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COORDINATED ENTRY 2024 ANNUAL EVALUATION

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 annual evaluation of its Coordinated Entry System in Spring 2024. This evaluation report seeks to answer the questions, evaluate the data, 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 consumers (clients) and data from the Homeless Management Information System (HMIS).

The CE Consumer Survey Evaluation sets a baseline for AL-500 to continue to improve and evaluate its CE System. Based off the survey questions, respondents describe any changes they feel would help move the CE System forward. To improve the CE System, One Roof submits the CE Evaluation Report to the CE Advisory Committee. Based on the review and feedback from the CE Advisory Committee, further action steps will be developed and assigned to the appropriate CE Workgroups. The CE Referral and Prioritization Workgroup will focus on analyzing data to determine improvements for the CE referral and prioritization process. The CE Partnership Workgroup will focus on creating recommendations to support housing agencies through the CE System.

COORDINATED ENTRY (CE) EVALUATION METHODOLOGY

Proposed Evaluation Method and Target Population

The evaluation method for this year's evaluation is a quantitative study surveying clients currently housed through a CoC or ESG-funded permanent housing (PH) program that were referred to the housing program through the Coordinated Entry System (CES).

The decision to complete a quantitative study with clients currently housed was due to limited capacity to complete a full qualitative study as the CE Advisory Committee, Workgroups, and One Roof staff are finishing up the action steps comprised from the 2023 qualitative study, focus groups, and evaluation. Currently, the proposed evaluation method will be to alternate between quantitative and qualitative studies every other year in order to thoroughly survey clients currently housed as well as people experiencing homelessness, housing partner agencies, and community organizations that serve people experiencing homelessness.

Purpose of CE Evaluation Consumer Survey

To examine the 4 core components of CE from the perspective of clients referred through the CE System and housed by a partner housing provider:

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

Survey Size and Design

Based on the CE Performance Report, there were 246 individuals/households referred and accepted to a CoC or ESG-funded PH program between 1/1/23-12/31/23. One Roof Program Assistant reviewed the 246 individuals/households referred through CE and selected 84 individuals/households who are currently enrolled and housed through these PH programs in 2023 and also had active contact information in order to complete the CE Evaluation Consumer Survey.

Survey Tools

The CE Evaluation Consumer Survey was created internally in 2022 and updated in 2024. 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. A copy of the CE Evaluation Consumer Survey is included at the end of this document.

Data Collection Method

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

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 and whom the One Roof Intern is able to contact. However, the response rate goal is 33% (based on the average survey response rate for 2020).

COORDINATED ENTRY (CE) EVALUATION TIMELINE

- February 19 - 23 – One Roof Staff will review and edit the surveys as needed
- February 26 - March 7 – Distribute the CE Evaluation Consumer Survey by phone or email to a sample of clients who have been through the whole CE process and were housed in 2023
- March 11 – April 15 – One Roof Staff will analyze the survey data and update the CE Evaluation Report results and findings
- April 15 – Send CE Evaluation Report draft to the CE Advisory Committee and One Roof staff to review
- April 22 – Receive final comments and review from CE Advisory Committee and One Roof staff
- April 26 – Update CE Evaluation Report based on feedback from CE Advisory Committee and One Roof staff
- April 30 – Publish CE Evaluation Report to One Roof website
- May 2 – Present the CE Evaluation Report to the Continuum of Care at the Monthly Membership Meeting
- May 7 – Share the CE Evaluation Report in the weekly newsletter distributed to the Continuum of Care and general public

COORDINATED ENTRY CONSUMER SURVEY RESULTS

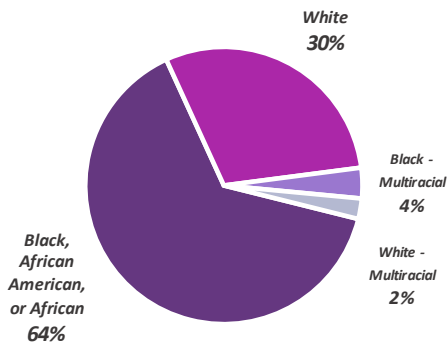
Consumers who participated in and were housed through the Coordinated Entry process in 2023 were surveyed to evaluate their experience. 84 consumers were asked to participate in the survey, with 20 consumers successfully completing the survey.

