Maine Coordinated Entry System Overview

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Why Coordinated Entry?

The **U.S. Department** of Housing and Urban Development requires Continuums of Care (CoCs) to establish a consistent, streamlined process for access to resources in homeless response systems.

The purpose of Coordinated Entry is to <u>shift</u> the focus from <u>project focused system</u> to a <u>person focused system</u> and <u>prioritize participants</u> in the most need of assistance.

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What does a CES DO?

➢ **Organizes housing resources in your community to simplify the participant experience**

➢ **Facilitates systems to house people assessed to most vulnerable**

➢ **Promotes access to housing resources that is easier to understand and navigate**

What does a CES NOT DO?

➢ **Solve resource gaps**

➢ **Provide increased staffing to operate the system**

➢ **Control or supervise the performance of programs**

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What is Coordinated Entry?

A CoC's approach to organizing and providing services & housing resources to people experiencing a housing crisis within a geographic area.

➢ **Rapid, effective, and consistent matching of participants to housing resources**

➢ **A shift from a program-centered to person-centered system**

➢ **Not just "entry"; creating pathways with participants to exit to stable housing**

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CE Housing Resources

The purpose of this assessment is to provide equitable access to CoC funded housing resources:

➢ **Statewide and City of Bangor Shelter Plus Care vouchers**

➢ **Certain Rapid Re-housing projects (PS, Commonspace, Veteran and DV)**

➢ **Facility based Permanent Supportive Housing (Logan Place, Everett St, Huston Commons, Chalila Apts, etc.)**

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The Four Steps of Coordinated Entry
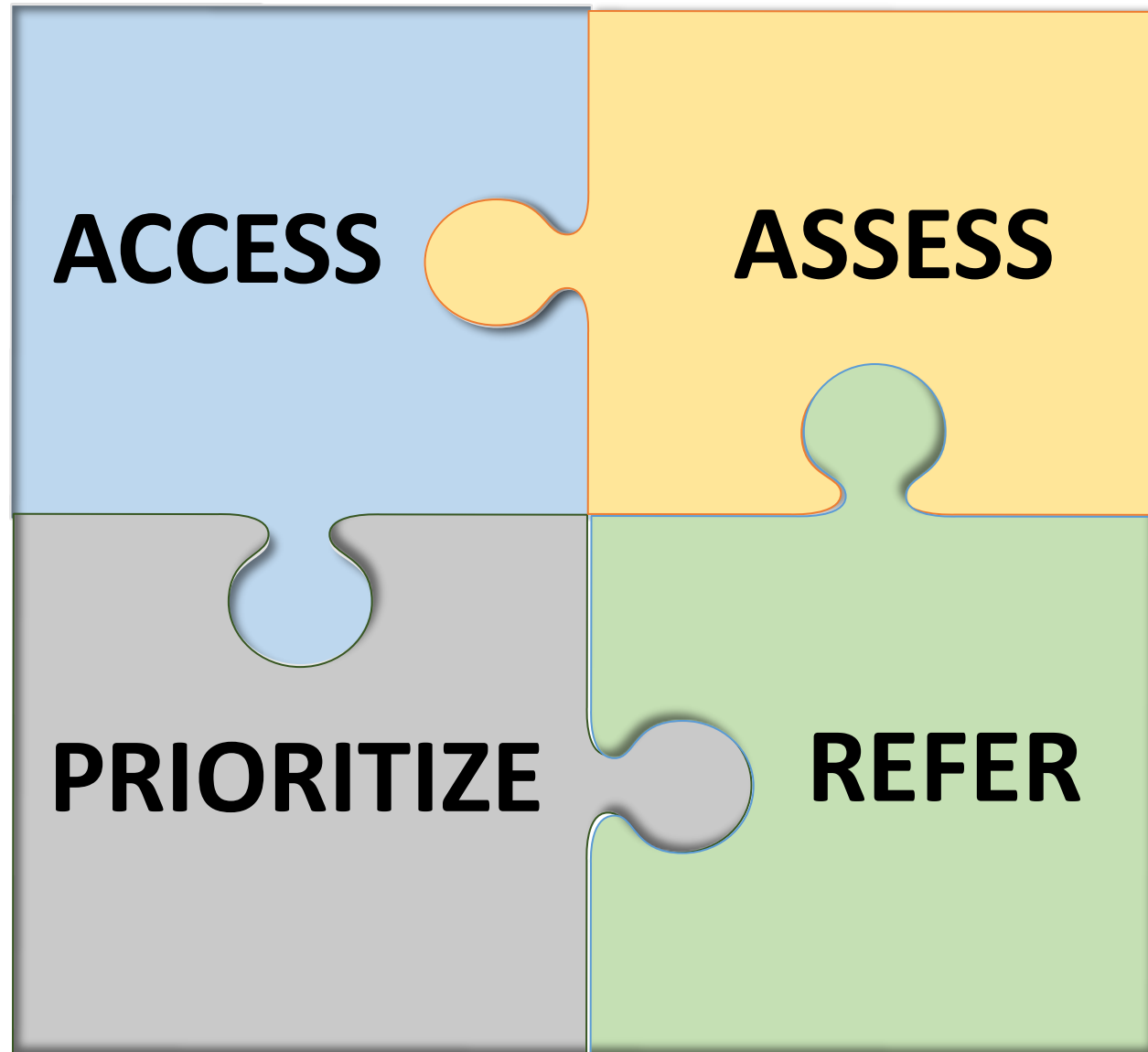
WHAT IS MEANT BY ACCESS?

