

Coordinated Entry Process Self-Assessment

The U.S. Department of Housing and Urban Development (HUD) requires that Continuums of Care (CoC) establish and operate a coordinated entry (CE) process—and that recipients of CoC Program and Emergency Solutions Grants (ESG) program funding within the CoC’s area must use that CE process. The requirement was established in the 2012 CoC Program interim rule (24 CFR 578) and the 2011 Emergency Solutions Grants (ESG) interim rule (24 CFR 576). Details of the requirement, as well as additional policy considerations, are provided there and in several documents issued by HUD since:

- [HUD Coordinated Entry Notice CPD-17-01 – Notice Establishing Additional Requirements for a Continuum of Care Centralized or Coordinated Assessment System](#) (2017)
- [HUD Prioritization Notice CPD-16-11 – Notice on Prioritizing Persons Experiencing Chronic Homelessness and Other Vulnerable Homeless Persons in Permanent Supportive Housing](#) (2016)
- [Coordinated Entry Policy Brief](#) (2015)
- [CoC Program interim rule: 24 CFR 578.7\(a\)\(8\)](#)
- [ESG interim rule: 24 CFR 576.400\(d\)](#)
- [HUD Equal Access rule: 24 CFR 5.105\(a\)\(2\) and 5.106\(b\)](#)

Based on these documents, this tool identifies aspects of coordinated entry that HUD has determined are **Required**, as well as other aspects of CE functionality, operations, or management that it has **Recommended**

as good practice but not required. Some unique design features of CE may be appropriate for some subpopulations or geographic areas but are not universally applicable across all CoCs; these are identified as **Optional**. The source document(s) for each Required item is noted in **bold**, and for each Recommended item if appropriate.

CoCs can use this **Coordinated Entry Self-Assessment** as a reference to help them identify key aspects of CE design, implementation, and management; compare this list against their existing CoC plans and/or practices to gauge the extent to which the CoC currently includes these elements; and as a general outline for a set of policies and procedures a CoC must adopt to support the ongoing management of CE processes and functions.

Contents

A. Planning.....	1
B. Access.....	5
C. Assessment	10
D. Prioritization	15
E. Referral.....	19
F. Data Management.....	22
G. Evaluation.....	24

	<input checked="" type="checkbox"/>	ASSESSMENT NOTES
<p>Deadline for Compliance.</p> <p>1. CoC establishes or updates its coordinated entry process in full compliance with HUD requirements by February 1, 2018</p> <p style="text-align: right;">CoC Program interim rule: 24 CFR 578.7(a)(8) HUD Coordinated Entry Notice: Section I.B</p>	<input type="checkbox"/>	
<p>Core Requirements since 2012.</p> <p>CoC's coordinated entry process meets the requirements (below) established by the CoC Program interim rule.</p> <p style="text-align: right;">CoC Program interim rule: 24 CFR 578.3 & 24 CFR 578.7(a)(8)</p> <p>2. CES covers the entire geographic area claimed by the CoC.</p> <p>3. CES is easily accessed by individuals and families seeking housing or services.</p> <p>4. CES is well-advertised.</p> <p>5. CES includes a comprehensive and standardized assessment tool(s).</p> <p>6. CES provides an initial, comprehensive assessment of individuals and families for housing and services.</p> <p>7. CES includes a specific policy to guide the operation of the centralized or coordinated assessment system to address the needs of individuals and families who are fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, or stalking, but who are seeking shelter or services from non-victim specific providers.</p>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	

