



**KCRHA**

King County Regional Homelessness Authority

# **Coordinated Entry**

Coordinated Entry Committee Presentation 10.26.23

# Coordinated Entry Committee

**Our Mission:** At the King County Regional Homelessness Authority, we are dedicated to addressing homelessness effectively and compassionately. To meet this goal, we follow the Housing and Urban Development's Continuum of Care Interim Rule (578.7(a)(8)), which mandates the establishment of a centralized or coordinated assessment system for individuals and families seeking housing and services.



# Coordinated Entry Committee

**Our Role:** The Coordinated Entry Committee (CEC), as outlined in the King County Continuum of Care (CoC) Charter, oversees policies and procedures related to Coordinated Entry within King County. We identify, review, and approve policies and procedures guiding the operation of the Coordinated Entry System (CES), with the implementation managed by King County Regional Homeless Authority staff.



# Coordinated Entry Committee

**Key Focus Areas:** Our policies and procedures cover HUD's core elements, including:

1. **Access:** Ensuring equitable access to housing and services.
2. **Assessment:** Conducting comprehensive assessments to understand each person or family's unique needs.
3. **Prioritization:** Establishing a fair system for assistance prioritization.
4. **Referral:** Facilitating appropriate referrals to available resources.

Additionally, the King County CoC entrusts the CES with housing **Placements**, making the CEC responsible for policies affecting local CES housing placements.



# Coordinated Entry Committee

**Community Collaboration:** We work closely with service providers, local agencies, people with lived experience, and community organizations to create a coordinated and efficient system that addresses homelessness. Our commitment to transparency and **continuous improvement** guides our efforts.



# Coordinated Entry Committee

## Responsibilities:

- Working with CEC members and KCRHA staff to come to a solution on challenges and barriers that the King County CES is experiencing
- Working with the KCRHA staff and other subject matter experts to become familiar with the details necessary to operate the CES in King County
- Engagement with King County community members and partners that are critical to the operation of the Coordinated Entry System as needed to move the CEC work forward
- Bringing forward to the Chair and/or KCRHA staff any barriers that are limiting engagement and participation



# 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



# 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 & Coordinated Entry Committee**

- CEC serves as the oversight board





# KCRHA Systems Performance Team

**Alex Ebrahimi** (he/him)

System Performance Manager

**Korrinna Jordan Hernandez** (she/they)

Program Specialist

Veterans, AIAN, Trueblood

**Surya Aguilar** (she/they)

Program Specialist

Right of Way, Family

**Lia Sima Fakhouri** (she/her)

Program Coordinator

**Nicole Filmore-Meshesha** (she/they)

Program Specialist

Young Adults

**Tom Regan** (he/they)

Program Specialist

Single Adults



# Access

**Regional Access Points (RAPs) are an entry point 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.



# 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 (for matching to housing if prioritized)
- Pregnancy in Household



# Assessment - Housing Needs Form

**Coordinated Entry uses a separate form to capture household preferences & needs - Housing Needs Form (HNF):**

- Geographic Preferences & Local Connection History
- Programmatic Preferences
- Unit Preferences
- Service Needs



# Referrals

- 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



# 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



# Learning from Emergency Housing Voucher pathways

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





# Coordinated Entry Referral Pathways

Daily windows of opportunity for housing nominations:

- **Partnership for Zero** – 8:30am to 10:30am
- **Families** – 10:30am to 12:30pm
- **Single Adults** – 12:00pm to 3:00pm
- **Young Adults** – 3:00pm to 5:00pm



# Coordinated Entry Referral Pathways Continued

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



# 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 trainings for:

- Housing 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



# 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



# Links

- CE Contact List Form, ongoing:

<https://app.smartsheet.com/b/form/0197807a8e2945cfb7c82218c27e886a>

<https://kcrha.org/resources/about-coordinated-entry/>





**KCRHA**  
King County Regional Homelessness Authority

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