Using Coordinated Entry Data to Improve System Planning

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Learning Objectives

After completing the session, attendees will be able to:

- Identify different approaches to coordinated entry data analysis
- Identify questions for analysis based on available data and system priorities
- Develop a coordinated entry data analysis plan to inform system planning

CE Data: New Information for System Planning

Before Coordinated Entry

- Information about people only through lens of project enrollments
- No consistent source of data about people not filtered through projects
- If people weren't served by any project then no information available

After Coordinated Entry

- Standardized information about all households in a housing crisis – not dependent on project enrollments
- Consistent method to prioritize people and understand housing and services needs not filtered through project eligibility criteria and process

Coordinated Entry Data & System Planning

Coordinated entry data can be used to:

- Model system performance and inventory
- Develop priorities for funding allocation and reallocation decisions
- Identify gaps in system resources as a basis for coordination with mainstream services

Coordinated Entry Data

Coordinated Entry Data

Before developing a coordinated entry data system, determine how the data will be used:

- Assessment, prioritization and referral of households experiencing homelessness
- Management of the coordinated entry process
- Evaluation of coordinated entry
- System planning, including funding priorities

Coordinated Entry Data Collection

Two types of data to collect about coordinated entry:

CE Process

Referrals through the different phases of the process, outcomes of the referral with reasons for outcome

CE Assessment

Type of assessment, how it was conducted, assessment result, prioritization status

How much of the assessment should be entered into the data system?

How will the data be used?	*Can providers see the assessment?*	*Will it be updated over time?*	*Does the data system support phased assessment?*

Coordinated Entry Reports

Project-level performance reports

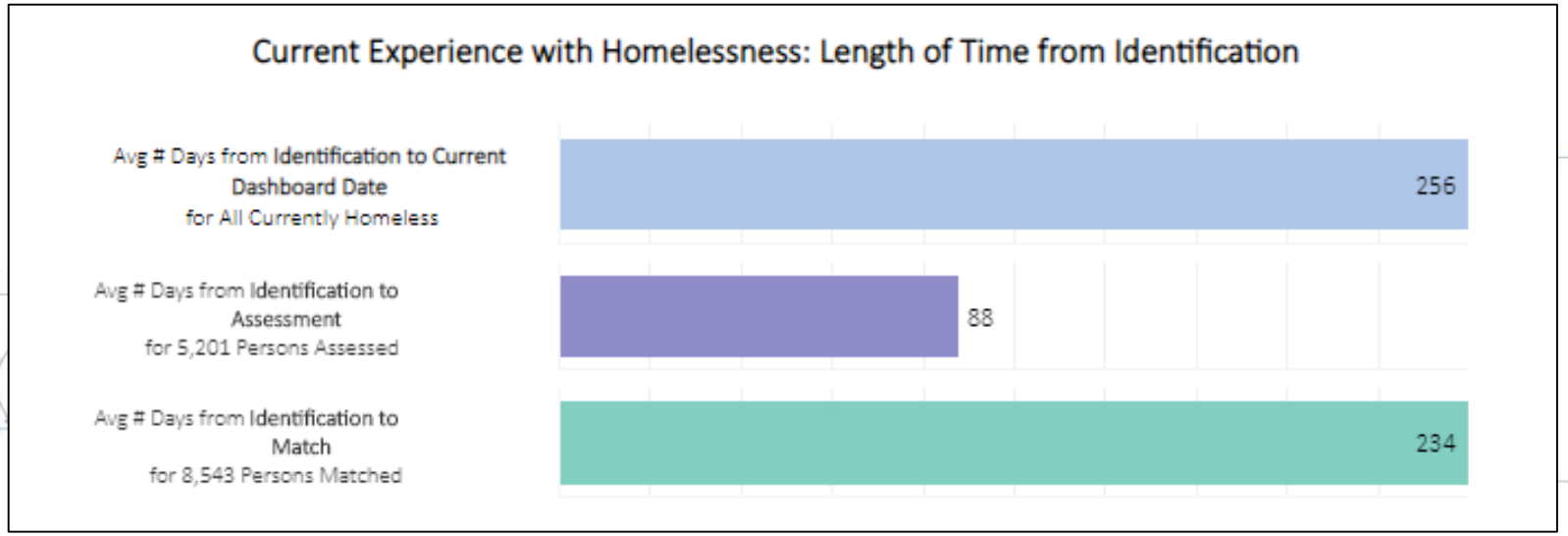
- Review assessment or referral activities against expectations

