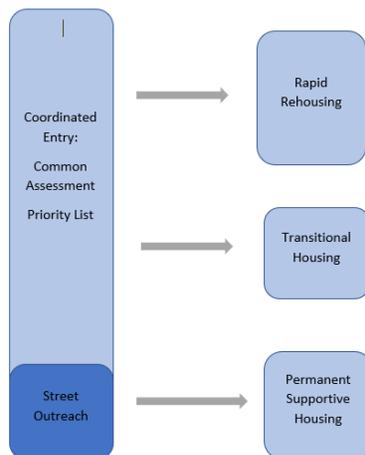


Introduction:

Coordinated Entry as we know it today has been implemented in SMAC since January 2015. Coordinated Entry as HUD envisions, is the way we do business, essentially how we respond to preventing and ending homelessness. In HUD's eyes it is how the CoC offers coordinated services for all households needing homeless prevention and homeless assistance resources. It isn't a "program" unto itself, it is our homeless response system.

When SMAC implemented CES it was intentionally decided to begin our process in the middle (with coordinated access to homeless specific housing programs) as opposed to at the beginning (incorporating prevention, outreach and shelter).



We did this to get things off the ground and moving forward. CES in its current state is not perfect and continuous improvement will always be the name of the game to ensure households are being served as efficiently and effectively as possible. SMAC will not stop looking at how to improve current processes as we work to implement Phase 2.

In the coming year, SMAC will be working to incorporate prevention, outreach and shelter into CES in a more intentional way. There are several reasons SMAC is looking to do this now:

- 1) SMAC priorities for 2019 include a focus on the System Performance Measure of reducing length of Time Homeless. A strategic, regionwide approach, to shelter utilization and CES referrals will support this measure.
- 2) SMAC priorities for 2019 also include a focus on the System Performance Measure of Returns to Homelessness. Without a common approach to prevention and diversion across the region it will be increasingly difficult to provide responses as a region on this measure.
- 3) A need to incorporate a prevention tool as defined by FHPAP into the CES process in the very near future.
- 4) In order to stay in compliance with HUD's expectations on CES, we need to continue to make progress on a fully functional system that incorporates all components.

HUD Requirements:

Hearth Act Requirements:

The CoC is responsible for coordinating and implementing a comprehensive system to address the needs of the homeless population and subpopulations and persons experiencing a housing crisis within its geographic area. While each community may develop its own approach to address identified needs, each community's system should at a minimum encompass the following:

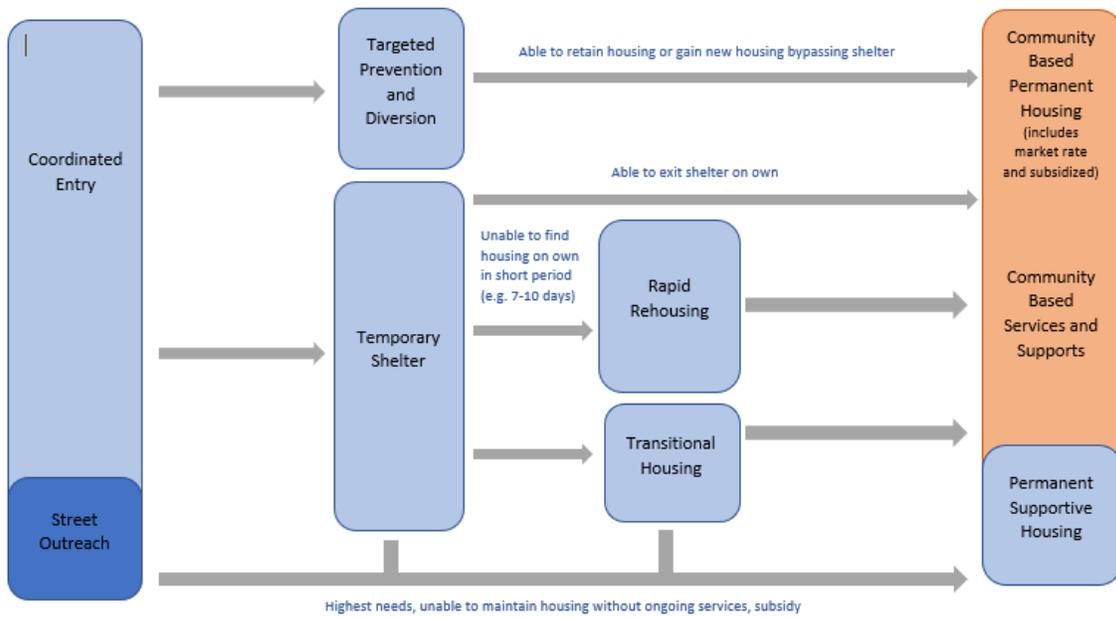
- Outreach, engagement, and assessment
- Shelter, housing, and supportive services
- Homelessness prevention strategies

