

Coordinated Entry System Basics

By Name Lists, Prioritization and Housing Program Access
Ashley Halladay-Schmandt, Director Northwest Michigan Coalition
to End Homelessness

Coordinated Entry

- A **process** that ensures that all **people experiencing a housing crisis** in a defined geographic area **have fair and equal access**, and are **quickly identified, assessed** for, **referred**, and **connected to housing and homeless assistance** based on their **needs and strengths** no matter where or when they present for services.
- **It is the system design for the homeless response system. It is not an entity, or an agency, or a service, it is a process or a system.**

Four Main Components of CE

Access

The initial engagement point

Virtual, site based, in community, multiple access points. Street Outreach can be an access point.

Assessment

Process of documenting a participant's housing needs, preferences, and vulnerability

In-depth diversion, more triage, street outreach



Prioritization

Process of matching vulnerability and need to appropriate housing intervention or service types

In street outreach, prioritizing how to manage the case load and who is next for housing programs



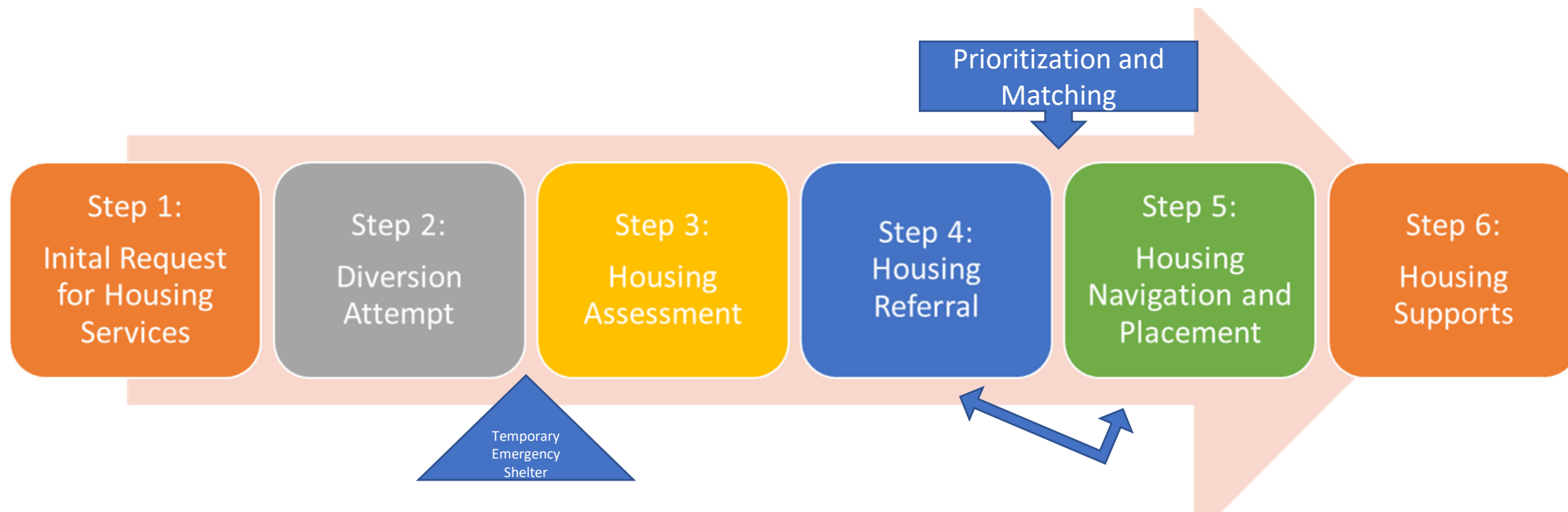
Referral

Matching person to available and appropriate community resources, housing and services