System-level performance reports

- Monitor each phase of the CE process for effectiveness and efficiency

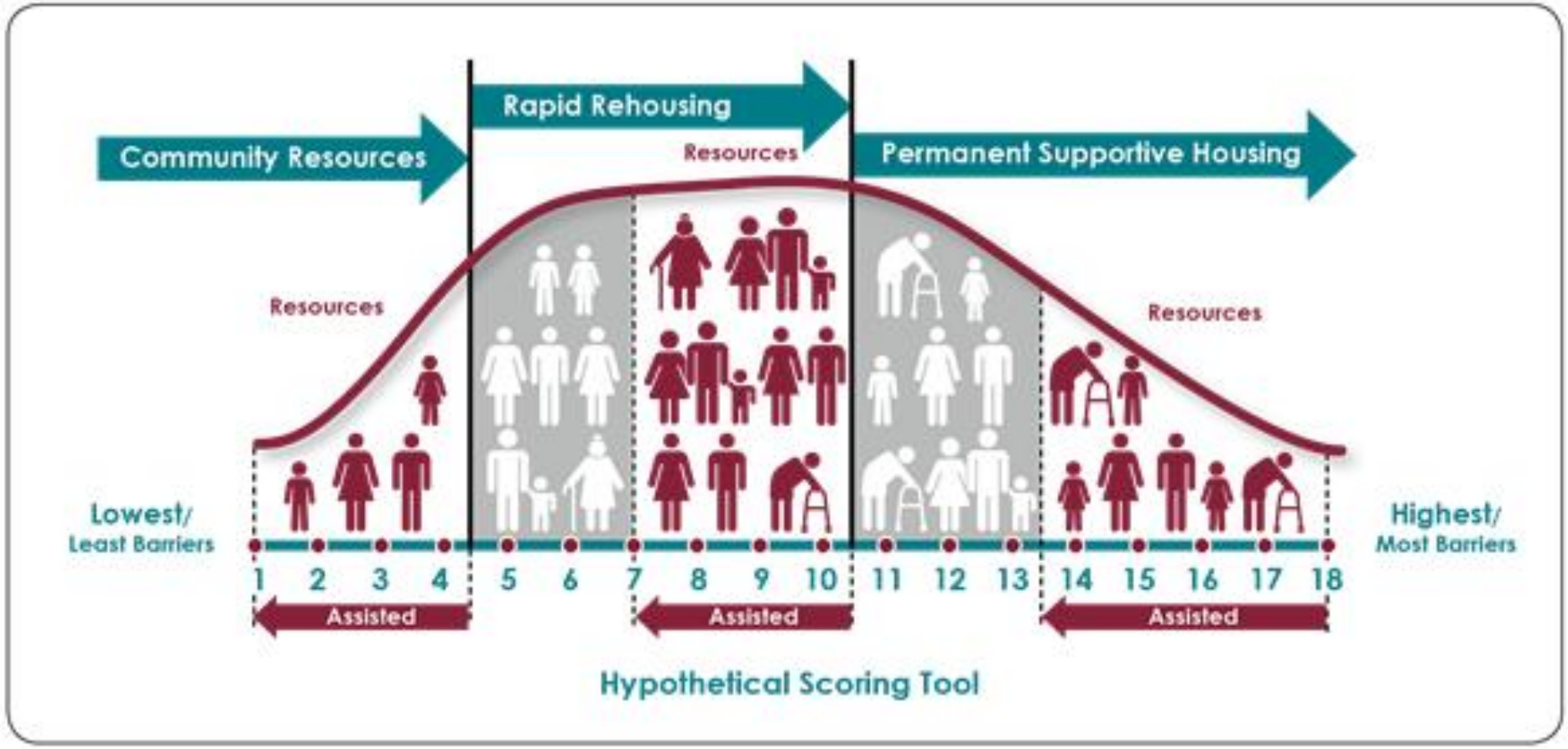
Administrative reports

- Workload, outstanding referrals, process roadblocks

