

Special NOFO Start up Session: Coordinated Entry

NOVEMBER 4, 2023



Logistics

The Start Up Sessions will all be recorded and shared with communities

Please use the chat to ask questions throughout the session

Agenda

Questions from the Last Session

Coordinated Entry

Special NOFO Specific Requirements

Questions From Last Session

Coordinated Entry

COORDINATED ENTRY REQUIREMENTS

- 2012 Continuum of Care (CoC) Interim Rule and 2011 ESG Interim Rule:
 - HUD requires that CoC's establish and operate a coordinated entry process (24 CFR 578 and 24 CFR 576).
- 2015 Coordinated Entry Policy Brief
- 2017 Coordinated Entry Notice:
 - HUD's Notice Establishing Additional Requirements for a CoC Centralized or Coordinated Assessment System (CPD-17-01) established new requirements that CoCs and CoC/ESG projects must meet.
- Implementation required by January 2018

INFLOW



Coordinated Entry Systems

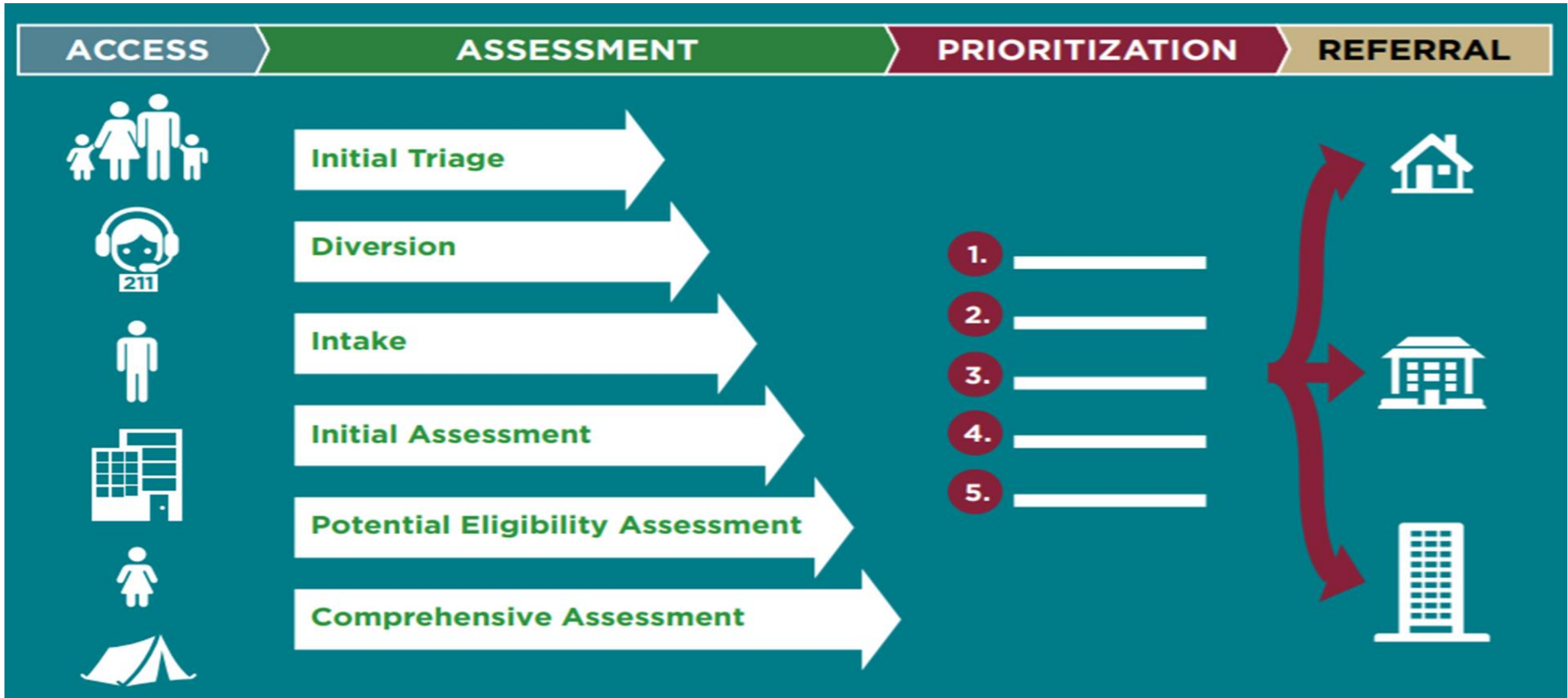
HUD requires CoCs to establish and operate a Coordinated Entry system with the goal of increasing the efficiency of local housing crisis response system and improving fairness and ease of access to shelter, services and housing, including mainstream resources

OUTFLOW

How did CE change the housing process?

