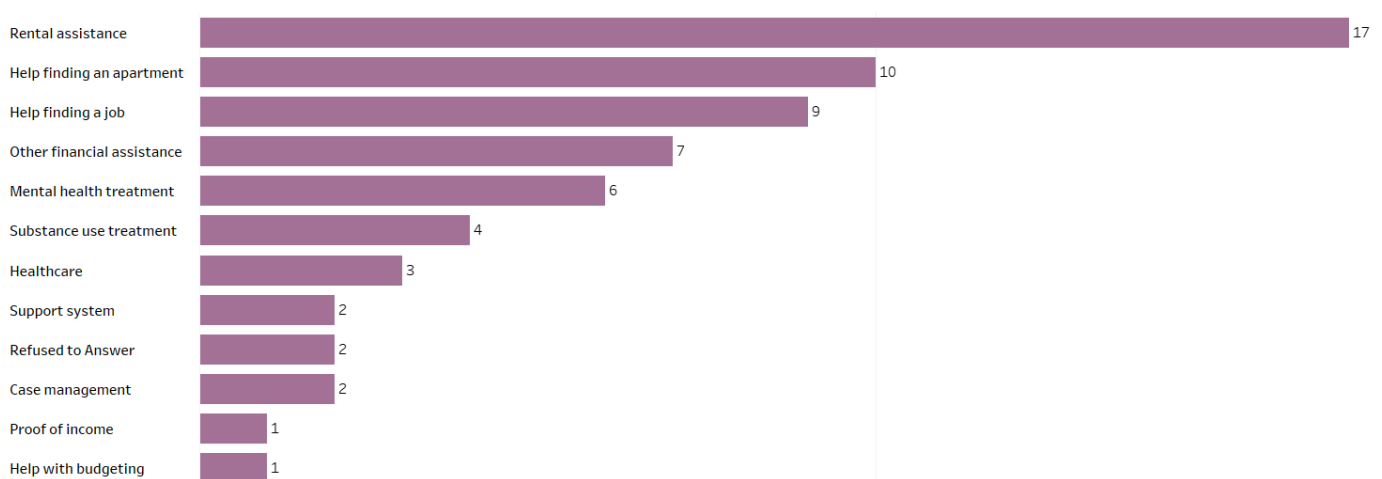
When consumers were asked what the first agency they went to helped with, 70% responded that they were referred to One Roof for a coordinated assessment. This may indicate an area for improvement within the Coordinated Entry process to decrease the amount of time between receiving a service and connecting with One Roof.

What did the agency you first went to help you with?



When consumers were asked to reflect on what might have prevented them from becoming homeless, 57% responded with rental assistance. This is followed by needing assistance with finding an apartment (33%) and help finding a job (30%).

Thinking about the most recent time you became homeless, what could have prevented you from becoming homeless?