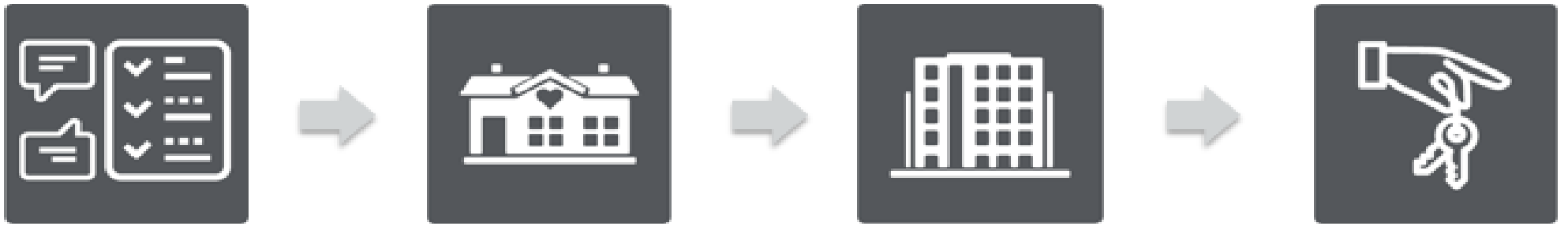


System Modeling & Funding Priorities

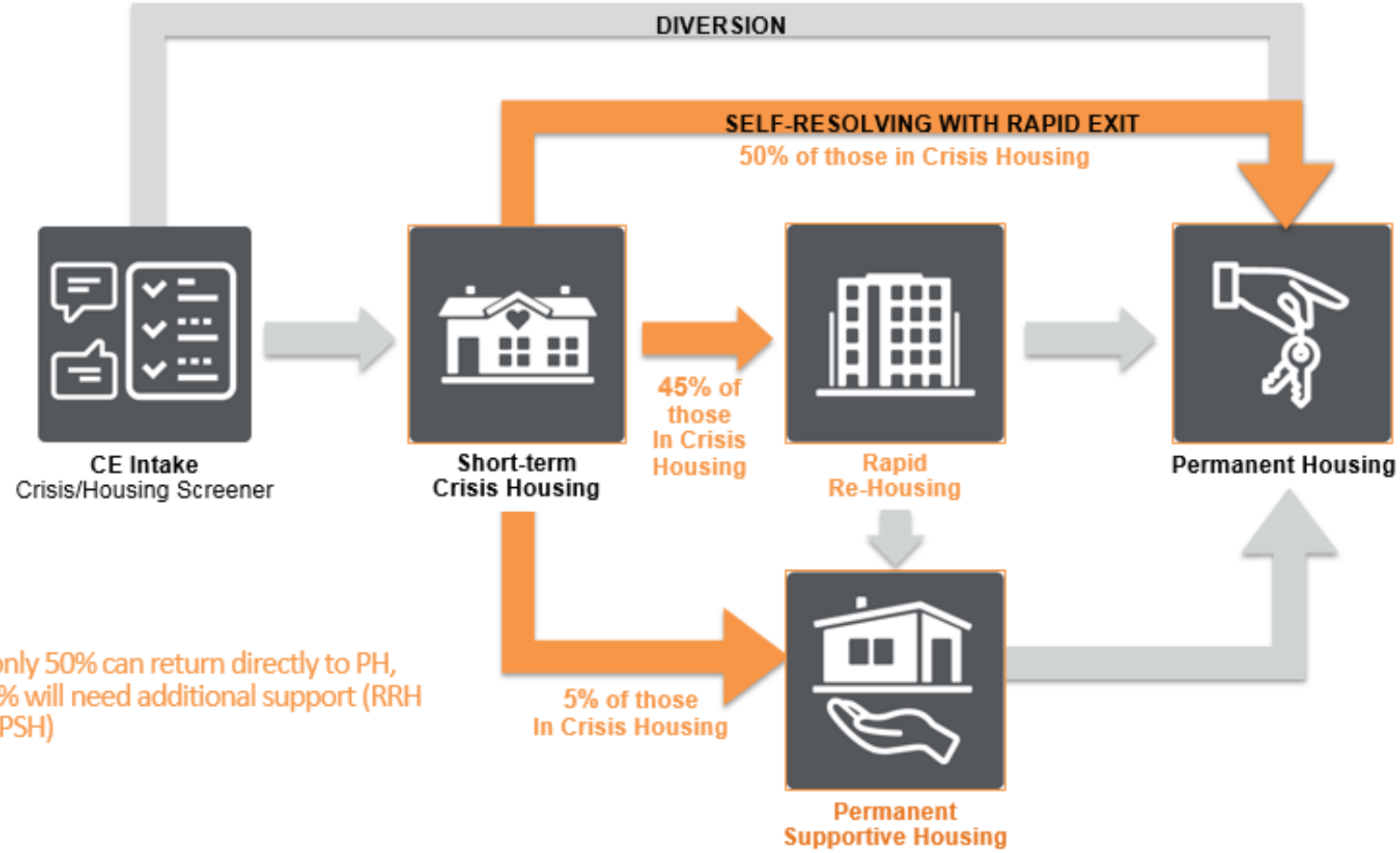
What does Coordinated Entry tell you about the needs of people experiencing homelessness?