** Required **

** Required **

	☑	ASSESSMENT NOTES
<p>Core Requirements.</p> <p>8. CoC, in consultation with recipients of Emergency Solutions Grants program funds within the geographic area, has established and consistently follows written standards for providing Continuum of Care assistance which can guide the development of formalized policies and procedures for the coordinated entry process:</p> <ul style="list-style-type: none"> • Written standards provide guidance for evaluating individuals’ and families’ <u>eligibility for assistance</u> under 24 CFR Part 578. • Written standards provide guidance for determining and prioritizing which eligible individuals and families will receive <u>transitional housing</u> assistance. • Written standards provide guidance for determining and prioritizing which eligible individuals and families will receive <u>rapid rehousing</u> assistance. • Written standards provide guidance for determining what percentage or <u>amount of rent</u> each program participant must pay while receiving rapid rehousing assistance. • Written standards provide guidance for determining and prioritizing which eligible individuals and families will receive <u>permanent supportive housing</u> assistance. <p style="text-align: right;">CoC Program interim rule: 24 CFR 578.7(a)(8)</p> <p>9. CoC and each ESG recipient operating within the CoC’s geographic area must work together to ensure the CoC’s coordinated entry process allows for coordinated screening, assessment and referrals for ESG projects consistent with the written standards for administering ESG assistance.</p> <p style="text-align: right;">CoC Program interim rule: 24 CFR 578.7(a)(8) ESG interim rule: 24 CFR 576.400(d) and (e)</p>	<p>☑</p> <p>☐</p> <p>☐</p>	
<p>Full Coverage.</p> <p>10. If multiple CoCs have joined together to use the same regional coordinated entry process, written policies and procedures describe the following:</p> <ul style="list-style-type: none"> • The relationship of the CoC(s) geographic area(s) to the geographic area(s) covered by the coordinated entry process(es); and • How the requirements of ensuring access, standardizing assessments, and implementing uniform referral processes occur in situations where the CoC’s geographic boundaries and the geographic boundaries of the coordinated entry process are different. <p style="text-align: right;">HUD Coordinated Entry Notice: Section II.B.1</p>	<p>☐</p>	

	<input checked="" type="checkbox"/>	ASSESSMENT NOTES
<p>Marketing.</p> <p>11. CoC affirmatively markets housing and supportive services to eligible persons regardless of race, color, national origin, religion, sex, age, familial status, handicap or who are least likely to apply in the absence of special outreach.</p> <p style="text-align: center;">CoC Program interim rule: 24 CFR 578.93(c) ESG Program interim rule: 24 CFR 576.407(a) and (b)</p> <p>12. Coordinated entry written policies and procedures include a strategy to ensure the coordinated entry process is available to all eligible persons regardless of race, color, national origin, religion, sex, age, familial status, disability, actual or perceived sexual orientation, gender identify, or marital status.</p> <p style="text-align: center;">HUD Coordinated Entry Notice: Section II.B.5 HUD Equal Access rule: 24 CFR 5.105(a)(2) and 5.106(b)</p> <p>13. Coordinated entry written policies and procedures ensure all people in different populations and subpopulations in the CoC’s geographic area, including people experiencing chronic homelessness, veterans, families with children, youth, and survivors of domestic violence, have fair and equal access to the coordinated entry process.</p> <p style="text-align: center;">HUD Coordinated Entry Notice: Section II.B.5</p>	<p style="text-align: center;"><input type="checkbox"/></p> <p style="text-align: center;"><input type="checkbox"/></p> <p style="text-align: center;"><input type="checkbox"/></p>	

** Required **

Nondiscrimination.

14. CoC has developed and operates a coordinated entry that permits recipients of Federal and State funds to comply with applicable civil rights and fair housing laws and requirements. Recipients and subrecipients of CoC Program and ESG Program-funded projects must comply with the nondiscrimination and equal opportunity provisions of Federal civil rights laws, including the following:
- Fair Housing Act prohibits discriminatory housing practices based on race, color, religion, sex, national origin, disability, or familial status.
 - Section 504 of the Rehabilitation Act prohibits discrimination on the basis of disability under any program or activity receiving Federal financial assistance.
 - Title VI of the Civil Rights Act prohibits discrimination on the basis of race, color, or national origin under any program or activity receiving Federal financial assistance.
 - Title II of the Americans with Disabilities Act prohibits public entities, which includes State and local governments, and special purpose districts, from discriminating against individuals with disabilities in all their services, programs, and activities, which include housing, and housing-related services such as housing search and referral assistance.
 - Title III of the Americans with Disabilities Act prohibits private entities that own, lease, and operate places of public accommodation, which include shelters, social service establishments, and other public accommodations providing housing, from discriminating on the basis of disability.