Access refers to how people experiencing a housing crisis learn that coordinated entry exists and access crisis response services.

Access points play a critical role in ensuring people's immediate needs are addressed, as well as initiating the process of evaluating which interventions are the most appropriate to connect participants to housing.

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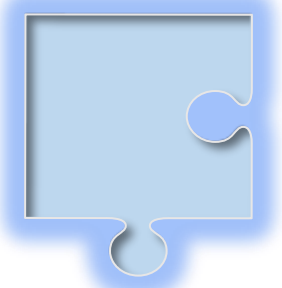
ACCESS POINTS

➢ **In Maine's Coordinated Entry System (CES) there are designated Access Points in each Service Hub; a *multisite* access approach**

➢ **All ESHAP shelters will serve as access points**

➢ **Some PATH providers will serve as access points**

➢ **Each Service Hub has the option to identify additional access points at the local level as needed, and many have been added!**

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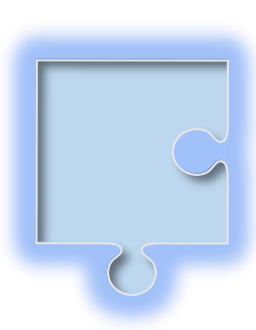
# ACCESS POINTS RESPONSIBILITIES

➢ **Complete Universal Assessment with households experiencing literal homelessness**

➢ **Record Assessment information into HMIS**

➢ **Participate in case conferencing meetings at Service Hub Level, as needed and appropriate**

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# Access Points/Partners by HUB

Service HUB	Access Points
HUB 1 - York	5
HUB 2 - Cumberland	13
HUB 3 - Midcoast Maine *Sagadahoc, Knox, Lincoln, Brunswick & Harpswell*	8
HUB 4 - Androscoggin	8
HUB 5 - Western Maine *Oxford, Franklin, Livermore and Livermore Falls*	6
HUB 6 - Central Maine *Somerset and Kennebec*	7
HUB 7 - Penquis *Penobscot and Piscatiquis*	13
HUB 8 - Downeast Maine *Washington and Hancock*	7
HUB 9 - Aroostook	6

