



KCRHA
King County Regional Homelessness Authority

Coordinated Entry

Unit Posting, Office Hours and Case Conferencing Operations Shift

February 26, 2026

Key terms

- Nomination window
- Tiebreaking
- Referral
- Office hours
- Case conferencing



Purpose

- To provide options for shifting the cadence of CE operations
- Operations include posting available units, hosting case conferencing and office hours and tiebreaking nominations
- The Coordinated Entry and KCRHA's recommendation is Option 2, to be reviewed



Background / Context

- ~2017 – 2023 units were posted 1x/week
- Original decision to make unit posting 5 days/week was made without direct community input
- Daily 2-3 hour unit posting windows are broadly unpopular in the provider community
- Fast-paced churn promotes scarcity mindset, not trauma-informed
- Promotes fast decision-making which can be harmful to clients



Background / Context cont.

- Housing providers agree that we do not need to post 5 days/week
- Providers agree that more time for thought and preparations for housing nominations would increase likelihood that referrals:
 - Want to live at the project where they're referred
 - Have their documents prepared for application



Current schedule

Monday	Tuesday	Wednesday	Thursday	Friday
Units posted for Fam/SA/YVA at different times				
Office hours are hosted for 30 minutes when units are posted.	Office hours are hosted for 30 minutes when units are posted.	Office hours are hosted for 30 minutes when units are posted.	Office hours are hosted for 30 minutes when units are posted.	Office hours are hosted for 30 minutes when units are posted.
Nomination window closes 2 hours after units are posted.	Nomination window closes 2 hours after units are posted.	Nomination window closes 2 hours after units are posted.	Nomination window closes 2 hours after units are posted.	Nomination window closes 2 hours after units are posted.
CE Admin tiebreaking, sending referrals				



Option 1

Monday	Tuesday	Wednesday	Thursday	Friday
	Post all units in the morning	Nomination window closes exactly 24-hours after posting	Post all units in the morning	Nomination window closes exactly 24-hours after posting
		CE Admin tiebreaking, sending referrals		
	Host unified office hours 1-2 hours after unit posting	Host case conferencing by sub-population, managed with sign up sheet	Host unified office hours 1-2 hours after unit posting	CE Admin tiebreaking, sending referrals



Option 2

Monday	Tuesday	Wednesday	Thursday	Friday
Post all units in the morning	Window closes 24-hours after unit posting		Post all units in the morning	Window closes 24-hours after unit posting
Host unified office hours 1-2 hours after post	CE Admin tiebreaking, sending referrals	Host case conferencing by sub-population with sign up sheet	Host unified office hours 1-2 hours after post	CE Admin tiebreaking, sending referrals
	Post units in the afternoon.	Window closes 24-hours after unit posting		
	Host unified office hours 1-2 hours after post	CE Admin tiebreaking, sending referrals		



Option 3

Monday	Tuesday	Wednesday	Thursday	Friday
Post all units in the morning	CE Admin tiebreaking, sending referrals	Window closes 24-hours after unit posting	Post all units in the morning	Window closes 24-hours after unit posting
Host unified office hours 1-2 hours after post	Post units again in the morning	CE Admin tiebreaking, sending referrals	Host unified office hours 1-2 hours after post	CE Admin tiebreaking, sending referrals
12-hour nomination window will close Monday night	Host unified office hours 1-2 hours after post	Host case conferencing by sub-population with sign up sheet		



Benefits

- Option 1
 - More time for thought and preparation for housing
 - Less frequent meetings = increased attendance
 - Increased collaboration between housing, navigation and CE
 - 24-hour nomination windows is direct community request
- Option 2
 - Posting frequency ~1.5 days
 - Less concern about units sitting vacant than O1
 - Still more time for thought and preparation
 - 24-hour nomination windows is direct community request
- Option 3
 - Same as O1&2, but consistent morning posting times are easier to digest for community



Concerns

- Option 1
 - 2 posting days per week is a large decrease in unit-posting and referral-sending frequency
 - If a unit becomes available toward the end of the week, it may not be posted until the following Tuesday
- Option 2
 - 3 times per week is still less frequent than 5
 - Tuesday will be a busy day for the CE team
 - 3 different posting times could be confusing for providers
- Option 3
 - 1 12-hour and 2 24-hour windows would be confusing for providers
 - Providers asked for 24-hour windows
 - A lot of work for the CE team in a fast turnaround on Tuesdays



Stakeholder positions

- Providers – Preferences for Options 1 & 2
- KCRHA Leadership – Option 2
- CE Team – Option 2



Recommendation Justification

- Option 2 – the “day and a half cycle”
- High probability of negative feedback from housing providers if KCRHA substantially increases the amount of time it takes to provide referrals for posted units
- Housing providers incur real financial penalties if units are not filled rapidly
- With Option 2, longer nomination window times, units are posted approx. every 1.5 days, CE team has more time to manage system
- Provider feedback has been favorable to Option 1, however, KCRHA believes Option 2 to be the strongest





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