MiBOSCOC

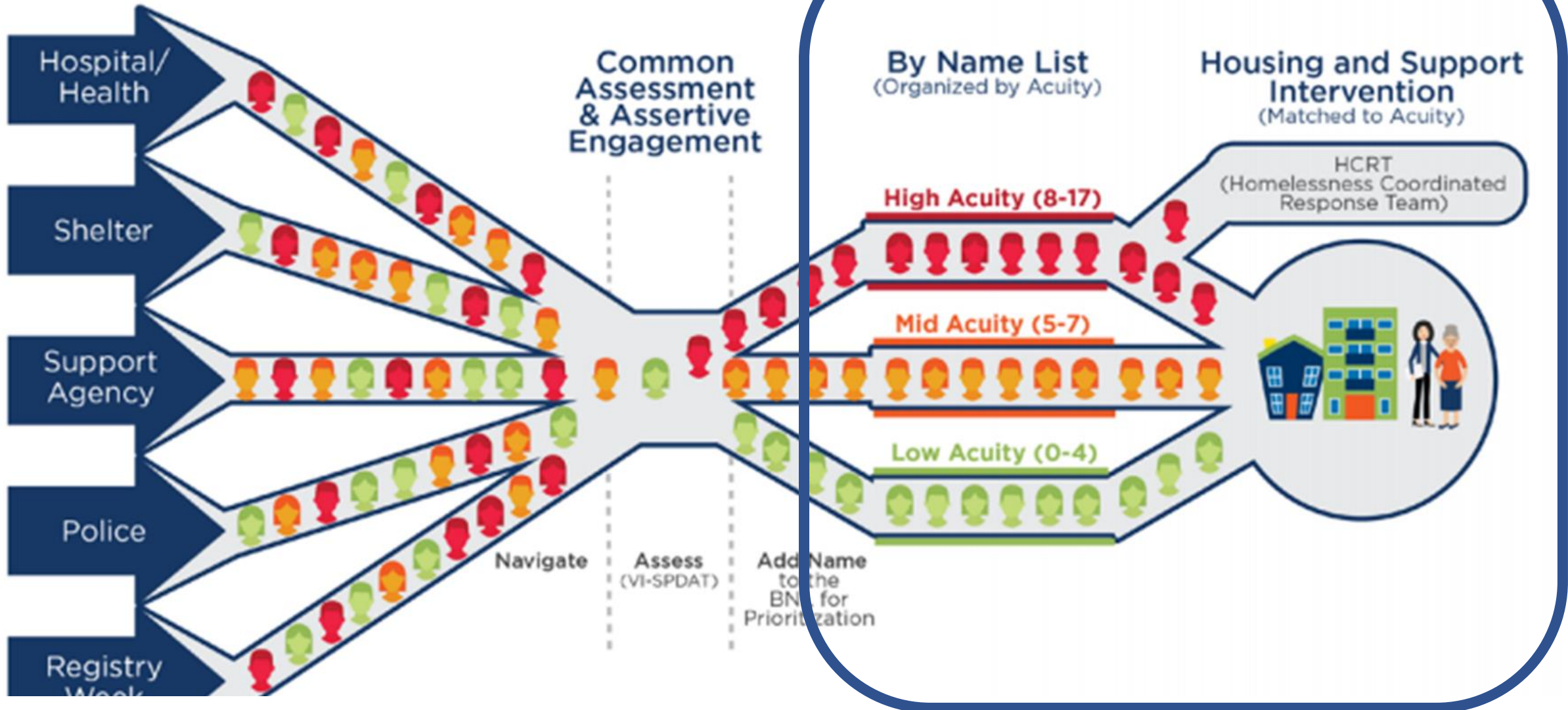
Michigan Balance of State
Continuum of Care