Sample Demographics

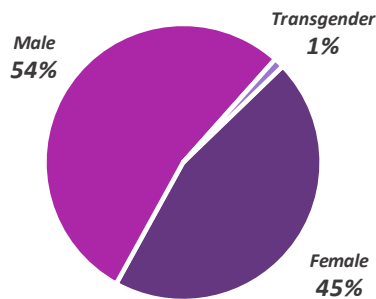
The population demographics were aggregated from the 84 consumers most recent responses found in the Homeless Management Information System (HMIS) while the sample demographics were aggregated from the 20 consumers anonymous survey responses. Overall, the demographics of the sample population appear to be representative of the population demographics.

POPULATION OVERVIEW

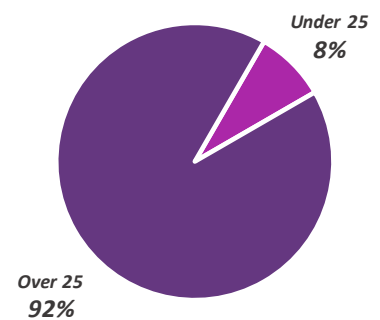
RACE



GENDER

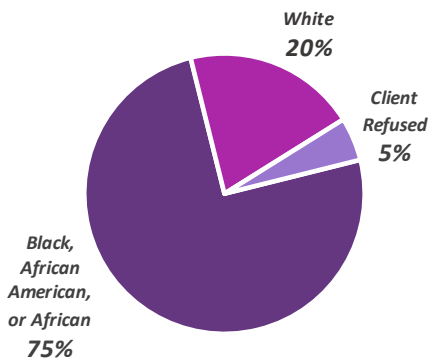


AGE

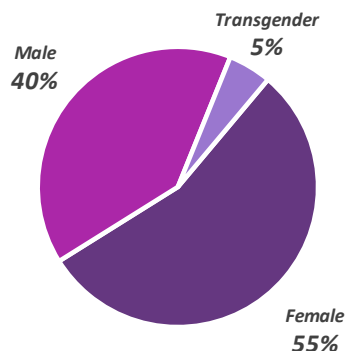


SAMPLE POPULATION

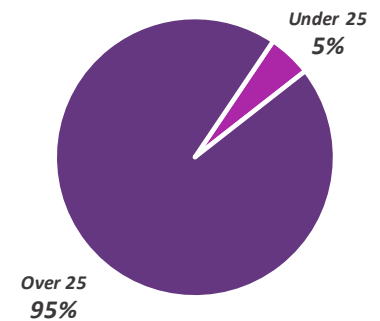
RACE



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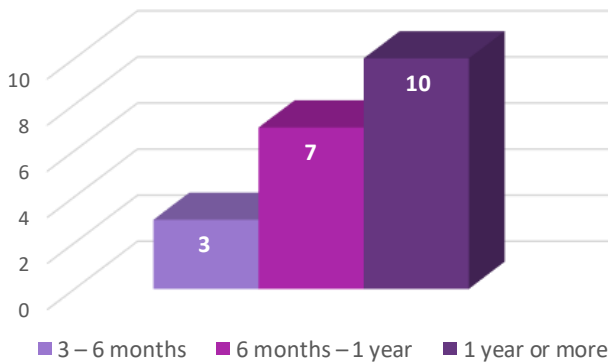
Homelessness Experience

Consumers who completed the survey were asked a series of questions about their homeless experience prior to entering the Coordinated Entry process and also their experience with the coordinated assessment.

