

Alameda County Coordinated Entry FAQ

Updated 7/28/17

1. What is Coordinated Entry?

Coordinated entry is an accessible, standard, and fair process by which individuals and families experiencing a housing crisis can rapidly access, be assessed and prioritized for, and connect with appropriate housing-related services. The primary goal is to create a simple way for anyone experiencing a housing crisis to understand and receive the support available to them, and for a community to effectively match the most intensive resources to the people with the highest needs.

2. Is Coordinated Entry required?

Yes. The U.S. Department of Housing and Urban Development (HUD) and the State of California have long recognized the importance and success of coordinated entry processes as a necessary strategy for ending homelessness, and require that all local Continuums of Care (CoCs) establish and operate a coordinated entry process of their own. Most recently, HUD's Notice (CPD-17-01) established new requirements for coordinated entry that CoCs and projects funded by either the CoC Program or the Emergency Solutions Grants (ESG) Program must meet by January 23, 2018.

3. Will Coordinated Entry use real-time data, information sharing, and system analysis?

Yes! Coordinated entry will be a real-time, system-wide approach to communication and management of a local housing crisis response system. Using confidential, shared information systems as a central feature, communities have access to the real-time data necessary to support people in crisis and to analyze performance and trends vital to making the overall system effective and responsive in ending homelessness.

Alameda County is procuring a new homeless management information system vendor and plans to launch countywide Coordinated Entry in our new system. The system will have improved user experience and reporting abilities. All programs in Coordinated Entry will use the new homeless management information system, and be required to both enter and access information in real-time.

4. What will Coordinated Entry look like in Alameda County?

Coordinated Entry is currently operating in Oakland and Berkeley and will expand to full coverage countywide in October 2017. Countywide Coordinated Entry will include multiple access points, including street outreach, a countywide Call Center, and regionally-based Housing Resource Centers (HRC's or Hubs), which will work with all individuals and families experiencing or at-risk of homelessness.

Access points will use a standard and fair process to assess, prioritize and match people experiencing a housing crisis to available services and resources including, but not limited to, outreach, housing problem-solving, flexible problem-solving funds, shelter, transitional housing, housing navigation, rapid rehousing, and permanent supportive housing.

5. Who will be a part of Coordinated Entry?

Ideally, any local organization providing housing and services to households experiencing homelessness will participate in Coordinated Entry. All programs funded with Federal Continuum of Care (CoC), and with State and Local Emergency Solution Grants (ESG) are required to participate in the CE process. In addition, programs specifically designated for people experiencing homelessness that are funded under the Whole Person Care Pilot – Alameda County Care Connect, Mental Health Services Act (MHSA), County Boomerang (general funds), SAMHSA, non-Boomerang County General Funds, and City General Funds are also required to participate in the CE.

6. What does it mean to be part of Coordinated Entry?

Being part of Coordinated Entry means that your program will only receive referrals—known in Alameda County’s CE as *matches*—from an authorized matching entity such as a regional Hub, Call Center, or Home Stretch. Individual programs in Coordinated Entry will no longer solely determine or manage their own entry eligibility, waitlists, or process for assigning shelter, housing or other essential and limited housing-related resources. Programs will now work closely with outreach, regional Hubs, Call Center, and Home Stretch to provide accurate and timely information, using a standardized process to determine and update eligibility, availability of, and matching to resources. All programs in Coordinated Entry will use the new homeless management information system, and be required to both enter and access information in real-time.

7. Who will operate the Call Center or regional Hubs?

Four lead agencies have been selected through an RFP process. The agencies and their role in the system are listed below:

- **Eden I&R** – *County-wide Call Center* serving all household types
- **City of Oakland**
 - *Regional Hub for Oakland* (including Piedmont) *and North County* (including Berkeley, Albany and Emeryville) serving all household types in Oakland and households with children in North County
- **City of Berkeley**
 - *Regional Hub for North County* (including Berkeley, Albany and Emeryville) serving households without children
 - All households with children in North County will be referred to the Oakland Regional Hub for services.
- **Abode Services**
 - *Regional Hub for East County* (including Livermore, Pleasanton, Dublin and eastern unincorporated county) serving all household types

- *Regional Hub for South County* (including Fremont, Newark, Union City) serving all household types
- *Regional Hub for Mid-County* (including Hayward, Alameda, Castro Valley, San Leandro, San Lorenzo and other western unincorporated areas) serving all household types

8. Is there a system diagram to help us better understand the process flow?

It's coming! Diagrams and other materials will be finalized and be part of the Coordinated Entry trainings in September.

9. When will trainings be held? How can I get my organization prepared for Coordinated Entry?

Trainings will be held in September (dates and location TBD). Training materials with more operational details will be available later in August or September. Please encourage staff to keep their schedules flexible for September.

Other Questions? Contact Christina Chu at cchu@everyonehome.org.