System Pathways

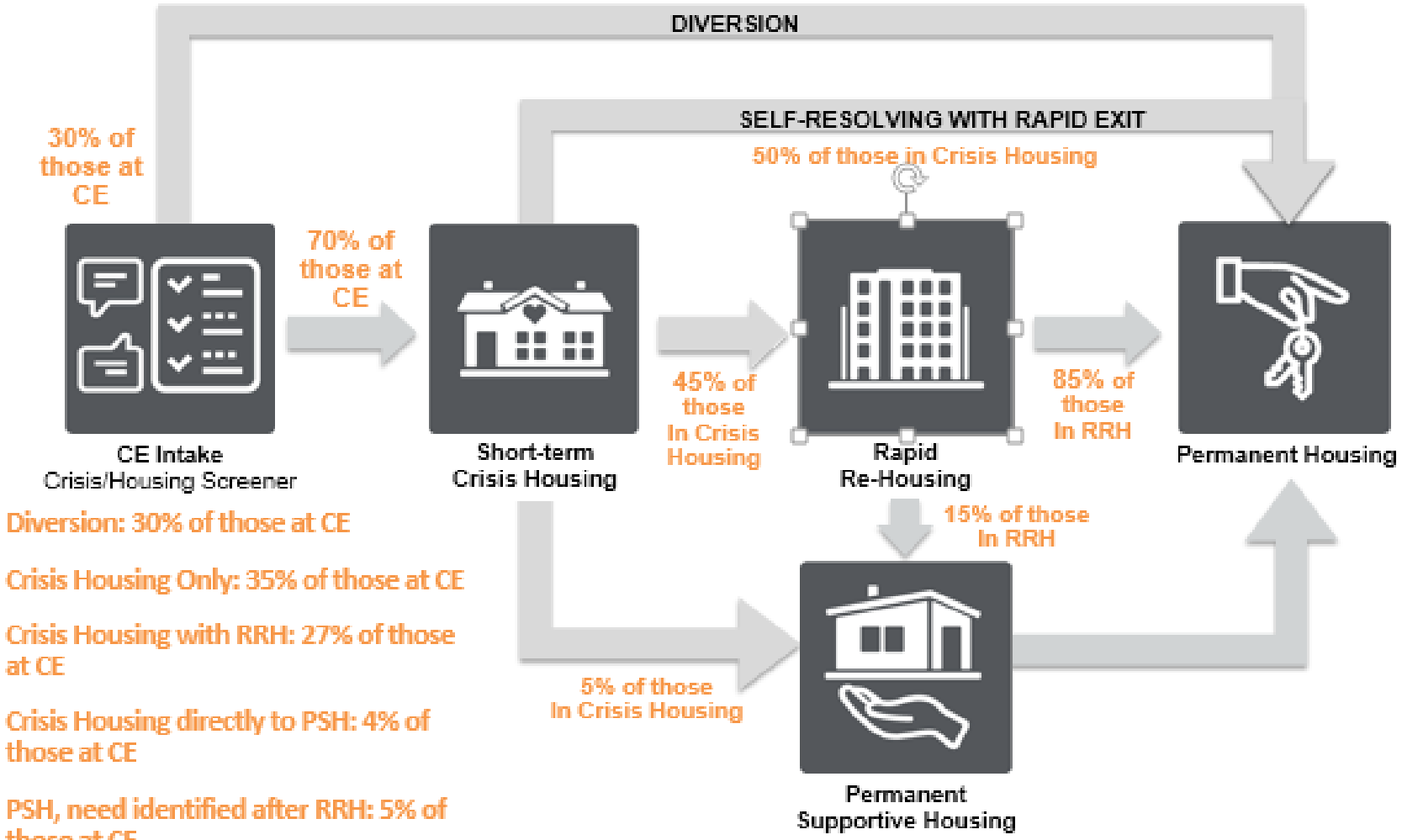


Example: What do we know about Exits from Crisis Housing?



If only 50% can return directly to PH, 50% will need additional support (RRH or PSH)

System Map Built from CE Data



Diversion: 30% of those at CE

Crisis Housing Only: 35% of those at CE

Crisis Housing with RRH: 27% of those at CE

Crisis Housing directly to PSH: 4% of those at CE

PSH, need identified after RRH: 5% of those at CE

Model of Crisis Housing Need

10 families enter Crisis Housing each month		
Pathway with % of HH	**LOS in Crisis Housing**	**Crisis Housing Units Needed**
Crisis Housing only - 50%	1 month	5
Crisis Housing + RRH - 45%	1 month	5
Crisis Housing + PSH - 5%	2 months	2
Total Crisis Housing units needed		12

System Modeling and Funding

Advocate for increased resources

Prioritize allocation and reallocation from all funding sources

Determine programmatic changes to transition current homeless system and projects to the ideal system

CoC Project Rating and Ranking Tool

Total $ Need Specified Below: $ -

	PSH			RRH			TH		
	Beds	$	Priority	Beds	$	Priority	Beds	$	Priority
All Families ☑				150		High			
DV Families ☑				100		High			
