Coordinated Entry for Homeless Services
Monroe County, NY

Coordinating Programs & Services to End Homelessness

HSN Symposium

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www.letsendhomelessness.org/coordinated-entry

Agenda

1. Overview of homelessness in Monroe County

2. What does it mean to end homelessness?

3. How are we trying to end homelessness?

4. What next steps are planned?

5. Q & A

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What does it mean to end homelessness?

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Definition of Homelessness

HUD Category 1: (Persons <u>MUST</u> meet these criteria to be eligible)

- Emergency shelter or a hotel/motel paid for by a charitable organization (includes DHS hotel placements); **OR**

- Primary nighttime residence not meant for human habitation; **OR**

- Exiting institution where person resided for 90 days or less **<u>AND</u>** who was in an emergency shelter or in a place not meant for human habitation immediately prior to entering institution

Homelessness Snapshot 2018
Monroe County

Partners Ending Homelessness

	Emergency Shelter	Percent of Total		Street Outreach	Percent of Total
Total Persons	5,239			323	
Mental Health	1,068	20%		182	56%
Alcohol Abuse	87	2%		27	8%
Drug Abuse	257	5%		38	12%
Both Alcohol and Drug Abuse	448	9%		92	28%
Chronic Health Condition	332	6%		54	17%
HIV/AIDS	34	1%		6	2%
Developmental Disability	182	3%		21	7%
Physical Disability	594	11%		109	34%
MEDICAID	3,300	63%		259	80%

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Ending Homelessness[1]

- Quickly identify and engage people at risk of and experiencing homelessness

- Intervene to prevent people from losing their housing and divert people from entering the homeless services system

- Provide people with immediate access to shelter and crisis services without barriers to entry if homelessness does occur

- Quickly connect people experiencing homelessness to housing assistance and services tailored to their unique needs and strengths to help them achieve and maintain stable housing

- Make homelessness **RARE**, **BRIEF**, and **ONE-TIME**

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[1] https://www.usich.gov/what-does-ending-homelessness-mean

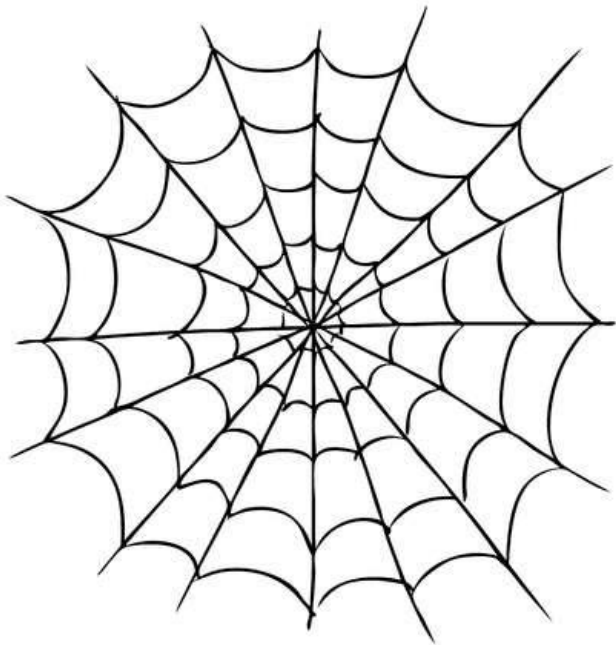# How are we trying to end homelessness?

Coordinating Resources & Services

System known as ***Coordinated Entry***, which is designed to effectively connect people to permanent housing that will end their homelessness, and it includes the following elements:

- **Access**
  - Streamline access and referral to ensure it's fair and equitable

- **Assessment**
  - Use of standardized tools and practices

- **Prioritization**
  - Prioritize those with highest needs and longest histories of homelessness

- **Referral**
  - Ensure households are referred to appropriate permanent housing

- **Continuous Quality Improvement**
  - Continually improve the homeless system of care through data-informed decision-making

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Changing the Flow

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Accomplishments

- Implemented use of standardized screening tool
  - Ensures households are screened consistently for permanent housing
  - Informs appropriate type of housing interventions

- Community-wide Prioritization List ensures those with the highest needs have timely access to permanent housing
  - Moved away from first-come first-serve model

- Referrals made to appropriate permanent housing programs
  - Meet current needs and reduce likelihood of returns to homelessness

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Housing Placement Data
Monroe County

Initial data indicates that Coordinated Entry does have an impact on the homeless services system's ability to permanently house persons exiting emergency shelters and street outreach programs.