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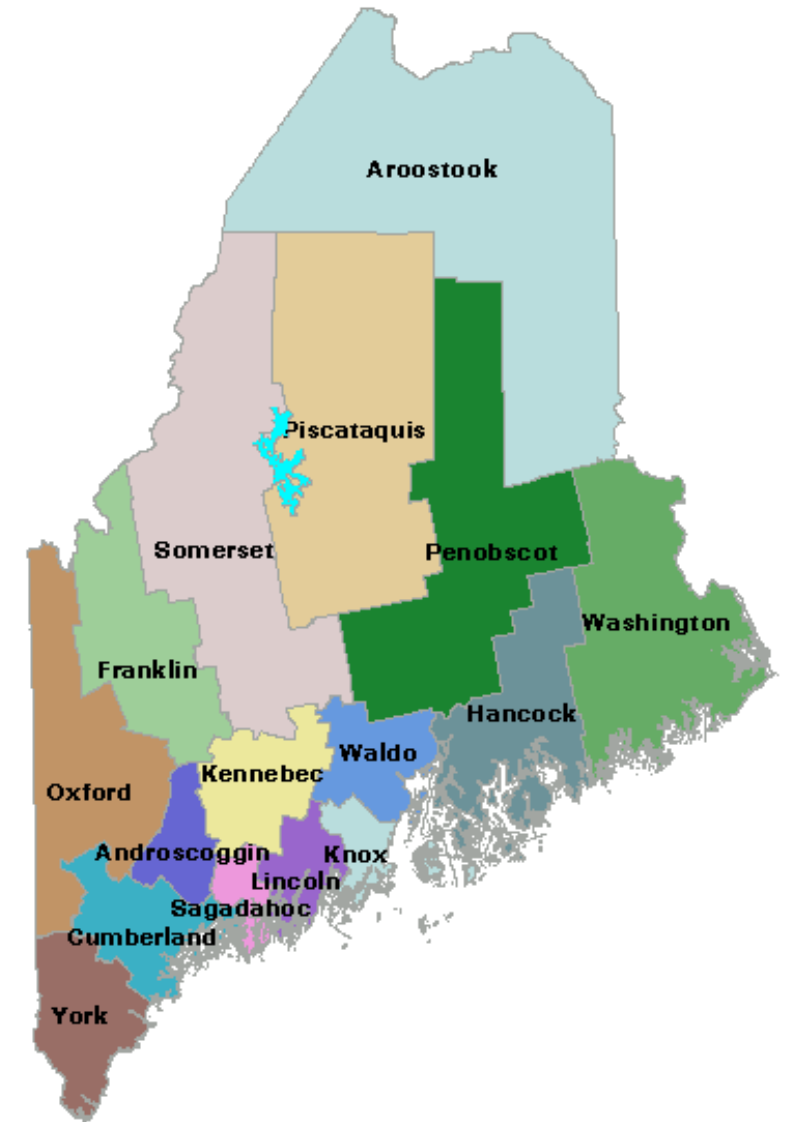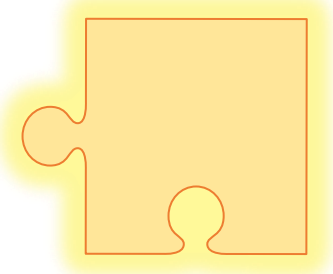
ASSESSMENT

➢ **A standardized assessment tool and approach is used uniformly across access points**

➢ **Allows for participant autonomy**

➢ **Annual assessor training**

➢ **Phased approach to collect only what is needed, build off information you collected in previous phase**

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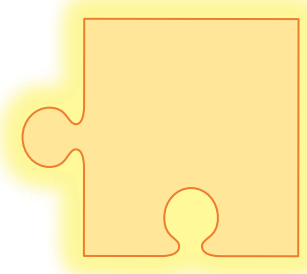
CE Assessment Tool At a Glance
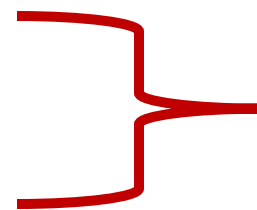
The CES Design Committee created an assessment tool that utilizes a progressive engagement approach. It consists of five sections:

1. Immediate Needs
2. Contact Information
3. Housing Problem Solving
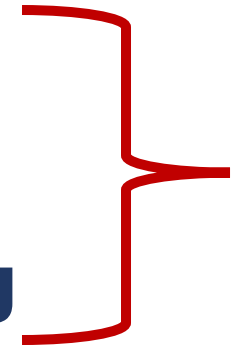
Stages 1, 2, and 3 facilitate services for preventing and <u>ending</u> homelessness

4. Housing History
5. Housing Preferences

Stages 4 and 5 is the <u>gathering and organizing of data</u> for system prioritization.