Accessing Coordinated Entry

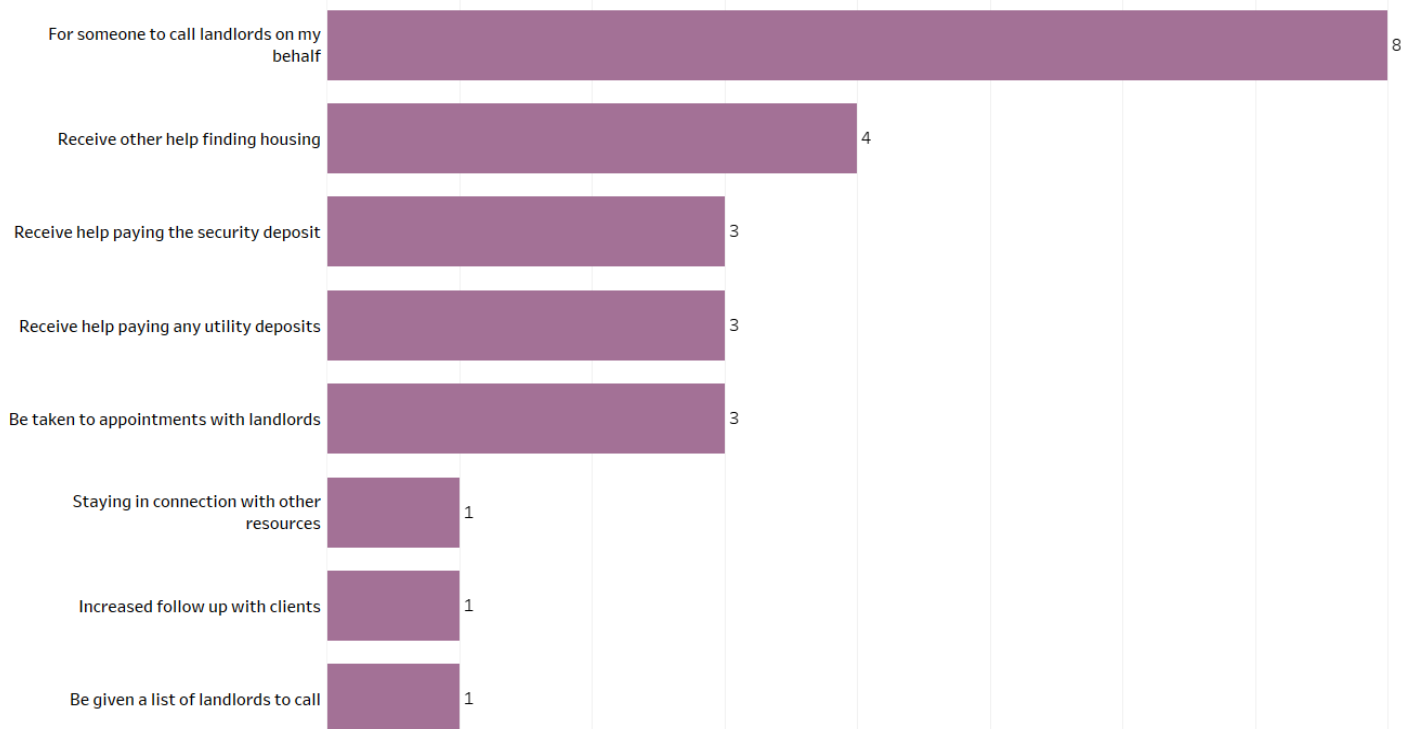
The next series of questions aim to answer how consumers were experiencing the Coordinated Entry process. Overall, the responses indicate that the Coordinated Entry process is being clearly communicated. While a few individuals believed the assessment was too long and comprised of confusing questions, all respondents were comfortable answering the questions.

	YES	NO
WAS THE ASSESSMENT PROCESS CLEARLY EXPLAINED TO YOU?	29	1
WAS IT EXPLAINED THAT THE ASSESSMENT DOES NOT GUARANTEE HOUSING?	29	1
DID YOU FEEL THE ASSESSMENT WAS TOO LONG?	3	27
DID YOU FEEL THE QUESTIONS WERE CONFUSING?	3	27
DID YOU FEEL COMFORTABLE ANSWERING THE QUESTIONS?	30	0
DID YOU FEEL COMFORTABLE WITH THE STAFF PERSON WHO DID YOUR ASSESSMENT?	28	2

Housing Search

During the housing search, consumers have been enrolled in a housing program within the Continuum. Consumers were asked to select all ways the process for getting help with housing could be better. The most common suggestion (27% of consumers) was for someone to call landlords on the consumer's behalf. This would indicate that a notable subset of consumers may be experiencing difficulties when it comes to communicating with a potential landlord, finding landlords within their budget, or do not have the resources (i.e. phone, time, internet) available to make progress in the housing search.

How could the process for getting help with housing be better?



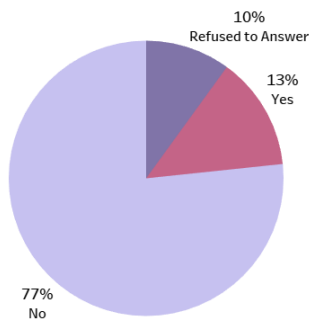
Current Housing

Consumers who are currently enrolled in a housing program were asked if they believed they would become homeless again in the future, of which, 13% of respondents answered yes. Of the consumers that believed they would be homeless again in the future, they stated one of the following reasons as to why:

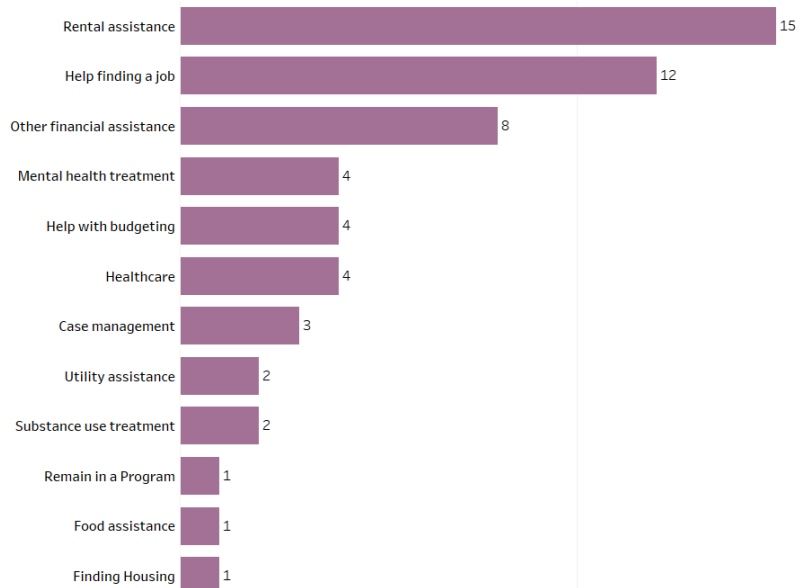
- Housing Program time was ending soon
- Lost a family member that was providing childcare and had to quit their job
- Current housing lease is ending soon and haven't been able to find a new place to live

Additionally, consumers were asked what they thought they needed to remain in their current housing situation. While only 13% of respondents believed they would be homeless in the future, 50% of respondents believed they would need rental assistance to remain housed. Further, 40% of respondents stated that they would need help finding a job to stay in their current housing situation.

If you are in a housing program, do you think that you may become homeless again in the future?



If you are in a housing program, what do you think you need to remain in your current housing?



Consumer Survey Summary

Overall, consumers that have participated in the Coordinated Entry System and have been housed in 2021 appear to be satisfied with the process. There is a notable overlap of what consumers thought would have initially prevented them from becoming homeless and what consumers need to remain in their current housing situation, with rental assistance and help finding a job being some of the most prominent responses. The CE Evaluation Consumer Survey responses have been beneficial in determining action steps forward.

COORDINATED ENTRY PROVIDER SURVEY RESULTS

Providers who interact with the Coordinated Entry process were surveyed to help understand the following:

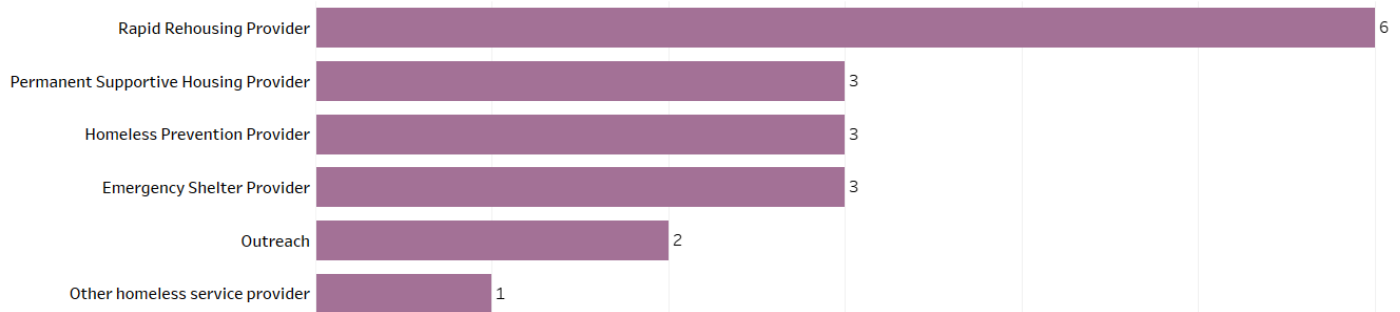
- Local training and technical assistance needs to better implement Coordinated Entry
- Important feedback to help One Roof fulfill their role as Coordinated Entry Lead Agency
- Identify areas that our partnership can jointly problem-solve
- Understand all Partners' perspectives on if Coordinated Entry is meeting its goals

16 partner agencies were asked to complete the survey, of which, 8 successfully submitted their response.

