COMMUNITY PLANNING & DEVELOPMENT

Strategies for Evaluating and Monitoring Coordinated Entry

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Learning Objectives

We hope you leave this session with…

- An understanding of HUD requirements and best practices around evaluating and monitoring coordinated entry,
- Some examples of coordinated entry evaluation and monitoring currently occurring in the field, and
- Ideas on what data you want to collect and analyze to evaluate and monitor your own coordinated entry system.

Evaluation vs. Monitoring

For this session, we define these terms as:

- **Evaluation**: an (at least) annual comprehensive analysis of the CoC's coordinated entry system; and
- **Monitoring**: frequent (e.g., monthly) and regular overview of coordinated entry data to allow for tracking of progress and identification of issues.

Is your community evaluating, monitoring, both, or neither?

Why?

Evaluating and monitoring your coordinated entry is important because:

- **It's a HUD requirement.** Coordinated entry notice requires an annual evaluation.
- **We need to know whether coordinated entry is operating as intended.** Does our system meet the HUD requirements and follow our policies and procedures?
- **We want to know how to make our system better.** Monitoring and evaluation allow us to identify our successes and challenges.

Approaches

Evaluations can focus on different aspects of coordinated entry, such as:

- **Compliance:** evaluates whether the CE process meets HUD’s requirements and the CoC’s design.
- **Effectiveness:** evaluates how effective their CE process is in connecting people experiencing homelessness to appropriate referrals.
- **Process:** evaluates how the CE process has been implemented and whether it is currently operating in accordance with the CoC’s established policies and procedures.

What approach does your evaluation take?

Evaluation Plan

Plan should describe:

- Which aspects of the effectiveness of the system will be measured;
- Which aspects of the system will be evaluated for fidelity to local policies and HUD's coordinated entry requirements;
- How data and required stakeholder input will be gathered;
- How partners (e.g. ESG or SSVF grantees) will be included in the evaluation process to ensure consistency in data and analysis; and
- How the CoC will (or will not) use evaluation results to inform other aspects of system monitoring and planning, including whether the community has too much or too little of specific housing and/or service intervention types.

Evaluation Plan

- Note that the coordinated entry management entity cannot perform the annual evaluation

- Coordinated Entry Management and Data Guide provides insights on how to craft evaluation plan and carry out evaluation

Data Sources

The annual evaluation should rely on multiple sources:

- Participant interviews and focus groups
- Call center or intake data
- Screening and/or assessment tools and results
- Policies and procedures and other governance documents
- Observation of the assessment process
- Interviews with key stakeholders
- Cost and resource data
- HMIS data, and/or data from other CE management systems

Let's take a closer look at each of these.

Participant Interviews and Focus Groups

- Used to gather observations of participant experiences of coordinated entry system, such as:
    - Ease of locating access points
    - Efficiency of intake and assessment processes
    - Effectiveness of referrals

- Useful source of qualitative data not found in any other data source

- Also helpful to note different experiences among subpopulations

Call Center or Intake Data

- Shows the frequency that participants attempt to access system
- More detailed data can show effectiveness of call center or intake process, such as call volume, hold times, dropped calls, call length, length to appointment time, and referral results.

Assessment Results

- Can compare assessment data about demographics, prioritization determination, and housing and service needs to other community data sources (e.g., HMIS, PIT Count, census data) to ensure assessed populations are consistent with larger service population

Governance Documents

- Review policies and procedures and any other governance documents to put other data sources in context
- Important to look for areas where the system may not be operating as the community has written into the governance documents

Observation of Assessment

- Observe assessments in person to determine fidelity to policies and procedures and assessment process trainings
- Assess consistency of assessment administration across access points and subpopulations
- Note that this data collection option may not always be appropriate or viable

Stakeholder Interviews

- Possible interviewees: CoC leadership, coordinated entry leadership, key advisors, participating providers, and non-participating providers

- Gather input on system performance and areas for improvement, such as: the reach of system participation, adherence to policies and procedures, quality of collaboration, accuracy and consistency of assessment, quality of referrals, and functioning of the referral process.

Cost and Resource Data

- Used to determine the cost effectiveness of the system.
- Can find cost of system per household assessed, referred, or housed. For decentralized systems, can compare across access points.

HMIS or Other CE Management Data

- Track information about households served and timelines between phases of coordinated entry. Some examples:
  - Total number of households assessed, referred, and housed
  - Time between assessment and referral, referral and housing, and total time between assessment and housing

- Using HMIS to manage coordinated entry allows for comparison of coordinated entry and outcomes (e.g. housing stability, returns to homelessness, etc.)

