

What is Coordinated Entry

Most communities lack the resources needed to meet all of the needs of people experiencing homelessness. This combined with the lack of well-developed coordinated entry processes can result in severe hardships for people experiencing homelessness. They often face long waiting times to receive assistance or are screened out of needed assistance. Coordinated entry processes help **communities** (a variety of community providers working together) prioritize assistance based on vulnerability and severity of service needs to ensure that people who need assistance the most can receive it promptly. Coordinated entry processes also provide information about service needs and gaps to help communities plan their assistance and identify needed resources.

HUD's primary goals for Coordinated Entry processes:

1. Assistance be allocated as effectively as possible
2. Easily accessible no matter where or how people present.
3. Match households with the most appropriate housing and service intervention
4. Prioritize scarce resources based on level of need and vulnerability
5. Prevent people from becoming homeless by supporting them to resolve their housing crisis
6. Reduce the length of homelessness by moving people quickly into the appropriate housing
7. Prevent homelessness by supporting them in resolving their housing crisis
8. Increase the possibility of housing stability by targeting appropriate housing intervention and providing supportive services to help households become self-sufficient

Effective Coordinated Entry Process qualities

- Prioritization
 - Community-determined factors to prioritize individuals and families to make the most impact
 - Utilize all available data to inform decision-making
 - Those with the most severe needs, as defined by the community, are given housing recommendations first.
 - Others are given referrals and access to services throughout the community to lessen the impact of homelessness while on a waitlist for housing
- Low Barrier
 - The process should not screen out people for assistance based on perceived barriers including income, drug/alcohol abuse, or criminal record
 - Encourage providers to lower their screening barriers in partnership with the coordinated entry process
- Housing First oriented
 - Persons should be housed quickly without preconditions or service participation requirements
- Person-centered

- Incorporation of participant choice in the type of housing, level of service, and other options
- Fair & Equal Access
 - No person should be excluded from the coordinated entry process
 - Easy access to the coordinated entry system
 - Well-marketed in the community
- Emergency Services (i.e. shelters)
- Standardized Assessment
 - All households are assessed using the same approach regardless of place of entry
 - No person is steered toward another program or provider because they presented at a location where the person does not meet their criteria
 - Assessment should be easy for households to understand
- Inclusive
- Referral to projects and programs
 - All vacancies are filled through referrals from the prioritization list
 - Meaningful referrals to relevant services and programs
 - Reduction in referral rejection rate
- Referral protocols
 - Documented processes for accepting and refusing referrals
- Outreach
 - Ensure those in places not meant for human habitation are aware of the coordinated entry process and how to receive services
- Ongoing planning and stakeholder consultation
- Informing local planning
- Leverage local attributes and capacity
- Safety planning for those fleeing domestic violence
- Utilization of homeless information management system and other databases for coordinated entry
- Full coverage for the entire region

[HUD Exchange - Coordinated Entry Policy Brief](#)
[What is Coordinated Entry?](#)

In short, the Coordinated Entry Process should allow any person(s) to present at a participating facility, be assessed, and immediately be placed on a priority list (waiting list) based on the assessment results if no housing options are available. While the person is on the waiting list, the person is given referrals to mainstream services in the community to lessen the impact of literal homelessness.

Resources:

[Coordinated Entry Core Elements | HUD Exchange](#)
[Notice Establishing Additional Requirements of Continuum of Care](#)