



KCRHA

King County Regional Homelessness Authority

Coordinated Entry

CE CoC Board Presentation 10.04.23

Coordinated Entry Eligibility

Coordinated Entry serves people experiencing homelessness who are:

- Living and sleeping outside
- Sleeping in a place not meant for human habitation
- Staying in a shelter
- Fleeing/attempting to flee domestic violence
- Young adults (including young families) who are imminently at risk of homelessness within 14 days



KCRHA Systems Performance Team

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System Performance Manager

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Young Adults

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Program Specialist
Family

Tom Regan (he/they)
Program Specialist
Single Adults



Coordinated Entry Policy Roles

Decisions

KCRHA Continuum of Care Lead Entity

- CoC Lead manages the Coordinated Entry System (CES)

Operations

KCRHA System Performance Team

- CES daily operations and implementation

Evaluation

KCRHA Community Impact Team

- Performance evaluation of the CES including equity & efficacy

Oversight

KCRHA Continuum of Care Board

- CoC Advisory Committee serves as the oversight board



Access

Regional Access Points (RAPs) are an entry point to the Coordinated Entry System. These entry points are centers where people experiencing homelessness can get help finding housing and other resources. Individuals and families experiencing homelessness may call ahead to schedule an appointment:

- Bellevue - Catholic Community Services
- Federal Way - Multi-Service Center
- Renton - YWCA
- Seattle - Central - Catholic Community Services
- Seattle - North - Solid Ground
- Additionally, there are Community Based Assessors employed at dozens of homeless service provider agencies across King County.



Coordinated Entry Referral Pathways

Daily windows of opportunity for housing nominations & optional meetings:

- **Families** – 10:30am to 12:30pm; 30m meeting 10:30am
- **Single Adults** – 12:00pm to 3:00pm; 30m meeting 1:00pm
- **Young Adults** – 3:00pm to 5:00pm; 30m meeting 3:00pm



Assessment - Housing Triage Tool

Coordinated Entry uses a basic HMIS enrollment and a two question Housing Triage Tool (HTT)* collecting only the minimal amount of information needed:

- History of Homelessness (HUD Mandated)
- “Disability” Information (HUD Mandated)
- Income (HUD Mandated)
- Household Type - Family/Individual
- Pregnancy in Household



Coordinated Entry Referral Pathways Continued

- **American Indian - Alaska Native Case Conferencing** - Weekly housing matching and Biweekly meetings
- **Trueblood Case Conferencing**- as units become available
- **Veterans Case Conferencing** - Weekly matching and meetings
- **Mobility Transfers** – responses within 1 business day for Safety, 3 business days otherwise



Referrals Core Components

- Household Eligibility - set of criteria determined by housing funder
- Preference/Choice - as shared with Navigators and recorded in HMIS
- Service Match - which program type is required to adequately support an individual or family's needs



Opportunities for Improvement



Learning from EHV work

- Multiple pathways into the resource
- Reverse Matching – providers nominate those who they are already working with AND help navigate them into housing



Previous Process

Expand the pathways into resources:

- Previous process limited housing referrals to a small subset known as the Priority Pool
 - Delays in engagement and rapport building
 - Scarcity of available housing Navigators system wide
 - Incentivization to optimize side doors



Completed Transition Period

April 17 to May 26, 2023

- Align with HUD guidance to close External Fills on May 29
- Snapshot the Priority Pool on April 14 and continue to house those previously prioritized
- Orient emergency service providers to the new process
- Solicit feedback and iterate



Sticking Points

- Chronic Homelessness verification is a significant documentation challenge
- Lack of middle-path options for those with low to medium needs who cannot afford the housing market
- Inconsistent knowledge base about housing resources in our community



Sharing Knowledge

Create a battery of training for:

- Housing project type and the nuances of the portfolio within those types
- Chronic Homelessness documentation
- Document qualitative data on Unsuccessful Referrals in HMIS
- Monthly onboarding for CE processes



System Administration Opportunities

- Mobility Request Homelessness Waiver update
- Prioritization future post COPRI
- Effective partnership with PHAs to reduce housing placement timeline in PBV PSH
- Develop sustainable, trauma informed process for multiple referrals to a single opening
- Redesign Regional Access Points (RAP) from a person-centered design framework
- Integrate all shelter placements in the CES



Next Steps - Prioritization

- Collected input during CE Community Conversation and through CE Prioritization Input form from September 15th to October 1st
- Input used to shape planning



Next Steps - CE Committee

- Taking applications through the CE Committee applications from September 15th to October 13th
- Applications reviewed with members of the CoC Board from October 16th to 19th
- First CE Committee meeting Thursday, October 26th with regular meetings every fourth Thursday of the month ongoing



Next Steps - Links

- CE Contact List Form, ongoing:
<https://app.smartsheet.com/b/form/0197807a8e2945cfb7c82218c27e886a>
- CE Committee Application Form*, September 15th until October 13th:
<https://app.smartsheet.com/b/form/4530339720cd4f0fb85f2cbdfb02a685>
- **If you previously submitted an application, you do not have to resubmit it.*





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Regional Access Points