HUD Coordinated Entry Notice:

- **Prevention**
 - CoC's written CE policies and procedures document a process for persons seeking access to homelessness prevention services funded with ESG program funds through the coordinated entry process. If the CoC defines separate access points for homelessness prevention services, written policies and procedures must describe the process by which persons are prioritized for referrals to homelessness prevention services. To the extent to which other (i.e., non ESG -funded) homelessness prevention services participate in coordinated entry processes, the policies and procedures must also describe the process by which persons will be prioritized for referrals to these programs. *HUD Coordinated Entry Notice: Section II.B.8*
 - CoC's CE process includes separate access point(s) for homelessness prevention so that people at risk of homelessness can receive urgent services when and where they are needed. If separate access points for homelessness prevention services exist in the CoC, written CE policies and procedures describe the process by which persons will be prioritized for referrals to homelessness prevention services. *HUD Coordinated Entry Notice: Section II.B.8*
- **Outreach**
 - Street outreach efforts funded under ESG or the CoC program are linked to the coordinated entry process. Written policies and procedures describe the process by which all participating street outreach staff, regardless of funding source, ensure that persons encountered by street outreach workers are offered the same standardized process as persons who access coordinated entry through site-based access points. *HUD Coordinated Entry Notice: Section II.B.6*
 - Street outreach activities incorporate the assessment process, in part or whole, into street outreach activities or separate the assessment process so that it is only conducted by assessment workers who are not part of street outreach efforts.
- **Crisis Response/Shelter**
 - CoC's CE process allows emergency services, including all domestic violence and emergency services hotlines, drop-in service programs, and emergency shelters, including domestic violence shelters and other short-term crisis residential programs, to operate with as few barriers to entry as possible. People are able to access emergency

SMAC Coordinated Entry: Phase 2 Implementation Plan 2019

- services, such as emergency shelter, independent of the operating hours of the system’s intake and assessment processes. *HUD Coordinated Entry Notice: Section II.B.7*
- CoC’s written CE policies and procedures document a process by which persons are ensured access to emergency services during hours when the coordinated entry’s intake and assessment processes are not operating. CE written policies and procedures document how CE participants are connected, as necessary, to coordinated entry as soon as the intake and assessment processes are operating. *HUD Coordinated Entry Notice: Section II.B.7.b*
 - CoC’s written CE policies and procedures clearly distinguish between the interventions that will not be prioritized based on severity of service need or vulnerability, such as entry to emergency shelter, allowing for an immediate crisis response, and those that will be prioritized, such as permanent supportive housing (PSH). *HUD Coordinated Entry Notice: Section II.B.7*



SMAC Goals for Phase 2 Implementation:

Prevention

- Immediate response/System Nimbleness
- Integration with mainstream benefits
 - Identify what benefits we are talking about
 - Create working group with SMAC counties
- Centralized hub that understands prevention resources available across the CoC and can make warm handoffs to those resources
- Coordinated access to prevention resources- (Prevention resources need to include landlord mediation and tenant rights supports along with traditional prevention approaches. SMAC assumes that all prevention interventions need to have short, middle and long term options.)
 - Identify access points throughout the CoC
 - Add to policies and procedures
- Streamlined prevention assessment tool
 - Tool determines risk factors for becoming homelessness
 - Tool determines level of need
 - Tool determines type of intervention
- Prevention approach includes supporting households housed through Coordinated Entry remain stably housed.

Outreach

- All outreach workers are CES assessors
- Outreach updates assessments as contacts happen
- Outreach can provide resources to reduce barriers while waiting for housing
- Outreach provides support to resolve immediate housing crisis
- Outreach workers provide navigation services as defined by the CoC as allowed by the funding stream
- Outreach agency participates in Case Consultation
- Incorporate outreach from non-traditional outreach resources

Crisis Response/Emergency Shelter

- Access to shelter is low barrier and as immediate as possible
- Screening is aligned and prioritized consistently across the region
 - Prioritization for shelter matches the prioritization for housing/CES list
- Centralized hub for shelter resources
 - All assessors understand the crisis response options for households they are assessing
 - All assessors can make a warm handoff to available emergency shelter options
- Emergency Shelter staff are an integral part of Case Consultation
- Households in shelter are prioritized through Cases Consultation