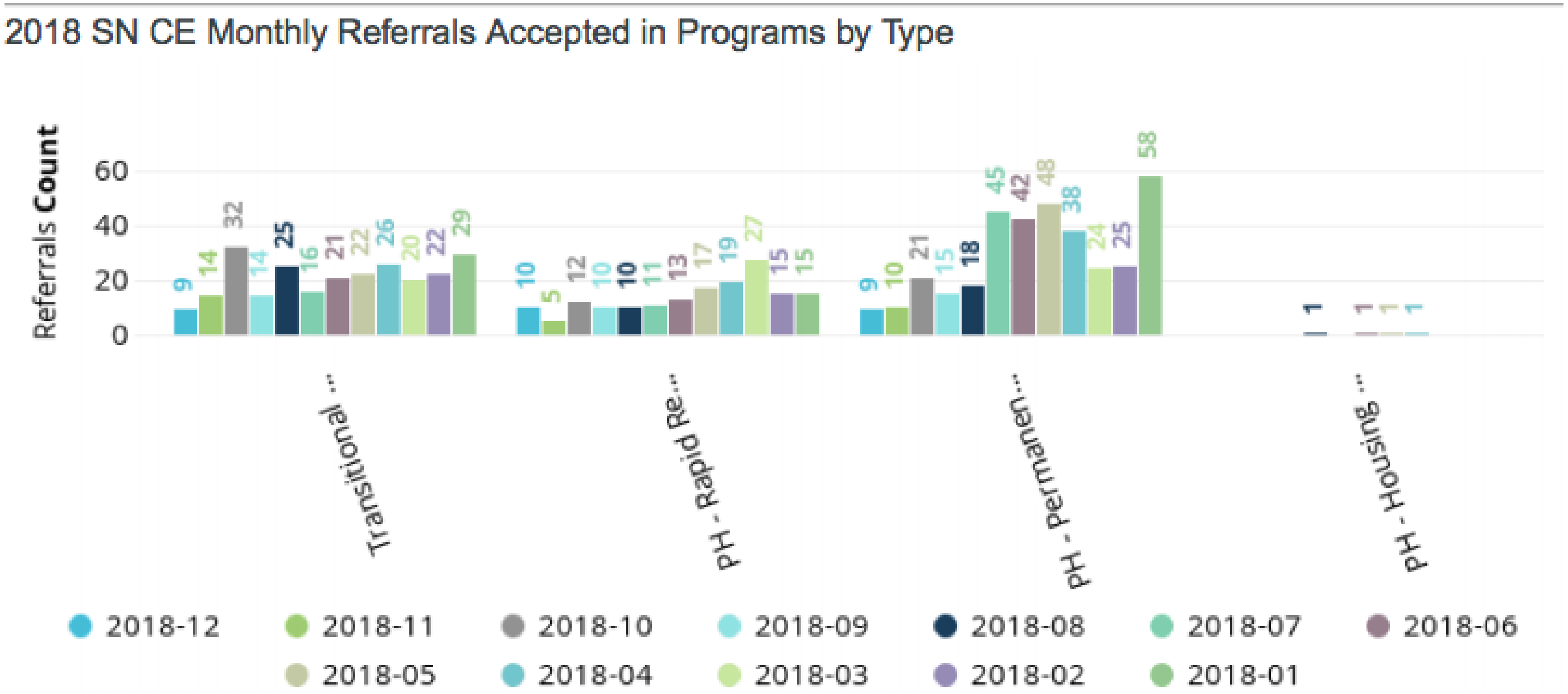
Examples: Evaluation

Early coordinated entry evaluations:

- [Los Angeles]
- [Seattle/King County]