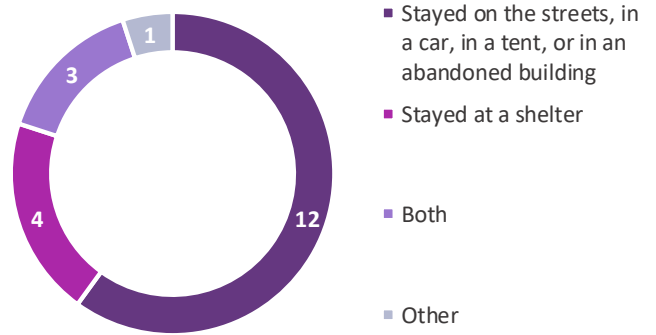
Consumers were asked approximately how long they experienced homelessness. 3 consumers (15%) responded they experienced homelessness for 3 – 6 months. 7 consumers (35%) responded they experienced homelessness for 6 months – 1 year. 10 consumers (50%) responded they experienced homelessness for 1 year or more which shows that half of the consumers surveyed experienced homelessness for over a year or more.

Consumers were asked where they would most often stay when they did not have housing. 12 consumers (60%) responded that they primarily stayed on the streets, in a car, in a tent, or in an abandoned building. 4 consumers (20%) responded that they primarily stayed at a shelter. 3 consumers (15%) responded that they stayed at both a shelter or a place not meant for habitation (streets, car, tent, or abandoned building). 1 (5%) consumer responded that they stayed in another location and informed that place was either in a hotel or at their parent’s house.

Approximately how long did you experience homelessness?

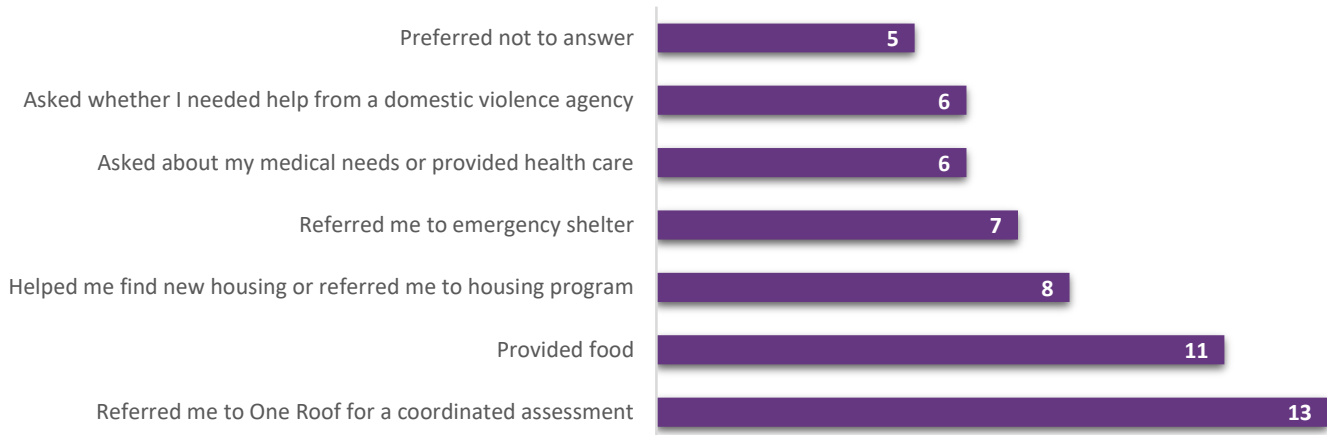


When you did not have housing, where did you stay most of the time?