HUD Coordinated Entry Notice: Section I.D



ASSESSMENT NOTES



** Required **

	☑	ASSESSMENT NOTES
<p>Emergency Services.</p> <p>6. CoC’s CE process allows emergency services, including all domestic violence and emergency services hotlines, drop-in service programs, and emergency shelters, including domestic violence shelters and other short-term crisis residential programs, to operate with as few barriers to entry as possible. People are able to access emergency services, such as emergency shelter, independent of the operating hours of the system’s intake and assessment processes.</p> <p style="text-align: right;">HUD Coordinated Entry Notice: Section II.B.7</p> <p>7. CoC’s written CE policies and procedures document a process by which persons are ensured access to emergency services during hours when the coordinated entry’s intake and assessment processes are not operating. CE written policies and procedures document how CE participants are connected, as necessary, to coordinated entry as soon as the intake and assessment processes are operating.</p> <p style="text-align: right;">HUD Coordinated Entry Notice: Section II.B.7.b</p>	<p>☐</p> <p>☐</p>	
<p>Prevention Services.</p> <p>8. CoC’s written CE policies and procedures document a process for persons seeking access to homelessness prevention services funded with ESG program funds through the coordinated entry process . If the CoC defines separate access points for homelessness prevention services, written policies and procedures must describe the process by which persons are prioritized for referrals to homelessness prevention services. To the extent to which other (i.e., non ESG -funded) homelessness prevention services participate in coordinated entry processes, the policies and procedures must also describe the process by which persons will be prioritized for referrals to these programs.</p> <p style="text-align: right;">HUD Coordinated Entry Notice: Section II.B.8</p>	<p>☐</p>	
<p>Full Coverage.</p> <p>9. CoC’s access points cover and are accessible throughout the entirety of the geographic area of the CoC.</p> <p style="text-align: right;">HUD Coordinated Entry Notice: Section II.B.1</p>	<p>☐</p>	
<p>Marketing.</p> <p>10. CoC’s written coordinated entry policies and procedures document steps taken to ensure access points, if physical locations, are accessible to individuals with disabilities, including accessible physical locations for individuals who use wheelchairs, as well as people in the CoC who are least likely to access homeless assistance.</p> <p style="text-align: right;">HUD Coordinated Entry Notice: Section II.B.5.c</p>	<p>☐</p>	

B. ACCESS

	<input checked="" type="checkbox"/>	ASSESSMENT NOTES
<p>Accessibility.</p> <p>Recommended</p> <p>15. CoC’s access points, if physical locations, are sited in proximity to public transportation and other services to facilitate participant access. A CoC or recipient of Federal funds may be required to offer some variation to the process, e.g., a different access point, as a reasonable accommodation for a person with disabilities. For example, a person with a mobility impairment may request a reasonable accommodation in order to complete the coordinated entry process at a different location.</p> <p>16. CoC’s access points provide connections to mainstream and community-based emergency assistance services such as supplemental food assistance programs and applications for income assistance.</p>	<p><input type="checkbox"/></p> <p><input type="checkbox"/></p>	
<p>Access Models.</p> <p>Optional</p> <p>17. CoC’s access points provide virtual entry where individuals and families experiencing a housing crisis may present for initial assessment screening (e.g. a 211 or other hotline systems that screens and directly connects callers to appropriate crisis housing and service providers in the area).</p> <p>18. CoC has multiple access points, each assigned to a specific sub-region within the CoC.</p> <p>19. CoC has partnered with neighboring CoCs to create a single access point covering the multi-CoC region.</p> <p>20. The CoC has multiple access points to facilitate access, coordinate entry processes, and improve the quality of information gathered for the following subpopulations:</p> <ul style="list-style-type: none"> • Adults without children; • Adults accompanied by children; • Unaccompanied youth; • Households fleeing or attempting to flee domestic violence; or • Persons at risk of homelessness. <p>21. CoC has a “no wrong door” approach in which a homeless family or individual can present at any homeless housing and service provider in the geographic area.</p>	<p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p>	