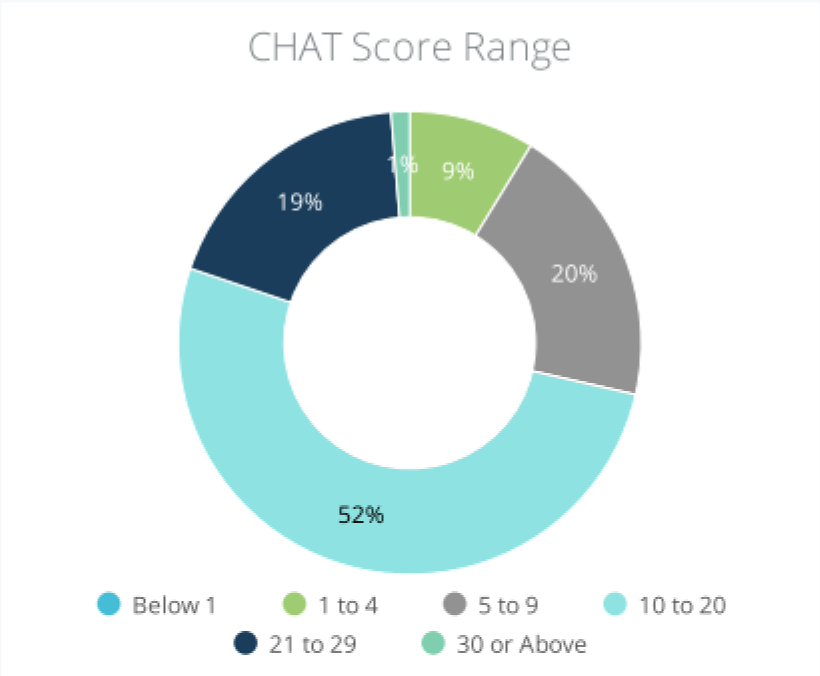
Examples: Monitoring

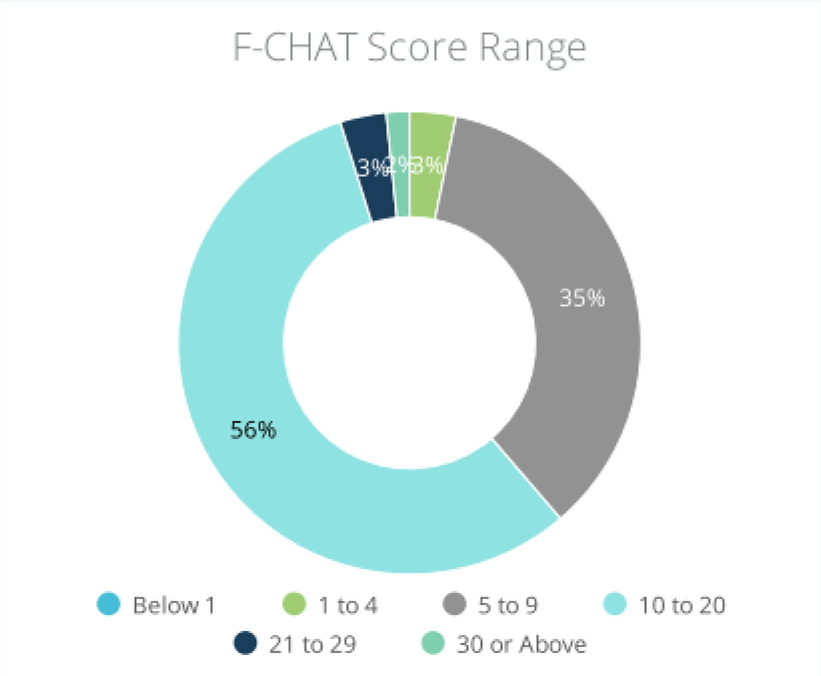
Southern Nevada monthly dashboard:

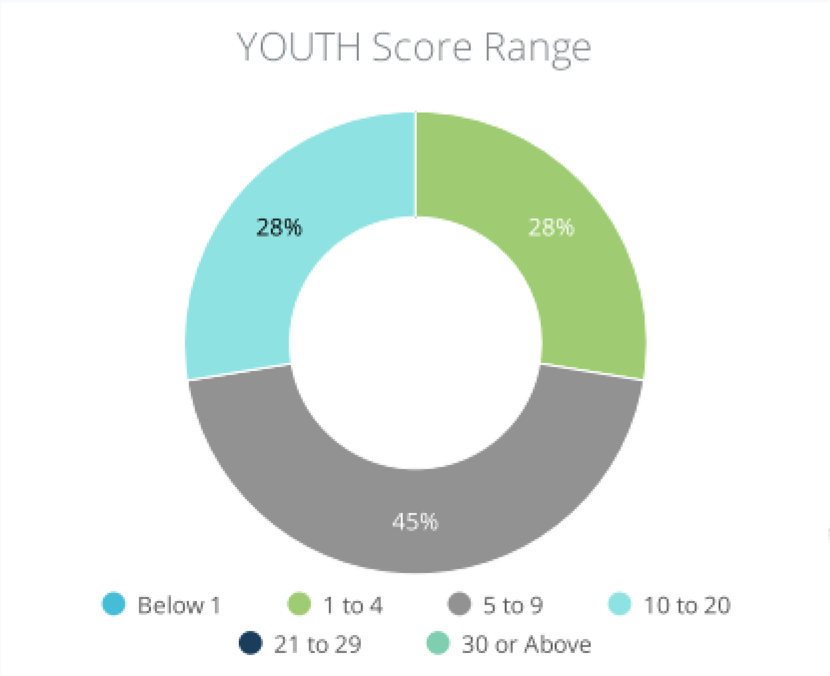


Examples: Monitoring

Southern Nevada monthly dashboard:





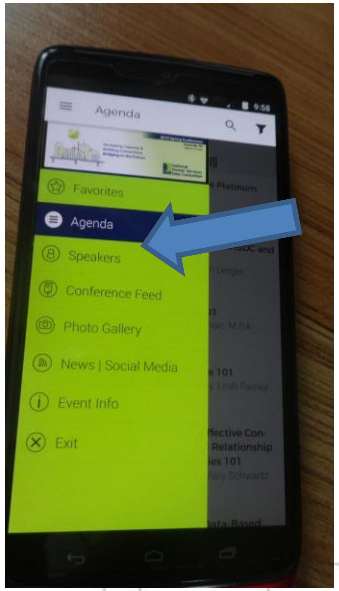


Activity

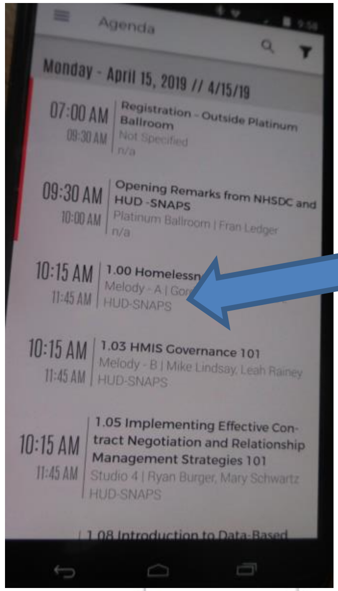
- Four stations around room: Access, Assessment, Prioritization, Referral
- Head to closest station -- you will have chance to discuss at each
- We will rotate stations every 10-12 minutes (we will notify)
- Each group will discuss data needed and evaluation strategies for that core element of CE
- Each group has different color marker; each station has a “coach”
- At end of activity, should have a comprehensive list of data needs and evaluation strategies for each core element
- Regroup to share reflections for last 5 minutes
- Take photos of final lists to bring home

Evaluate This Session on Your Conference App!
(It takes 5 minutes to complete)

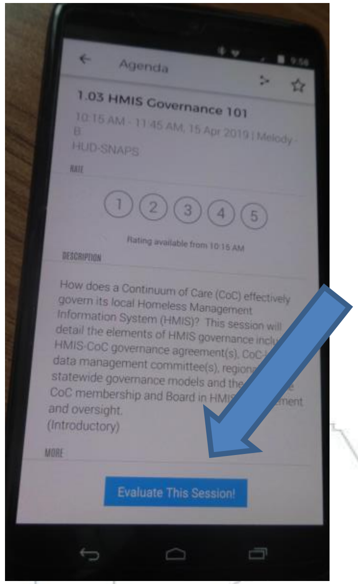
1) Select "Agenda" from the navigation menu.



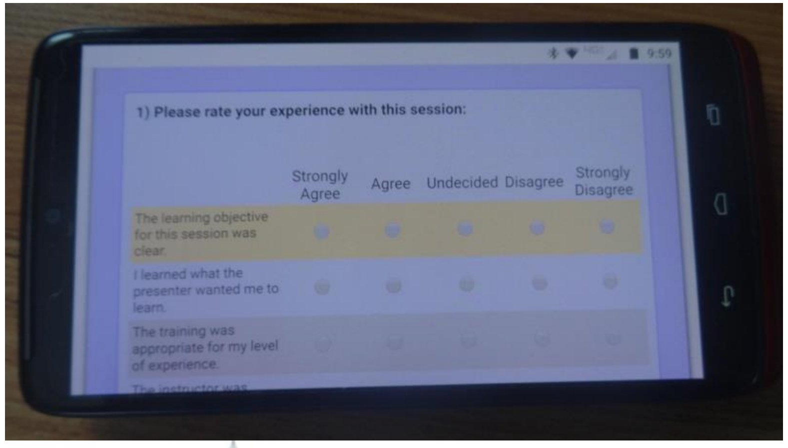
2) Select the name of the session.



3) Select the blue "Evaluate This Session".



4) Complete the Evaluation and Select "Finish".



TIP:
Turn your phone horizontally to see rating options.

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