Homeless Response System Flow



Coordinated Entry System

Community Entry Points



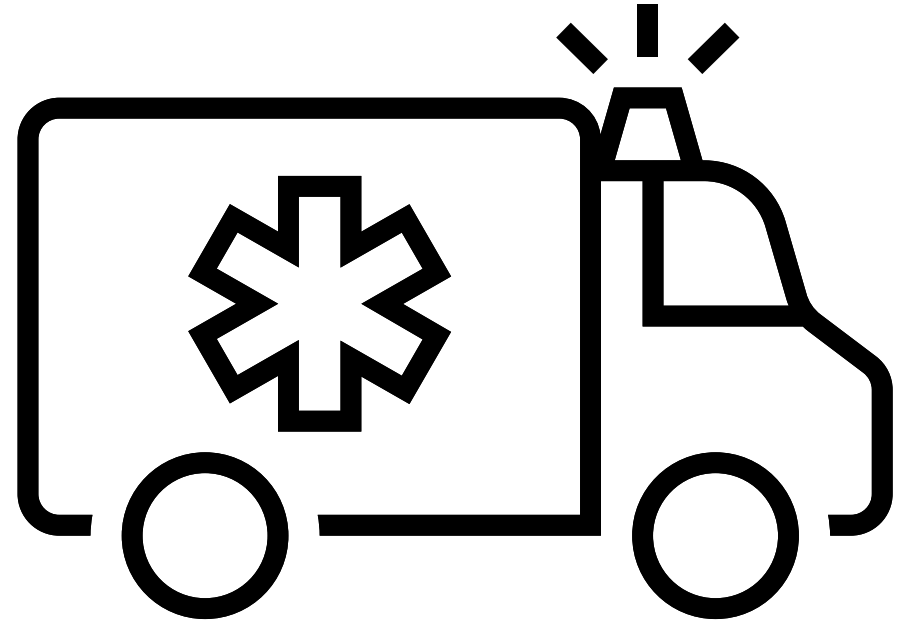
Why prioritization?

To ensure that people with the most acute service needs are being housed first.

Think of it as an emergency room and triage. The gun-shot victim will likely need to be served before and have more services provided to them than someone with a sprained ankle.

We will never be able to end homelessness if the most vulnerable are never served because people with less severe service needs continue to fill up the housing program slots.

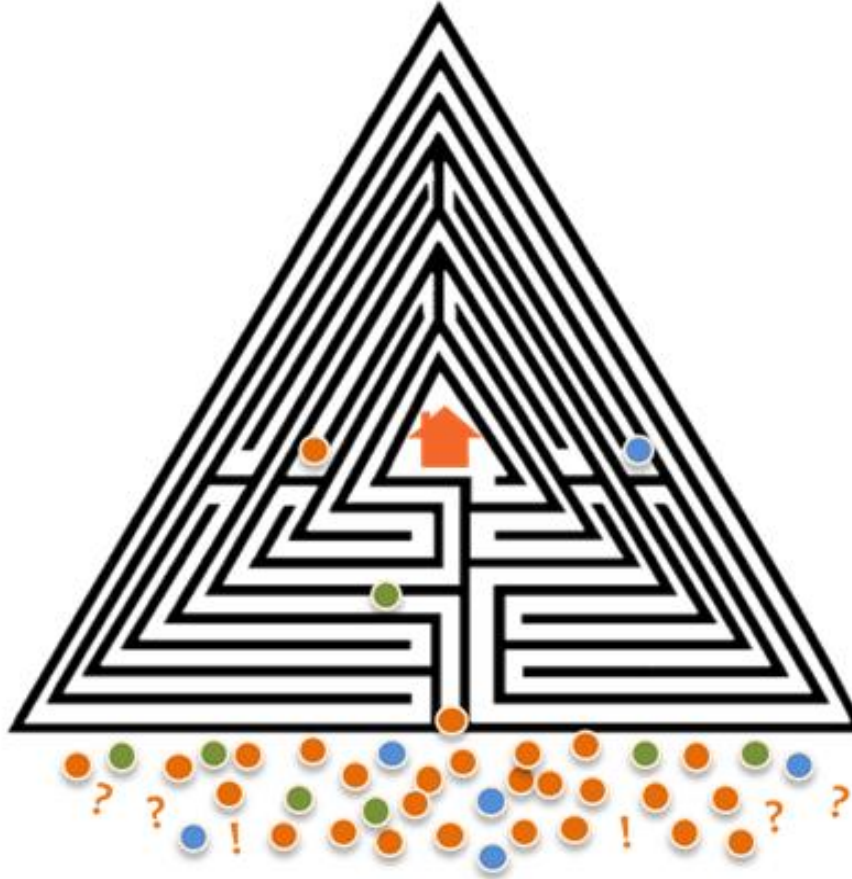
Without prioritization more people die on the streets.