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Assessments Done by HUB

Service HUB	Assessments
HUB 1 - York	**11**
HUB 2 - Cumberland	**206**
HUB 3 - Midcoast Maine *Sagadahoc, Knox, Lincoln, Brunswick & Harpswell*	**51**
HUB 4 - Androscoggin	**65**
HUB 5 - Western Maine *Oxford, Franklin, Livermore and Livermore Falls*	**177**
HUB 6 - Central Maine *Somerset and Kennebec*	**120**
HUB 7 - Penquis *Penobscot and Piscatiquis*	**703**
HUB 8 - Downeast Maine *Washington and Hancock*	**82**
HUB 9 - Aroostook	**43**

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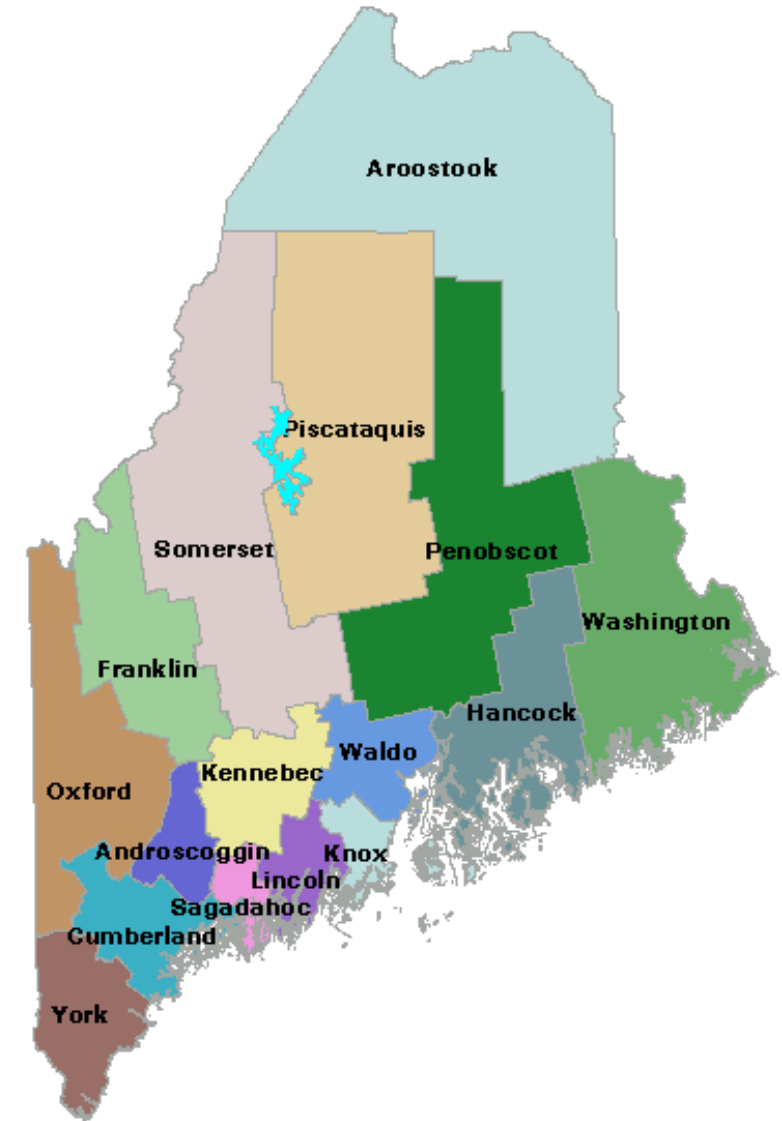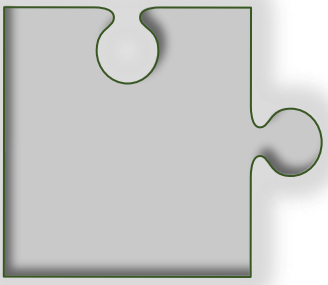
PRIORITIZATION

Establish a way to ensure housing resources are offered to participants based on their unique needs and preferences.