Role of the Agency

Providers were asked to select all applicable fields to describe their role as it relates to the Coordinated Entry System. Of the 8 consumers who completed the survey, 75% identified as being a Rapid Re-Housing provider.

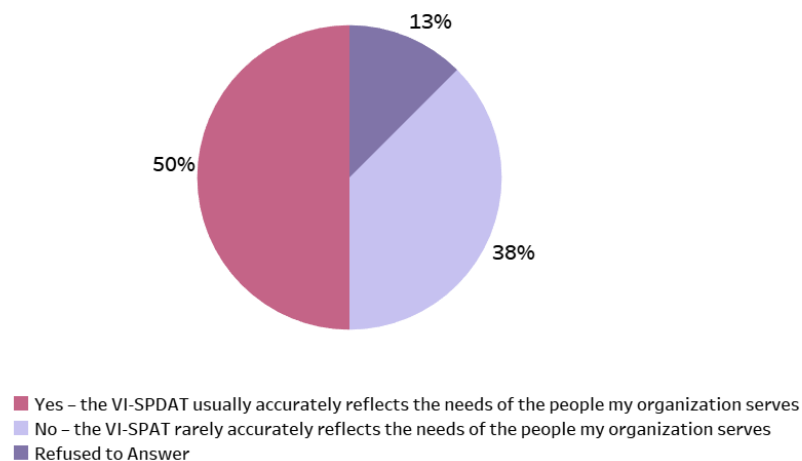
How do you identify your role as it relates to the Coordinated Entry System?



Vulnerability Scale

The VI-SPDAT tool is utilized during the Coordinated Entry process to assess the needs of the consumer. Consumers who completed the survey were asked whether they felt that the VI-SPDAT accurately reflects the needs of the people that are assessed, and ultimately, referred to their program. 50% of respondents felt that the VI-SPDAT usually reflects the needs of the consumer, while 38% of respondents felt that the VI-SPDAT rarely reflects the needs of the consumer.

Do you feel the VI-SPDAT accurately reflects the needs of the people you assess?



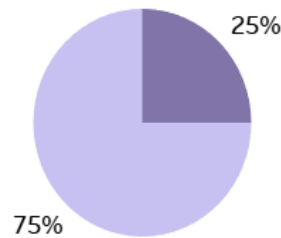
When providers were asked about what they thought were weakness of the VI-SPDAT tool, the 5 submitted responses fell into one of the following categories:

- Doesn't capture data about circumstances that contribute to "At-Risk" status
- May not capture factual data, as there is no way to validate responses
- Works on a continuum of itself, so when a need is discovered it needs to be corrected
- Lack of understanding on how the VI-SPDAT works

Receiving Referrals

Consumers who completed the survey were asked to reflect on the process of receiving referrals through the Coordinated Entry System. When asked how difficult it is to coordinate with One Roof, 75% responded that the process is very easy and clear. While no respondents stated that the coordination process was difficult, 25% did state that the process was somewhat easy and sometimes issues occurred.