Prioritization helps to:

1. Identify who is the most acute (has the most severe service needs)
2. Who has been experiencing homelessness the longest
3. Connect people to a housing program that has funding **and** housing location services **and** case management **and** rental assistance **and** housing-based case management.
4. Connect those who don't need as many services to other orgs who can help or provide limited assistance.

Not everyone needs the same type of services and supports to end their homelessness.



Who Prioritizes, When and Where?

- ALL programs slots for state or federally funded projects MUST be filled using the MIBOSCOC Prioritization Policy and the BNL process.
 - MSHDA ESG Rapid Rehousing
 - MDHHS Rapid Rehousing
 - HUD Rapid Rehousing
 - HUD TH-Rapid Rehousing
 - HUD Permanent Supportive Housing
- Prioritization occurs at the By Name Lise Meeting. Frequency of meetings depend on community preferences and size.

If you operate any of these project types, you must prioritize slots based on the MIBOSCOC policy.

Michigan BOS CoC Prioritization Policy

Prioritization	Subpopulation	Secondary Prioritization
1	Chronic Youth (18-24 y/o)	<ol style="list-style-type: none"> 1. Veteran 2. Assessment Score 3. Length of Time Homeless 4. Unsheltered>Sheltered 5. Date of Assessment (older and still active)
2	Chronic Families	<ol style="list-style-type: none"> 1. Veteran 2. Assessment Score 3. Length of Time Homeless 4. Unsheltered>Sheltered 5. Date of Assessment
3	Chronic Singles	<ol style="list-style-type: none"> 1. Veteran 2. Assessment Score 3. Length of Time Homeless 4. Unsheltered>Sheltered 5. Date of Assessment
4	Non-Chronic Youth (18-24 y/o)	<ol style="list-style-type: none"> 1. Veteran 2. Assessment Score 3. Length of Time Homeless 4. Unsheltered>Sheltered 5. Date of Assessment
5	Non-Chronic Families	<ol style="list-style-type: none"> 1. Veteran 2. Assessment Score 3. Length of Time Homeless 4. Unsheltered>Sheltered 5. Date of Assessment
6	Non-Chronic Singles	<ol style="list-style-type: none"> 1. Veteran 2. Assessment Score 3. Length of Time Homeless 4. Unsheltered>Sheltered 5. Date of Assessment

By Name List Basics

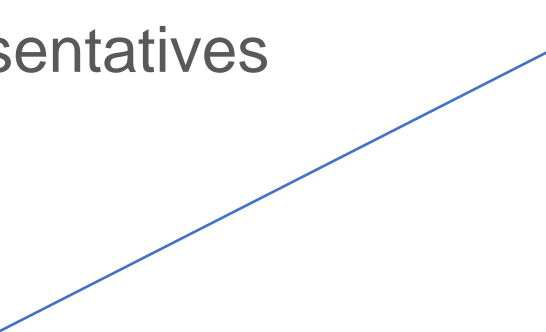
- A by-name list is a comprehensive list of every person in a community experiencing homelessness, updated in real time.
- By name lists are updated and maintained by staff working within the homeless response system who have real-time knowledge of people experiencing homelessness in a given community.
- By maintaining a by-name list, communities are able to track the ever-changing size and composition of their homeless population. They know current and detailed information on every person experiencing homelessness in each subpopulation.
- The list will contain the information you need to adhere to the MIBOSCOC Prioritization Policy (chronic status, veteran status, length of time homeless, assessment score etc.)

Purpose of the BNL Meeting

To establish a comprehensive, real time, person specific list of all people experiencing homelessness in an established region or community.

- This list will be the mechanism for prioritization and referral into ANY housing program operated through state or federal funding (all HUD, DHHS, or MSHDA Rapid Rehousing or Permanent Supportive Housing).
- A function of this meeting is to ensure all people experiencing homelessness in a given region or community can access the homeless response system and that services are being provided in a coordinated manner.
- **Another function of this meeting is to match people experiencing homelessness to available housing resources.**

Who Attends the BNL Meeting?