Most CoC's have limited housing resources – how do we decide who is referred to an opening first?

Maine's CES Prioritization Process

Participants are prioritized for long-term housing resources by assessing their length of time homeless (LOTH) along with the following additional factors:

➢ People with a "Long-Term Stayer Status" – *6 months or longer literally homeless in the past year*

➢ People actively fleeing domestic violence

➢ People experiencing unsheltered homelessness

➢ People with additional barriers to accessing housing

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Assessment: Unsheltered Yes or No

- Answered "no" to unsheltered
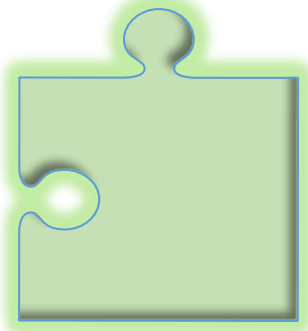- Answered "yes" to unsheltered

30.9%

69.1%
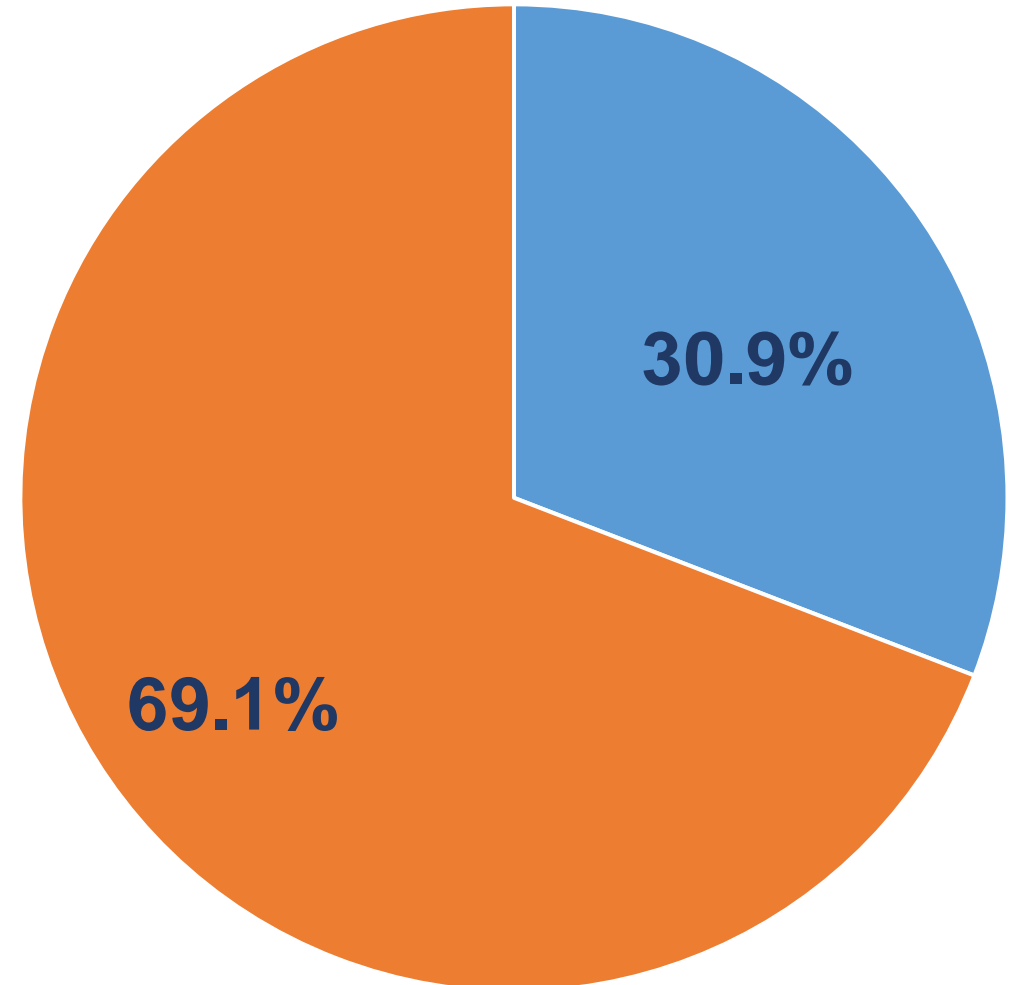
CASE CONFERENCING

Case conferencing is used to "workshop" participants at the top of the prioritization list to determine their housing needs and preferences to facilitate referral to appropriate housing resources as they become available

➢Case conferencing is used to identify prioritized participants who may be at imminent risk of harm or death

➢Case conferencing is not used to advocate for or bypass participants

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REFERRALS

➢ **A uniform referral process to fill all housing program openings funded with CoC and ESG Dollars**

➢ **A Low-Barrier & Housing First referral process**

➢ **An inventory of participating projects**
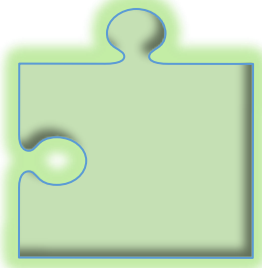
➢ **A nondiscrimination policy**

How Referrals are Made

➢ **Case Conferencing is used to identify the housing needs and preferences of participants at the top of the prioritization list so that referrals can be made outside of meetings, on an as-needed basis**

➢ **Housing providers notify the Hub Coordinator and/or MaineHousing when they have availability**