BEFORE COORDINATED ENTRY IMPLEMENTATION	AFTER COORDINATED ENTRY IMPLEMENTATION
<p><i>Should we accept this person into our project?</i></p> <ul style="list-style-type: none">• Project-centric• Different forms and assessment for each organization or small subgroup of projects• Project-specific decision-making• Ad hoc referral process between projects• Uneven knowledge about available housing and service interventions in the CoC's geographic area	<p><i>What housing and service assistance strategy among all available is best for this household?</i></p> <ul style="list-style-type: none">• Person-centric• Standard forms and assessment used by every project for every participant• Community agreement on how to triage based on the household's needs• Coordinated referral process across the CoC's geographic area based on written standards for administering CoC assistance

Coordinated Entry Core Elements



Access to CE

Ensure all people experiencing homelessness in CoC, including those living in encampments or other unsheltered locations, have equal access to all crisis response system resources (for which they are eligible)

- **Street outreach staff play an important role** in connecting people in unsheltered locations to the CoC's CE process
- **Focus on Equity:** Examine barriers to accessing the CE process that exists for people living in unsheltered locations, consider how to improve access for people from historically marginalized groups who may not be connected with street outreach teams including Black, Indigenous and all people of color. Partner with culturally specific organizations and community groups to locate, engage, and connect people living in encampments to CE

Assessment

ASSESSMENT

Initial Triage

Diversion

Intake

Initial Assessment

Potential Eligibility Assessment

Comprehensive Assessment

- Use a **phased approach**, progressively collect only enough information to prioritize and refer.
- **Collapsing or integrating stages in assessment can be appropriate** depending on the design of CoC's access points and roles of assessors.
- Staff administering assessments should use culturally competent, trauma-informed practices, and receive training on safety planning.
- Assessments should be **based on participants' strengths**, are easily understood and sensitive to participants' lived experience.
- Street outreach activities should incorporate administering assessments.

Prioritization

CoCs must use the CE process to prioritize people experiencing homelessness within the CoC's geographic area for access to housing and supportive services

- **Establish a prioritization list** (e.g. By Name List, Active List, or Master List) of all known people experiencing homelessness
- **Uses a combination of prioritization factors:** (*within Fair Housing and Equal Access laws/regulations*)
 - Physical, developmental, behavioral health challenges
 - High utilization of emergency services (i.e. ER, jail, etc)
 - Unsheltered status or risk of continued unsheltered homelessness
 - Vulnerability to illness or death (e.g. COVID-19 guidelines)
 - Others as determined by CoC
 - Do not assume vulnerability based on living in encampment, race, ethnicity (or other Fair Housing protected classes)

Referral

Referral Fundamentals:

Lowering barriers/Housing First

Uniform across projects, no additional screening

No screening out for perceived barriers

Close “side doors”

Account for participant choice

Key Components:

Eligibility Screening and Determination

Participating Project List

Referral Rejection Protocols

Referral Data Management and Tracking

Coordinated Entry as a Tool for Equity

DO:

- Put the whole person first. Consider all dimensions of a participant's identity and lived experience.
- Revise policies and procedures to reflect fair housing best practices.
- Train staff in fair housing and civil rights laws and best practices.
- Refer participants to multiple appropriate housing options. Do not assume individuals would prefer to live in or would succeed in a particular type of housing environment. Refer each individual to all housing for which they may be eligible and allow the individual to decide whether or not to apply.

DON'T:

- Make assumptions about a participant's need based on one or more protected characteristics. The presence of a protected characteristic by itself does not establish a need, a vulnerability, or a barrier.
- Gather more information than needed. Gather only information necessary to determine the person's severity of need and potential match for housing and services.
- Steer, direct, or limit referral options based on the person's actual or perceived protected characteristic.
- Introduce new prioritization factors that are not expressly documented in written policies and procedures for CE. CoCs must base prioritization on defined criteria, publicly available through written standards, and applied consistently throughout the CoC.

Updating CES Policies and Procedures

- Written policies and procedures must include the process by which the CoC staff will make prioritization decisions for each project type
 - Based on specific and defined set of criteria; **simplify and streamline**
 - [PSH Prioritization](#) - 2016 HUD Notice
 - Communities should carefully consider how their CE prioritization policies account for unsheltered homelessness while ensuring that existing emergency shelter program participants are also accessing available housing resources.
 - CoCs should consider the unique public health and safety issues associated with encampments and ensure that prioritization policies are applicable to the people living in encampments.