1. HARA representatives (HARA typically runs the meetings)
 2. Shelter providers
 3. Street outreach providers
 4. Domestic violence providers
 5. Motel program representatives
 6. Youth providers
 7. Veteran providers
 8. **Housing providers**
- 

Any provider operating the following:

- MSHDA ESG Rapid Rehousing
- MDHHS Rapid Rehousing
- HUD Rapid Rehousing
- HUD TH-Rapid Rehousing
- HUD Permanent Supportive Housing

By Name List Template

HMS #	1st Name	VISPDAT	VI-F SPDAT	TAY VI SPDAT	VI-Date	Housing Contact/Current Location	HCV	times in shelter	Times homeless last 3 years	12 months continuous Y/N	Total Months	Documented Disability	Vet?	County	Co. Prefer.	Funding Sources	Barriers	Ph. number

Sample Agenda for BNL Meetings

1. New BNL Entries:
 1. First name, last initial (HMIS #)
 2. (add new names here)
2. Anyone missing from list?
 1. Shelters
 2. Street Outreach
 3. Motel Voucher
 4. Others
3. BNL Updates: (only share: working on engagement, enrolled in RRH (be specific about the actual program)/looking for housing, housed, needs to be parked *no contact in 30 days with weekly attempts from case worker)
 1. Parked:
 1. List who was parked
 2. Housed:
 1. List who was housed
 3. Warm Transfer Updates
 1. List who needs to be warm transferred
 4. Ensure all BNL entries are also added to the MSHDA HCV waiting list
4. RRH Slots:
 1. (3) ESG RRH
 2. (1) DHHS Consolidated RRH
5. PBV Openings:
 1. List other properties here when there is an opening and no one on the waiting list.
6. Transfer dates for shelter or outreach to RRH program
 1. Adding warm transfer follow up dates

Determine Local Housing Resources

1. Does your community have the following:

- Project Based Vouchers
- Housing Choice Vouchers
- Transitional Housing
- Rapid Rehousing
- Permanent Supportive Housing

***we have a template to help your community identify these resources*

2. How many slots does each housing program have:

- Based on rental assistance dollars
- Case management dollars
- Fair Market rent for your county/counties

***we have a template to help your community identify these resources*

Real-Time Look at Housing Program Slots

Name	Program	Housing Status	Case Manager	Additional Info
	Individual RRH	EBF	Mackintosh W	
	Individual RRH	EBF	Jenna M	
	Individual RRH	EBF	Jenna M	
	Individual RRH	EBF	Jenna M	
	Individual RRH	EBF	Hunter L	EHV
	Individual RRH	EBF	Hunter L	Need to relocate
	Individual RRH	EBF	Mackintosh W	
	Individual RRH	Scattered Site	Jenna M	
	Individual RRH	Carson Square	Hunter L	Transfer to PBV
	Individual RRH	Looking for housing	Jerry M	
	Individual RRH	Looking for housing	Jerry M	
	Individual RRH	Looking for housing	Hunter L	
	Individual RRH	Looking for housing	Hunter L	
	Individual RRH	Looking for housing	Hunter L	Bridge to NMSH
	Individual RRH	Looking for housing	Mackintosh W	Scheduling warm transfer
	Individual RRH	Looking for housing	Mackintosh W	Scheduling warm transfer

Name	Program	Housing Status	Case Manager	Additional Info
	P&P RRH	EBF	Hunter L	EHV
	P&P RRH	Scattered Site	Chelsea F	EHV
	P&P RRH	Scattered Site	Hunter L	
	P&P RRH	Scattered Site	Jerry M	HCV; in follow up
	P&P RRH	Scattered Site	Jerry M	EHV
	P&P RRH	Scattered Site	Mackintosh W	EHV
	P&P RRH	Scattered Site	Mackintosh W	EHV
	P&P RRH	Looking for housing	Jerry M	Pursuing PBV
	P&P RRH	Looking for housing	Jenna M	Working on warm transfer
	P&P RRH	Looking for housing	Jenna M	Pursuing EBF

Thank you.

Ashley Halladay-Schmandt, Director
Northwest Michigan Coalition to End Homelessness

ashley@endhomelessnessmi.org

www.endhomelessnessmi.org