➢ **The Hub Coordinator contacts the participant, *and their case manager, if applicable,* communicating the response time allowed to connect with the housing provider *(ie. 14 days)***

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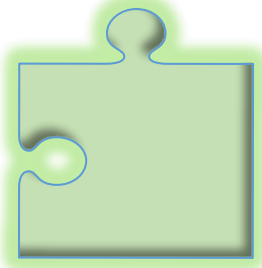Continuum of Care**

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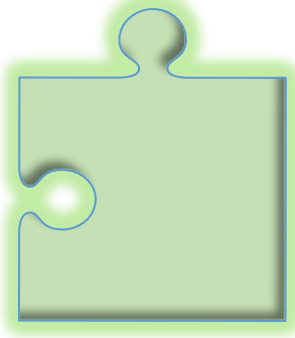
When the Referral is Successful.....

➢ **The housing provider notifies the Hub Coordinator the participant has been housed and provides the housing move in date**

➢ **The Hub Coordinator records the participant as housed and moves them from the prioritized list to the housed list, an internal process**
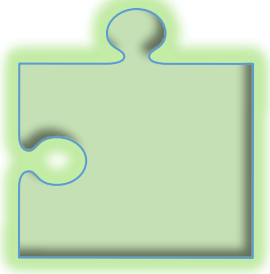
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If the Referral is Unsuccessful.....

➢ **A referral may be unsuccessful due to a participant refusing the resource, by agency denial, or based on program eligibility requirements**

➢ **The participant remains on the prioritized list and is still considered for future housing resources**

➢ **Any unsuccessful referral must be documented**

➢ **If a housing provider wants to deny a household based on exhibited behavior that would result in significant health or safety risk they must present their reasons to the CE Committee**

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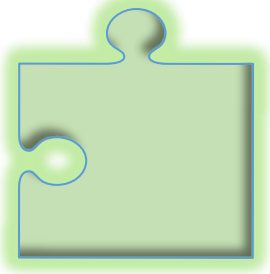
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Current Barriers

➢ **Staff capacity, for both access and after people are referred**

➢ **Not enough resources**

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What next?

➢ **Making the assessment more culturally appropriate**

➢ **Using data to be engaged in the continuous improvement process**

➢ **Gather feedback**

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Questions???

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