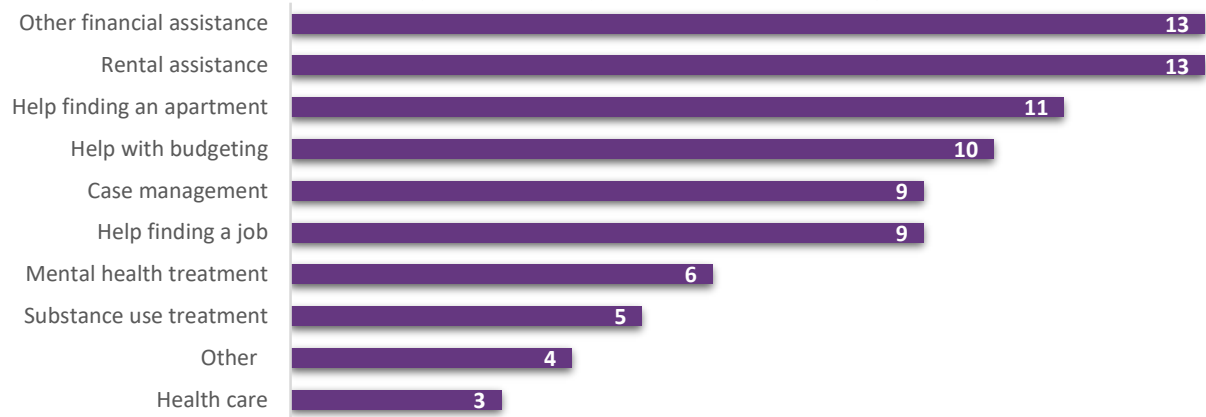
Many of these questions allowed consumers to select all answers that were applicable to their situation. When consumers were asked what the first agency they went to helped with, 13 consumers (65%) responded that they were referred to One Roof for a coordinated assessment. This may indicate an area for continued examination within the Coordinated Entry process to determine the amount of time a consumer first accesses the homeless service system at any agency or program and is connected with One Roof.

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



When consumers were asked to reflect on what might have prevented them from becoming homeless, 13 consumers (65%) responded with other financial assistance and 13 consumers (65%) responded with rental assistance. This is followed by needing assistance with finding an apartment (55%) and with budgeting (50%). This feedback shows the need to pursue flex funding and additional homeless prevention resources to provide financial assistance to reduce returns to homelessness.

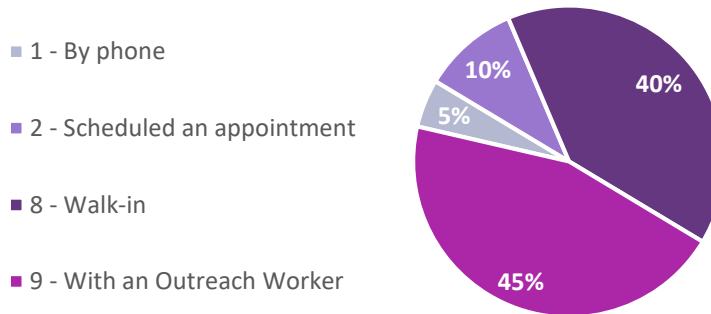
Thinking about the most recent time you became homeless, what could have prevented you from becoming homeless?



Accessing Coordinated Entry

The next series of questions aim to answer how consumers accessed a Coordinated Entry assessment and how consumers experienced the Coordinated Entry process. Majority of consumers accessed a Coordinated Entry assessment either by walk-in services at One Roof or with a One Roof Outreach Worker.

How did you complete the Coordinated Entry assessment?



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 majority of the questions. Some consumers preferred not to respond to a few of the questions in this section which were marked by unanswered.

	YES	NO	UNANSWERED
Was the assessment process clearly explained to you?	20	0	0
Was it explained that the assessment does not guarantee housing?	17	3	0
Did you feel the assessment was too long?	2	17	1
Did you feel the questions were confusing?	2	17	1
Did you feel comfortable answering the questions?	17	2	1
Did you feel comfortable with the staff person who did your assessment?	20	0	0
Did you feel that the One Roof Coordinated Entry staff were friendly and courteous?	20	0	0
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?	13	7	0

Housing Search

Consumers were asked two questions about their housing search experience with the housing program that they were referred to and enrolled in within the Continuum.

- What assistance were you provided to help you find housing?
- How could the process for getting help with housing be better?

There were no significant findings in this section as well as no correlation between the two questions listed above. A larger survey response or different evaluation method might be more beneficial to evaluate these questions.