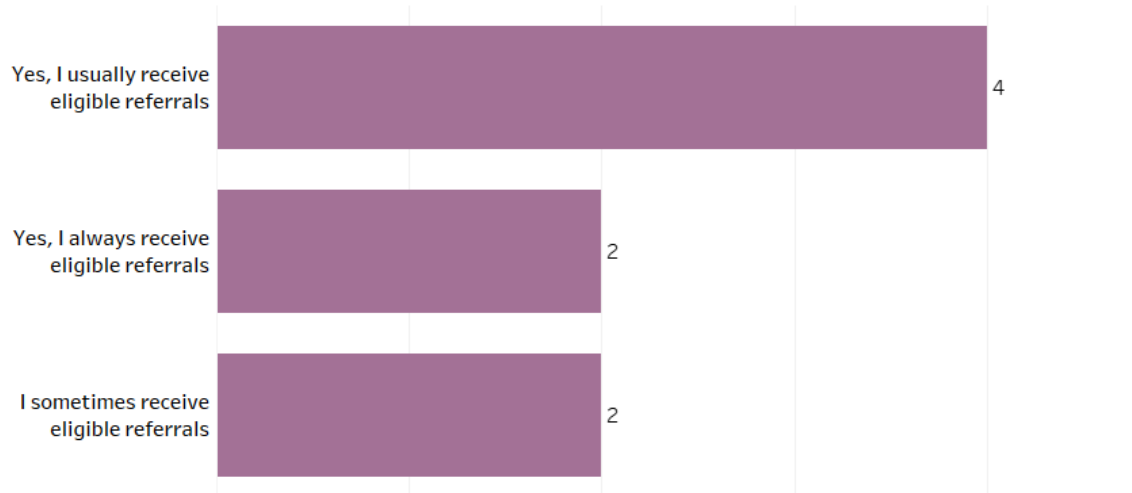
When you are referred a potential client, how easy or difficult is it to coordinate with One Roof?



- Very easy, the process is clear
- Somewhat easy, the process is mostly clear but there are sometimes issues

When asked if they receive eligible referrals from the Coordinated Entry System, 50% responded that they usually receive eligible referrals, while 25% responded that they sometimes receive eligible referrals.

Do you receive eligible referrals from the Coordinated Entry system?



5 (63%) respondents thought it would be beneficial to have regular meetings to case conference referrals, 2 (25%) thought it wouldn't be beneficial to have regular meetings to case conference referrals, and 1 (13%) thought it might be beneficial but was unsure.

Rating Coordinated Entry

Consumers were asked to rank their satisfaction with different components of the Coordinated Entry System, with 1 being the least satisfied and 5 being the most satisfied.

The below table displays the count of each satisfaction rating per question. The table is comprised of 95 total satisfaction ratings and is comprised of 12 subjects.

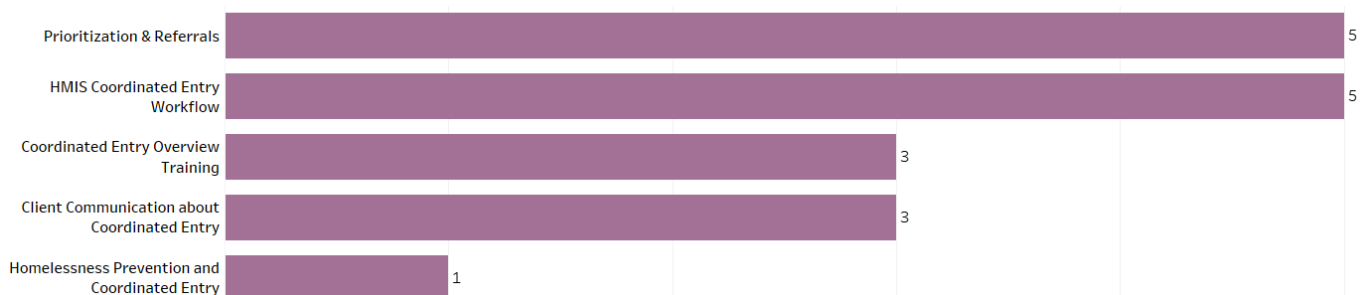
	LEAST	-----NEUTRAL-----			MOST
	SATISFIED	>			SATISFIED
	1	2	3	4	5
THE OVERALL FUNCTIONALITY OF THE COORDINATED ENTRY SYSTEM AND PROCESSES?	0	2	3	2	2
THE COORDINATED ENTRY ACCESS POINTS?	1	0	2	3	2
THE VI-SPDAT ASSESSMENT TOOL?	1	0	1	4	2
THE PRIORITIZATION, MATCHING, AND REFERRAL PROCESSES IN COORDINATED ENTRY SYSTEM?	1	1	1	2	3
THE COUNTY-WIDE GEOGRAPHIC COVERAGE OF THE COORDINATED ENTRY SYSTEM?	0	1	0	4	2
THE MANNER IN WHICH DATA OR INFORMATION IS SHARED WITHIN THE COORDINATED ENTRY SYSTEM?	1	1	1	2	3
THE MARKETING AND COMMUNICATION RECEIVED REGARDING THE COORDINATED ENTRY SYSTEM?	1	1	1	3	2
THE COORDINATED ENTRY POLICIES AND PROCEDURES?	0	1	2	3	2
THE LEADERSHIP, COORDINATION, AND OVERSIGHT OF THE COORDINATED ENTRY PROCESSES?	1	1	0	2	3
THE TRAINING AND TECHNICAL ASSISTANCE TO PARTNERS?	0	1	3	2	2
THE LIAISON WITH THE COORDINATED ENTRY COMMITTEE?	1	1	0	4	2
THE LEAD AGENCY ENSURING THAT ALL PARTNERS ARE INVOLVED IN AND INFORMED OF EVALUATION AND REPORTING ASPECTS OF COORDINATED ENTRY?	1	1	0	4	2
TOTAL	8	11	14	35	27