Chronically Homeless Families ☑	100		Medium						
Veteran Families ☐									
Parenting Youth ☐									
All Individuals ☑	580		High						
DV Individuals ☐									
Chronically Homeless Individuals ☐									
Veteran Individuals ☐									
Single Youth ☑	600		High						

Generate Ranking

This program will take up to a minute to run.

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Rating and Ranking Tool

FUNDING ANALYSIS TABLE

	PSH		RRH		TH	
	Allocated	% of Ceiling	Allocated	% of Ceiling	Allocated	% of Ceiling
All Families	152 Beds $380,000	- -	116 Beds $380,000	77% -	0 Beds $0	- -
DV Families	0 Beds $0	- -	78 Beds $180,000	78% -	0 Beds $0	- -
Chronically Homeless Families	148 Beds $280,000	148% -	0 Beds $0	- -	0 Beds $0	- -
Veteran Families	0 Beds $0	- -	0 Beds $0	- -	0 Beds $0	- -
Parenting Youth	0 Beds $0	- -	0 Beds $0	- -	0 Beds $0	- -
All Individuals	489 Beds $1,340,000	84% -	2 Beds $180,000	- -	35 Beds $180,000	- -
DV Individuals	0 Beds $0	- -	1 Beds $80,000	- -	10 Beds $100,000	- -
Chronically Homeless Individuals	368 Beds $940,000	- -	0 Beds $0	- -	0 Beds $0	- -
Veteran Individuals	0 Beds $0	- -	0 Beds $0	- -	0 Beds $0	- -
Single Youth	0 Beds $0	0% -	0 Beds $0	- -	25 Beds $80,000	- -