- **622** persons permanently housed in 2018
    - First full year of Coordinated Entry implementation

- **34% increase** over 2017 (466 persons were housed)

- Housing more people including those with higher needs

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What's next?

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Landlord engagement

- Develop strategies to effectively engage landlords at the community level and coordinate available units across programs to house people more quickly

- Work towards implementation of landlord database for housing providers

- Focus will initially be on identifying units for those with the highest needs who need the most intensive services

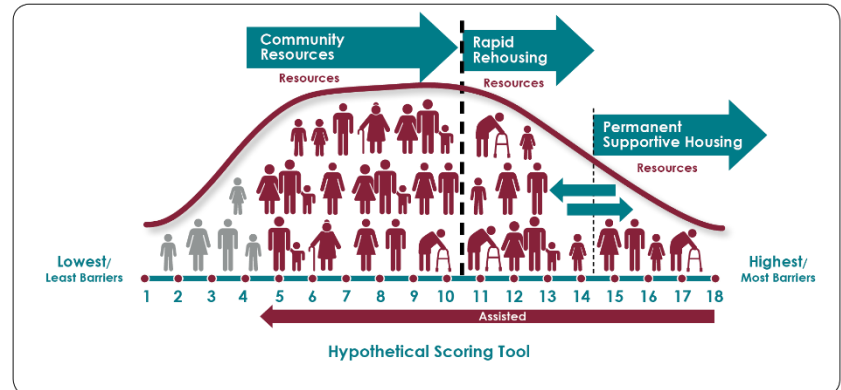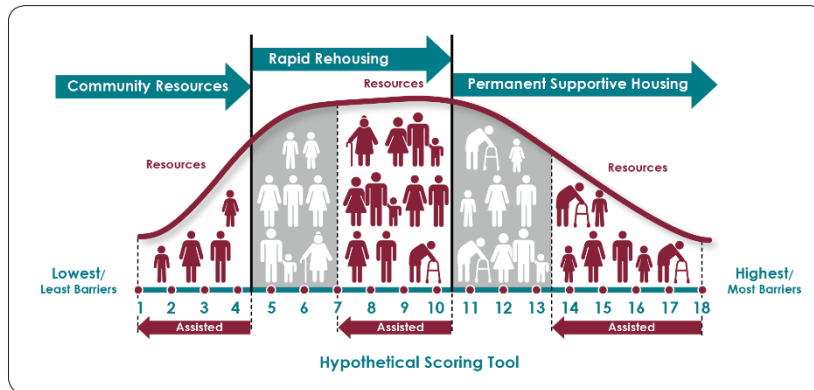Coordinated Entry for Homeless Services
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Diversion/Problem Solving

- Intentional and focused conversations with households to determine other options they may have to prevent them from entering the homeless system, if possible

- Identifying strategies and techniques that can help reduce the inflow onto the community-wide Prioritization List

- Develop training curriculum to incorporate problem-solving into process, especially at emergency shelters

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Dynamic Prioritization

- Develop strategies to address the lengthy Prioritization List that exceeds the available capacity of permanent housing

- Review the ways in which persons are prioritized and adjust, as necessary, to ensure those with the highest needs truly have quicker access to permanent housing

Street Outreach

- Enhanced communication with Chronic Homeless Workgroup to engage street outreach efforts and incorporate into Coordinated Entry system

- Ensure those who are unsheltered have equal access to permanent housing options

Collaborations & Connections

- Coordinated Entry system has been developed on a foundation of collaboration and connections that is vital to its success

- Efficiencies come from working across service sectors

- Identify new collaborations to ensure a more effective system to appropriate meets the needs of the most vulnerable members of our community

- Feedback and suggestions are always welcome and appreciated

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Q & A

For more information, contact:

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