		<input checked="" type="checkbox"/>	ASSESSMENT NOTES
Optional	<p>Prevention Services.</p> <p>22. CoC’s CE process includes separate access point(s) for homelessness prevention so that people at risk of homelessness can receive urgent services when and where they are needed. If separate access points for homelessness prevention services exist in the CoC, written CE policies and procedures describe the process by which persons will be prioritized for referrals to homelessness prevention services.</p> <p style="text-align: right;">HUD Coordinated Entry Notice: Section II.B.8</p>	<input type="checkbox"/>	
	<p>Safety Planning.</p> <p>23. Victim service providers funded by CoC and ESG program funds are not required to use the CoC’s coordinated entry process, but CoC- and ESG-funded victim service providers are allowed to do so. Or, victim service providers may use an alternative coordinated entry process for victims of domestic violence, dating violence, sexual assault, and stalking.</p> <p style="text-align: center;"><i>*Note – if an alternative CE process is used for victims of domestic violence, dating violence, sexual assault and stalking, that alternative process must meet HUD’s minimum coordinated entry requirements.</i></p>	<input type="checkbox"/>	

	☑	ASSESSMENT NOTES
<p>Assessment Process.</p> <p>1. CoC consistently applies one or more standardized assessment tool(s), applying a consistent process throughout the CoC in order to achieve fair, equitable, and equal access to services within the community. HUD Coordinated Entry Notice: Section II.B.2.a</p> <p>2. CoC's written policies and procedures describe the standardized assessment process, including assessment information, factors, and documentation of the criteria used for uniform decision-making across access points and staff. HUD Coordinated Entry Notice: Sections II.B.2.g.1 and II.B.3</p> <p>3. CoC maintains written policies and procedures that prohibit the coordinated entry process from screening people out of the coordinated entry process due to perceived barriers to housing or services, including, but not limited to, too little or no income, active or a history of substance abuse, domestic violence history, resistance to receiving services, the type or extent of a disability-related services or supports that are needed, history of evictions or poor credit, lease violations or history of not being a leaseholder, or criminal record. HUD Coordinated Entry Notice: Section II.B.4</p>	<p>☐</p> <p>☐</p> <p>☐</p>	
<p>Assessor Training.</p> <p>4. CoC provides training opportunities at least once annually to organizations and or staff persons at organizations that serve as access points or administer assessments. CoC updates and distributes training protocols at least annually. The purpose of the training is to provide all staff administering assessments with access to materials that clearly describe the methods by which assessments are to be conducted with fidelity to the CoC's coordinated entry written policies and procedures. HUD Coordinated Entry Notice: Section II.B.14</p>	<p>☐</p>	

Assessment Process.

- 10. CoC uses locally specific assessment approaches and tools that reflect the characteristics and attributes of the CoC and CoC participants.
- 11. CoC uses a valid, tested, and reliable assessment process which gathers only enough participant information to determine the severity of need and eligibility for housing and related services.
- 12. CoC uses a phased approach to assessment which progressively collects only enough participant information to prioritize and refer participants to available CoC housing and support services.
- 13. CoC employs a phased approach to assessment which segments the collection of participant information into the following stages:
 - Initial Triage – resolving the immediate housing crisis; identification of the CoC crisis response system as the appropriate system to address the potential participant’s immediate needs.
 - Diversion and/or Prevention Screening – examination of existing CoC and participant resources and options that could be used to avoid entering the homeless system of care.
 - Crisis Services Intake – information necessary to enroll the participant in a crisis response project such as emergency shelter or other homeless assistance project.
 - Initial Assessment – information to identify a participant’s housing and service needs with the intent to resolve participant’s immediate housing crisis.
 - Comprehensive Assessment – information necessary to refine, clarify, and verify a participant’s housing and homeless history, barriers, goals, and preferences. Assessment information supports the evaluation of participant’s vulnerability and prioritization for assistance.
 - Next Step/Move On Assessment – information revealed or known after an Initial Assessment is conducted when that new information may suggest a revised referral strategy. Or, re-evaluating participants who have been stably housed for some time and who may be ready for less intensive housing and service strategies.
- 14. CoC employs a Housing First oriented assessment process which is focused on rapidly housing participants without preconditions.