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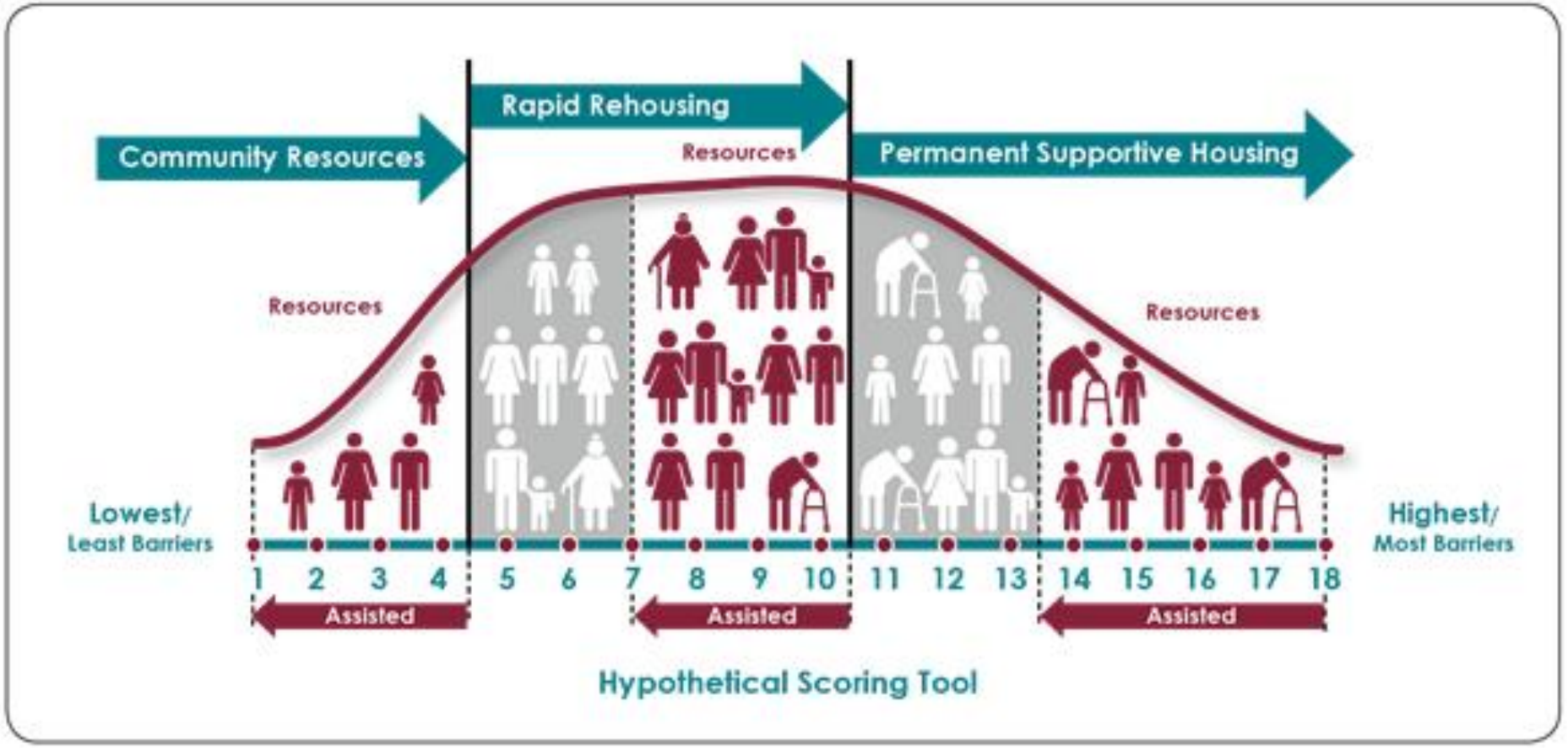