Of the total rating above, 65% of respondents rate the Coordinated Entry System with a rank of 4 or above. The components of Coordinated Entry that received 6 votes for a satisfaction level of 4 or above are as follows:

- The VI-SPDAT Tool
- The County-wide Geographic Coverage of Coordinated Entry
- The Liaison with the Coordinated Entry Committee
- The Lead Agency Ensuring that all Partners are Involved in and Informed of Evaluation and Reporting Aspects of Coordinated Entry

When asked what additional training or technical assistance they would like to see, topics related to prioritization & referral and the HMIS Coordinated Entry Workflow had the most interest.

What additional training or technical assistance would you like to see?



Provider Survey Summary

Overall, the feedback received from the CE Evaluation Provider Survey has provided beneficial feedback and direction. When it comes to training and technical assistance, most providers indicated that training on prioritization & referrals and the HMIS Coordinated Entry workflow would be most beneficial. While the referral process is seen as mostly positive, areas for improvement surround the VI-SPDAT tool and being sent an increased number of eligible referrals. Altogether, there is a greater degree of satisfaction than dissatisfaction among the providers, but clear indications for areas for further improvement.

APPENDIX

- **Coordinated Entry Consumer Survey**
- **Coordinated Entry Provider Survey**
- **Coordinated Entry Metric Report** – *The Coordinated Entry Metric Report is a broad look into the access, prioritization, referral, and program operations of the Coordinated Entry System. This report utilizes demographic, household, referral, and enrollment data from the Homeless Management Information System (HMIS) to observe trends of who is accessing the Coordinated Entry System, who is being prioritized, who is being referred, and who is being housed. From this report, a subset of consumers that were referred and housed through Coordinated Entry in 2021 were surveyed to allow for an in-depth analysis of how the Coordinated Entry System is operating. To obtain a copy of the Coordinated Entry Metric Report, please contact One Roof.*

COORDINATED ENTRY CONSUMER SURVEY



Distributed by: _____ Distributed on: _____

INSTRUCTIONS

This survey asks you to tell us how you were served while you were experiencing homelessness. Please answer as honestly as you can. This survey will help us improve services in our community.

This survey is completely optional and will remain anonymous. Your answers will not impact the services you get from One Roof or partner agencies. You may choose to answer only some of the questions.

One Roof staff is available if you would like help reading the questions on the survey or help writing your answers.

Coordinated Entry is the process you completed when you contacted One Roof for housing resources and were referred to a partner agency for housing. The coordinated assessment is when you answered a series of questions with a One Roof team member about your experience in homelessness.

DEMOGRAPHICS

Household: Single Person Household with Children under 18 Household with Only Adults

Age: 18 – 24 25 or older

Gender: Female Male Gender Non-Conforming Transgender Questioning

Race: American Indian, Alaska Native, or Indigenous Asian or Asian American
 Black, African American, or African Native Hawaiian or Pacific Islander White
 Client Doesn't Know Client Refused

Ethnicity: Hispanic / Latino Non-Hispanic / Non-Latino Client Doesn't Know Client Refused

HOMELESSNESS EXPERIENCE

When you first found yourself experiencing homelessness, where was the first place you went to get help with housing? _____

Which of the following things did the agency or program you first went to help you with? (check all that apply)

- Referred me to emergency shelter
- Asked whether I needed help from a domestic violence agency
- Asked about my medical needs or provided health care
- Provided food
- Helped me find new housing or referred me to housing program
- Referred me to One Roof for a coordinated assessment

Approximately how long did you experience homelessness?