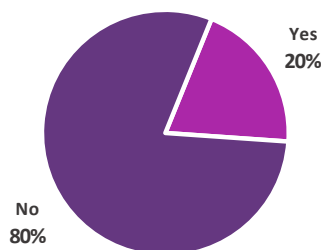
Current Housing

Consumers who are currently enrolled in a housing program were asked if they believed they would become homeless again in the future, of which, 20% 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:

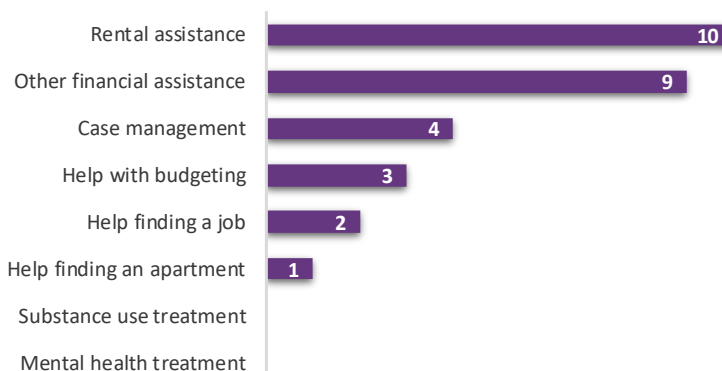
- Unexpected circumstances
- Housing trouble and DHR
- Possibly losing apartment
- Program ending and having to pay on my own

Additionally, consumers were asked what they thought they needed to remain in their current housing situation. While only 20% of respondents believed they would be homeless in the future, 71% of respondents believed they would need rental assistance to remain housed and 64% of respondents believed they would need other financial assistance. Further, 29% of respondents stated that they would need additional case management to stay in their current housing situation. Additional rental and financial assistance may be reflective of the most common answers for consumers who are in housing programs that do not provide long term assistance.

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?



Additional Feedback

Consumers were asked to rate on a scale of 1-5 (with 1 being the least satisfied and 5 being the most satisfied), how they felt about the assistance they received in meeting their housing needs. Over half of the consumers (60%) rated that they were most satisfied with their experience.

When asked if they had any recommendations that would make it easier for people to get the housing services they need, 8 of the 20 consumers provided feedback for this question with a common theme around improving communication. Consumers mentioned there needs to be "more communication with clients" and "reaching out to programs (on their behalf)". One consumer stated the need to "keep communication up with the clients

(because) it's not always easy for clients to keep up". This feedback is important for the CE Advisory Committee to continue to discuss and evaluate ways to improve communication through the CE System.

Coordinated Entry Evaluation Summary

The goal of the 2024 Coordinated Entry Evaluation Survey was to evaluate the feedback from 2023 housed consumers to determine if any changes to previous CE Evaluation action steps need to be submitted to the CE Advisory Committee and CE Workgroups. Overall, consumers that participated in the Coordinated Entry System and were housed in 2023 appear to be satisfied with the process. The CE Evaluation Consumer Survey responses will be used in conjunction with the CE Advisory Committee and Workgroups to create further action steps. Additionally, the 2023 Evaluation Action Steps are still being executed by the Committee, Workgroups, and One Roof staff.

APPENDIX

- **Coordinated Entry Consumer Survey**

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 and Ethnicity: American Indian, Alaska Native, or Indigenous Asian or Asian American
 Black, African American, or African Hispanic / Latino Middle Eastern or North African
 Native Hawaiian or Pacific Islander White 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)

- | | | |
|---|--|--|
| <input type="checkbox"/> Rental assistance | <input type="checkbox"/> Help finding a job | <input type="checkbox"/> Substance use treatment |
| <input type="checkbox"/> Other financial assistance | <input type="checkbox"/> Help finding an apartment | <input type="checkbox"/> Mental health treatment |
| <input type="checkbox"/> Case management | <input type="checkbox"/> Help with budgeting | <input type="checkbox"/> Health care |
| <input type="checkbox"/> 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)
- did you feel that the One Roof Coordinated Entry staff were friendly and courteous? (Circle: Yes / No)

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

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"/> Help finding a job | <input type="checkbox"/> Substance use treatment |
| <input type="checkbox"/> Other financial assistance | <input type="checkbox"/> Help finding an apartment | <input type="checkbox"/> Mental health treatment |
| <input type="checkbox"/> Case management | <input type="checkbox"/> Help with budgeting | <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?

