



Department of
Housing Services

Community Connect Overview

**Washington County's
Coordinated Entry**



| July 18, 2024



Introduction



The U.S. Department of Housing and Urban Development (HUD) requires that areas running Continuum of Care (CoC) programs create a *Centralized or Coordinated Assessment System*.

The primary goal of Coordinated Entry is to allow assistance to be allocated as effectively as possible and that it be easily accessible no matter where or how people present.

Coordinated entry processes help communities prioritize assistance based on vulnerability and severity of service needs to ensure that people who need assistance the most can receive it in a timely manner.



Qualities of an effective system



Highlights below, full list here: [Coordinated Entry Policy Brief \(hudexchange.info\)](https://www.hudexchange.info/policy/briefs/coordinated-entry-policy-brief)

- Prioritization- Each community must develop a way to prioritize people experiencing the highest need for the limited resources available.
- Low barrier/Housing First- The CES is not allowed to screen people out for perceived barriers like lack of income, substance use, or criminal history.
- Fair and Equal access- This means the system must have a variety of low-barrier “access points” where people know they can go to access entry into the system. Phone lines, shelters, outreach workers, physical locations are all examples of access points.



Benefits of Coordinated Entry



How can Coordinated Entry build equity into systems?

- Washington County contracts with a wide variety of community partners to complete Phase 1 Assessments. This means that people who may not typically access government resources may be more likely to be brought into the system.
- Prioritization is evaluated to ensure we see equity in who is coming into our system and who is exiting.
- A participant doesn't have to rely on finding a case manager who knows a lot about housing to locate housing resources.
- Prevents “cherry picking” of participants who may be perceived as being more successful than other participants.



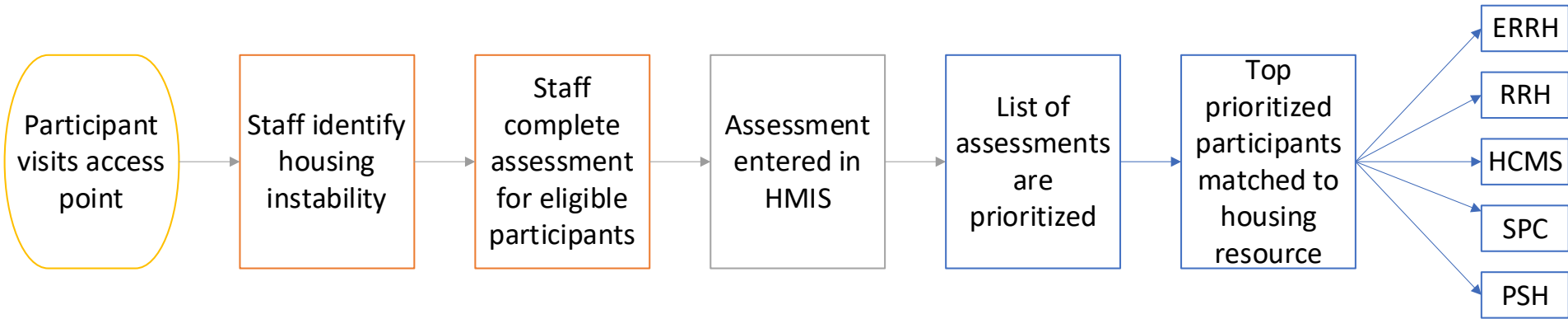
CES in Washington County



- Just as Kleenex is a brand name for tissues, “***Community Connect***” is the name for Washington County’s Coordinated Entry System (CES)
- Community Action Organization manages day-to-day operations:
 - Staffing the phone line
 - Completing Phase 1 Intake Assessments
 - Matching people to housing and shelter resources.
- Washington County :
 - Manages the policies
 - Contracts with service providers to become access points for Phase 1 Assessments
 - Coordinates with housing and shelter programs to meet referral needs



What does CES look like in WashCo?





Who is eligible

- Income under 50% of area median income
- Experiencing homelessness, at-risk of homelessness, or fleeing domestic violence
- Have a strong tie to Washington County

Where to get an assessment:

- Community Connect phoneline/walk-in
- All contracted housing and shelter providers
- All outreach workers
- Contracted culturally specific providers
- Assessors embedded in health care and justice systems

→ Assessment



- CES intake assessment is called the Phase 1 Assessment
- All questions asked on assessment are required by funder or used to match participants to housing/shelter programs
- Questions on housing history, length of time homeless, and disabling condition used to assess chronic homelessness for prioritization



Prioritization



- Washington County prioritizes services first to households who are experiencing chronic homelessness
- All the households experiencing chronic homelessness are sorted into 4 population groups:
 1. Families
 2. Transition aged youth
 3. Adults over 55
 4. All other single adults.
- Each of those populations is prioritized by length of time homeless



Referral



- Participants most highly prioritized are matched to housing and shelter resources as available
- Community Connect facilitates referrals
- Case conferencing spaces are used to increase provider collaboration around hard to locate participants



Case conferencing



Community Connect case conferencing: Housing providers, outreach, and shelter staff meet twice per month to review different prioritized groups who are waiting for housing or are matched to housing but not yet enrolled. Goal is to reduce length of time between identification and enrollment.

Local Command Center (LC3) case conferencing: Weekly case conferencing for street outreach teams occurs with goal to locate and engage participants living outside to help them access shelter and housing resources and connect them with resources to address immediate needs.

Health care case conferencing: Twice per month meeting between health care providers, housing case managers, and outreach workers to collaborate around supporting participants in accessing health services.



Questions