- 1 – 2 weeks
- 1 – 2 months
- 3 – 6 months
- 6 months – 1 year
- 1 year or more

Thinking about the most recent time you became homeless, what could have prevented you from becoming homeless? (check all that apply)

- Rental assistance
- Other financial assistance
- Case management
- Help finding a job
- Help finding an apartment
- Help with budgeting
- Substance use treatment
- Mental health treatment
- Health care
- Other: _____

When you did not have housing, where did you stay most of the time?

- Stayed at a shelter
- Stayed on the streets, in my car, in a tent, or in an abandoned building
- Stayed somewhere else: _____

ACCESSING COORDINATED ENTRY

Where or how did you hear about One Roof services? _____

How did you complete the Coordinated Entry assessment?

- By phone Walk-in Scheduled an appointment With an Outreach Worker

The following questions are about the actual assessment. When completing the coordinated assessment...

- was the assessment process clearly explained to you? *(Circle: Yes / No)*
- was it explained that the assessment does not guarantee housing? *(Circle: Yes / No)*
- did you feel the assessment was too long? *(Circle: Yes / No)*
- did you feel the questions were confusing? *(Circle: Yes / No)*
- did you feel comfortable answering the questions? *(Circle: Yes / No)*
- did you feel comfortable with the staff person who did your assessment? *(Circle: Yes / No)*

The One Roof Coordinated Entry staff were friendly and courteous.

- Strongly Agree Agree Disagree Strongly Disagree

Do you feel there was good communication with the Coordinated Entry staff after the assessment process was over while you were waiting for housing options? *(Circle: Yes / No)*

HOUSING SEARCH

What assistance were you provided to help you find housing? *(check all that apply)*

- | | |
|---|--|
| <input type="checkbox"/> I was given a list of landlords to call | <input type="checkbox"/> I received help paying the security deposit |
| <input type="checkbox"/> Someone called landlords on my behalf | <input type="checkbox"/> I received help paying any utility deposits |
| <input type="checkbox"/> I was taken to appointments with landlords | <input type="checkbox"/> I received other help finding housing |

How could the process for getting help with housing be better? *(check all that apply)*

- | | |
|---|---|
| <input type="checkbox"/> Be given a list of landlords to call | <input type="checkbox"/> Receive help paying the security deposit |
| <input type="checkbox"/> For someone to call landlords on my behalf | <input type="checkbox"/> Receive help paying any utility deposits |
| <input type="checkbox"/> Be taken to appointments with landlords | <input type="checkbox"/> Receive other help finding housing |
| <input type="checkbox"/> Other: _____ | |

CURRENT HOUSING

Are you currently housed through a housing program? *(Circle: Yes / No)*

If you are in a housing program, do you think that you may become homeless again in the future? *(Circle: Yes / No)*

- If you answered yes, why do you think that might happen?

If you are in a housing program, what do you think you need to remain in your current housing?

(check all that apply)

- | | | |
|--|---|--|
| <input type="checkbox"/> Rental assistance | <input type="checkbox"/> Other financial assistance | <input type="checkbox"/> Case management |
| <input type="checkbox"/> Help finding a job | <input type="checkbox"/> Help with budgeting | <input type="checkbox"/> Health care |
| <input type="checkbox"/> Substance use treatment | <input type="checkbox"/> Mental health treatment | <input type="checkbox"/> Other: _____ |

RATING EXPERIENCE

On a scale of 1-5 – with 1 being the least satisfied and 5 being the most satisfied, how do you feel about the assistance you received in meeting your housing needs?

- 1 2 3 4 5

Do you have any recommendations that would make it easier for people to get the housing services they need?