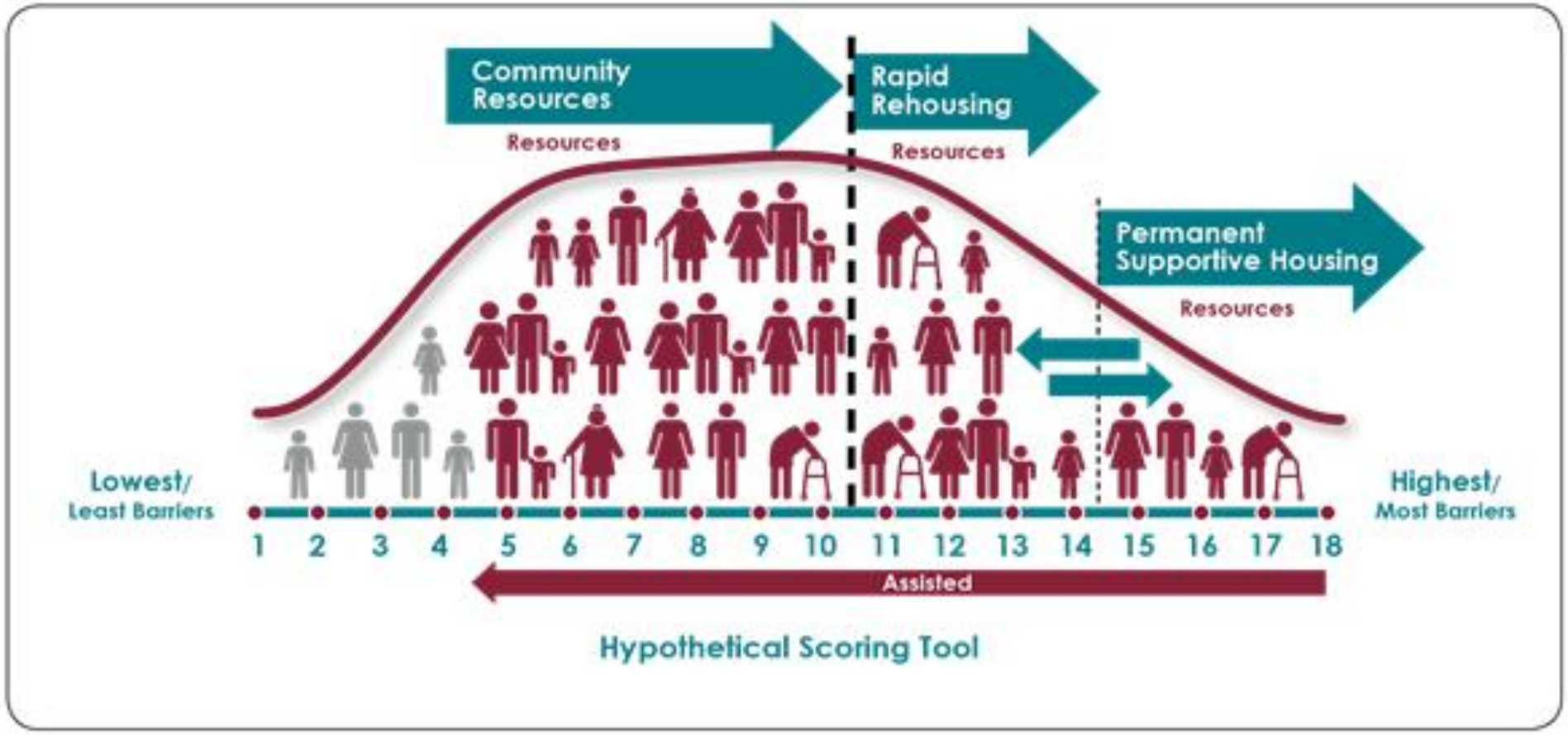
Modeling & Funding Small Group Discussion