Other Policy and Procedure Considerations

- CE should not be a static process; it should be based on changing community factors--both needs and strengths
- Utilize housing problem solving as part of CE process
- Plan for development of a prioritization for a potential allocation of Stability Vouchers or a preference for general admission to Housing Choice Voucher Program through CE
- Create written standards for outreach and its role in CE
- Seek out input from service providers who operate outreach teams to develop a shared vision of what the ideal training looks like for your CoC

Resources

[Coordinated Entry Core Elements](#)

[Coordinated Entry as a Tool for Equity: Training on Fair Housing and Coordinated Entry](#) (sign in)

[Coordinated Entry as a Tool for Equity Resources - HUD Exchange](#) (3 short excerpts from training)

[Coordinated Entry Community Samples Catalogue - HUD Exchange](#) --updates December 2023

[COVID 19 and Coordinated Entry](#) - multiple resources created since 2020

In addition, SNAPS has done two rounds of a Coordinated Entry Racial Equity Demonstration. Many new resources will be published very shortly from Cohort 2. [Racial Equity - HUD Exchange](#). [HUD Coordinated Entry Equity Demonstration Project Cohort 1 Impact & Evaluation Report](#)

Can't find the answer? [Ask A Question - HUD Exchange](#)

Special NOFO Specific Requirements

NOFO Specific Requirements

- All projects must adopt and follow a Housing First approach
- All projects must remain consistent with the CoC's Plan to Serve Individuals and Families Experiencing Homelessness with Severe Service Needs
- All projects have a 3-year grant term
- All projects funded through the **Rural Set Aside** must serve a Rural area
- All projects funded through the **Rural Set Aside** that received points for serving a “structurally disadvantaged area” must continue to serve that geographic area identified in the application

Policy Priorities

- Reduce Unsheltered Homelessness
- In Rural Areas – Reduce Homelessness Amongst Individuals and Families Experiencing Unsheltered Homelessness and Those with Severe Service Needs
- Provide Assistance on Tribal Lands
- Involve a Broad Array of Partners in the CoC's Efforts to Reduce Homelessness
- Advance Equity
- Use a Housing First Approach

What's Next for Special NOFO Unsheltered Communities and Recipients





Preplanning & Initial Outreach

***June 2023-
Oct 2023***

- CoC Plan
- CoC Application
- Project Application
- PIT Data
- Unsheltered Framing Paper
- Assessing Current State of Core Team

Collaborative Planning

***Oct 2023-
Jan 2023***

- Ongoing initiatives?
- Identify Improvement Areas & Barriers
- Status of PHA housing stability vouchers
- Conditions & Politics
- Solidifying Core Team

Develop TA Strategy

Jan 2024- March 2024

- SMARTIE goals
- CoC Special NOFO Policy Priorities
- Consistency with CoC Plan

Implementation

- Routine evaluation and reevaluation
- Dashboard
- Open communication with coaches, co-leads, SNAPS, other teams

Evaluation

- Complete overview & examination of our actions and work
- Achievements
- Improvement Areas
- Takeaways

Overview of Phases

- **Monthly Convening (Special NOFO Initiative Wide) - Beginning November 2023**
- **Enhancer Equity Workshops for Coaches - Beginning December 2023**
- **Lived Experience Workshop/Affinity Space - Beginning January 2024**



Monthly Convenings & Peer Learning Sessions



Technical Assistance: What's Next for Rural Special NOFO Communities and Recipients?

Rural Special NOFO Technical Assistance (TA)

Rural Special NOFO Direct Technical Assistance	Rural Special NOFO Community Calls	Rural Webinar Series
<p>Individualized support to your CoC and Rural Special NOFO projects. You can expect to work with your TA team through a combination of virtual meetings and on-site visits.</p> <ul style="list-style-type: none">➤ Support the development of landlord engagement strategies for RRH and PSH participants.➤ Provide guidance on the implementation of a Housing First approach and improving access to low-barrier shelter, temporary accommodations, and permanent housing.➤ Build capacity among Rural Special NOFO award recipients that lack experience with the CoC program.➤ Assist the recipient to define spending, rehousing, and performance targets and timelines.	<p>A full group, peer learning opportunity with other Rural Special NOFO communities. Will include a combination of HUD updates, presentations, Q/A, and small peer conversations.</p> <p>Time and Date: 1st Thursday of each month: 3-4:30pm ET</p> <p>Audience: Rural Special NOFO CoCs and project recipients</p> <p>Registration Link</p>	<p>Webinars that address a variety of topics relevant to CoCs serving rural areas.</p> <p>Time and Date: Fourth Mondays of each month, 4-5pm ET</p> <p>Audience: Any CoC serving rural areas (not specific to SNOFO initiatives).</p> <p>Registration Link</p>

Rural Special NOFO Direct Technical Assistance

Levels	Level of TA Effort	Continuums of Care (38)		
Level 3	15 TA hours / month; up to 2 trips	AK-501 CA-523 IA-501 IL-515 KS-507 MN-502	MN-505 MN-506 MN-508 MN-511 NC-516	NY-511 OK-507 SC-503 TN-509 VA-514
Level 2	12 TA hours / month; up to 2 trips	CO-500 GA-501 MI-500	NY-525 NE-500 OR-505	TX-607 VT-500
Level 1	8 TA hours / month; up to 1 trips	AZ-500 IN-502	MO-606 NH-500	PA-509 WV-508
<i>Note: Eight CoCs (HI-500, CT-505, KY-500, MN-504, NC-503, SC-500, TN-507, WA-501) received both Unsheltered and Rural Special NOFO awards. They will receive TA under the Unsheltered Initiative.</i>				



Questions?