Distributed by: _____ Distributed on: _____

INSTRUCTIONS

We are conducting an annual survey of the Partners who received referrals from One Roof’s Coordinated Entry program. This survey will help us to understand:

- Local training and technical assistance needs to better implement Coordinated Entry
- Important feedback to help One Roof fulfill their role as Coordinated Entry Lead Agency
- Identify areas that our partnership can jointly problem-solve
- Understand all Partners’ perspectives on if Coordinated Entry is meeting its goals

The survey results will be shared as a summary (aggregate) and comments will also be shared.

ROLE OF THE AGENCY

Agency Completing Survey (optional): _____

Person Completing Survey (optional): _____

How do you identify your role as it relates to the Coordinated Entry System? *(check all that apply)*

- Emergency Shelter Provider
- Homeless Prevention Provider
- Rapid Rehousing Provider
- Permanent Supportive Housing Provider
- Outreach
- Coordinated Entry Committee
- Other homeless service provider

What housing programs and services does your agency provide? *(check all that apply)*

My organization provides:

- Homelessness prevention funds
- Emergency shelter beds or hotel/motel stays
- Street Outreach
- Safety planning for victims of domestic violence, dating violence, sexual assault, or stalking
- Shelter for victims of domestic violence, dating violence, sexual assault, or stalking
- Transitional Housing
- Rapid ReHousing
- Permanent Supportive Housing

VULNERABILITY SURVEY

Do you feel the VI-SPDAT accurately reflects the needs of the people you assess?

- Yes – the VI-SPDAT usually accurately reflects the needs of the people my organization serves
- The VI-SPDAT is accurate about half the time
- No – the VI-SPAT rarely accurately reflects the needs of the people my organization serves

Do you feel that clients are referred to permanent housing that is appropriate to their needs, based on their VI-SPDAT score? *(Circle: Yes / No)*

What, in your experience, are the strengths of the VI-SPDAT?

What, in your experience, are the weaknesses of the VI-SPDAT?

RECEIVING REFERRALS

When you are referred a potential client by the Coordinated Entry System, how easy or difficult is it to coordinate with One Roof?

- Very easy, the process is clear
- Somewhat easy, the process is mostly clear but there are sometimes issues
- Difficult, I have multiple problems connecting with the referring agency
- Very difficult, at times it feels impossible to connect with the referring agency

Do you receive eligible referrals from the Coordinated Entry System?

- Yes, I always receive eligible referrals
- Yes, I usually receive eligible referrals
- I sometimes receive eligible referrals
- No, I rarely receive eligible referrals
- No, I never receive eligible referrals

How long do you usually keep slots open before the Coordinated Entry System refers you an eligible client?

- 1 week or less
- 2 weeks
- 3 weeks
- 1 month or more

If you do not receive enough referrals to fill your open slots in a timely manner, do you know why?

Do you feel regular meetings to case conference referrals would be beneficial for our Continuum?

RATING COORDINATED ENTRY

On a scale of 1-5 – with 1 being the least satisfied and 5 being the most satisfied, how satisfied are you with...

- the overall functionality of the Coordinated Entry System and processes? _____
- the Coordinated Entry access points? _____
- the VI-SPDAT assessment tool? _____
- the prioritization, matching, and referral processes in Coordinated Entry System? _____
- the county-wide geographic coverage of the Coordinated Entry System? _____
- the manner in which data or information is shared within the Coordinated Entry System? _____
- the marketing and communication received regarding the Coordinated Entry System? _____
- the Coordinated Entry Policies and Procedures? _____
- the leadership, coordination, and oversight of the Coordinated Entry processes? _____
- the training and technical assistance to Partners? _____
- the liaison with the Coordinated Entry Committee? _____
- the Lead Agency ensuring that all Partners are involved in and informed of evaluation and reporting aspects of Coordinated Entry? _____

What additional training or technical assistance would you like to see? (check all that apply)

- Coordinated Entry Overview Training
- Prioritization & Referrals
- HMIS Coordinated Entry Workflow
- Other: _____
- Client Notice & Grievance Process
- Client Communication about Coordinated Entry
- Homelessness Prevention and Coordinated Entry

Where, if at all, are you experiencing roadblocks or bottlenecks in the Coordinated Entry (CE) process?

If there was anything that could be done to make CE work better for your agency, what would it be?

If there was anything that could be done to make CE work better for clients, what would it be?

Are there any other suggestions or comments you would like to make?