Identify System Gaps

System Gaps


Rapid Rehousing
Community Resources
Resources
Permanent Supportive Housing
Resources
Resources
Lowest/
Least Barriers
Highest/
Most Barriers
1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18
Assisted
Assisted
Assisted
Hypothetical Scoring Tool

Coordinating Care & Leveraging Resources



Developing New Approaches: Diversion/Rapid Exit

- Research and data tell us that the majority of people who experience homelessness do so for one time and often will self-resolve after a brief shelter stay
- Diversion/rapid exit helps people explore their strengths and existing support networks, identify safe housing options, and connect to community supports and services
- Limited financial assistance can support diversion/rapid exit strategies for people who need one-time support with security deposits or tickets to other communities with support networks

Developing New Approaches: Partnerships

People experiencing homelessness are or have been involved with other systems in the community:

- Chronically ill people have repeated hospitalizations
- Young adults were involved in the child welfare system
- VA benefits and services

Many people are eligible for community services and supports:

- Affordable housing
- Workforce development partnerships

CE Data & System Gaps Small Group Discussion

Questions?

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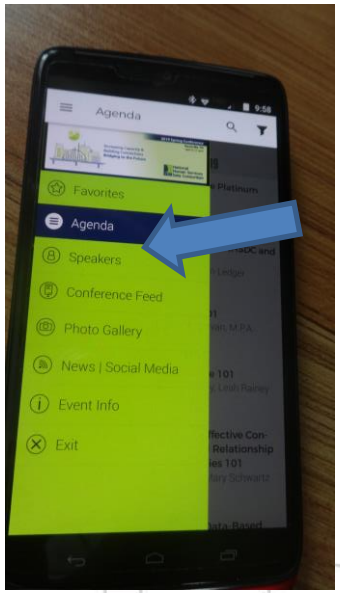
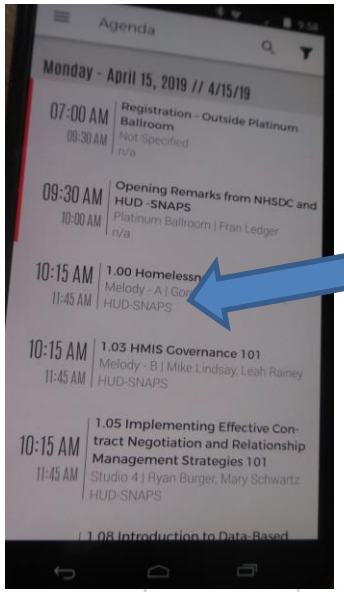
Evaluate This Session on Your Conference App!
(It takes 5 minutes to complete)

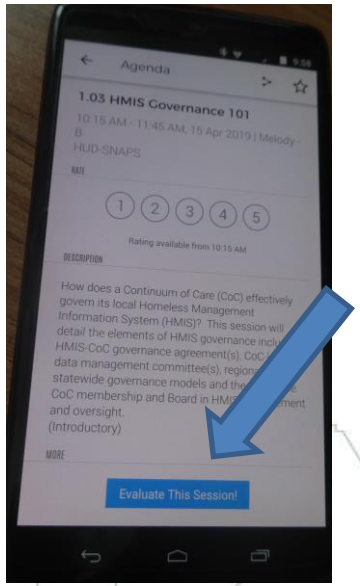
1) Select “Agenda” from the navigation menu.



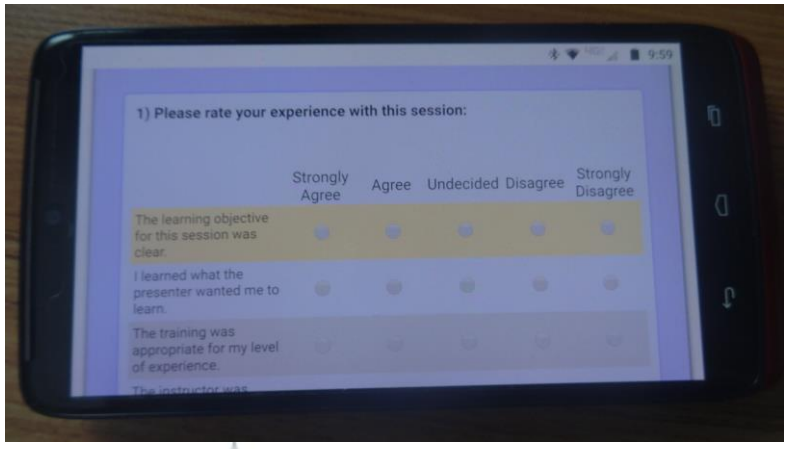
2) Select the name of the session.



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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