ASSESSMENT NOTES

Recommended

	☑	ASSESSMENT NOTES
<p>Assessor Training.</p> <p>15. All staff administering assessments use culturally and linguistically competent practices, including the following:</p> <ul style="list-style-type: none"> • CoC incorporates cultural and linguistic competency training into the required annual training protocols for participating projects and staff members; and • Assessments use culturally and linguistically competent questions for all persons that reduce cultural or linguistic barriers to housing and services for special populations. <p>16. All assessment staff are trained on how to conduct a trauma-informed assessment of participants. Special consideration and application of trauma-informed assessment techniques are afforded victims of domestic violence or sexual assault to help reduce the chance of re-traumatization.</p> <p>17. All Assessment staff are trained on safety planning and other next step procedures if safety issues are identified in the process of participant assessment.</p>	<p>☐</p> <p>☐</p> <p>☐</p>	
<p>Client-Centered.</p> <p>18. Physical assessment areas are made safe and confidential to allow for individuals to identify sensitive information or safety issues in a private and secure setting.</p> <p>19. Assessment questions are adjusted according to specific subpopulations (i.e. Youth, Individuals, Families, and Chronically Homeless) and responses to questions. For example, if a participant is under the age of 18 questions related to Veteran status and experience with the armed services can be skipped.</p> <p>20. Assessment questions and instructions reflect the developmental capacity of participants being assessed.</p> <p>21. CoC’s assessment process incorporates a person-centered approach, including the following:</p> <ul style="list-style-type: none"> • Assessments are based in part on participant’s strengths, goals, risks, and protective factors. • Tools and assessment processes are easily understood by participants. • Assessments are sensitive to participants’ lived experience. • Participants are offered choice in decisions about location and type of housing. • Participants are able to easily understand to which program they are being referred, what the program expects of them, what they can expect of the program, and evidence of the program’s rate of success. 	<p>☐</p> <p>☐</p> <p>☐</p> <p>☐</p>	

		<input checked="" type="checkbox"/>	ASSESSMENT NOTES
Recommended	<p>Incorporating Mainstream Services.</p> <p>22. CoC includes relevant mainstream service providers in the following activities:</p> <ul style="list-style-type: none"> • Identifying people at risk of homelessness; • Facilitating referrals to and from the coordinated entry process; • Aligning prioritization criteria where applicable; • Coordinating services and assistance; and • Conducting activities related to continual process improvement. 	<input type="checkbox"/>	
	<p>23. CoC has established written CE policies and procedures describing how each participating mainstream housing and service provider will participate, including the process by which referrals will be made and received.</p>	<input type="checkbox"/>	
Optional	<p>Assessment Process.</p> <p>24. CoC uses a publicly available, rather than locally specific, standardized assessment tool(s) to facilitate their assessment process (e.g. VI-SPDAT or vulnerability index-service prioritization decision assistance tool).</p>	<input type="checkbox"/>	
	<p>25. CoC allows Veteran Affairs (VA) partners to conduct assessments and make direct placements into any homeless assistance program, with the method for doing so included in the CoC's coordinated entry policies and procedures and written standards for affected programs.</p>	<input type="checkbox"/>	
	<p>Street Outreach.</p> <p>26. Street outreach activities incorporate the assessment process, in part or whole, into street outreach activities or separate the assessment process so that it is only conducted by assessment workers who are not part of street outreach efforts.</p>	<input type="checkbox"/>	

D. PRIORITIZATION

** Required **

	☑	ASSESSMENT NOTES
<p>Core Requirements.</p> <p>1. CoC uses the coordinated entry process to prioritize homeless persons within the CoC’s geographic area:</p> <ul style="list-style-type: none"> • Prioritization is based on a specific and definable set of criteria that are documented, made publicly available and applied consistently throughout the CoC for all populations. • CoC’s written policies and procedures include the factors and assessment information with which prioritization decisions are made. • CoC’s prioritization policies and procedures are consistent with CoC and ESG written standards under 24 CFR 578(a)(9) and 24 CFR 576.4. <p><i>*Note – Refer to HUD Prioritization Notice: CPD-16-11 for detailed guidance on prioritizing persons experiencing chronic homelessness and other vulnerable homeless populations in permanent supportive housing.</i></p> <p style="text-align: right;">HUD Coordinated Entry Notice: Section II.B.3</p> <p>2. CoC’s written CE policies and procedures include the factors and assessment information with which prioritization decisions are made for all homeless assistance.</p> <p style="text-align: right;">HUD Coordinated Entry Notice: Section II.B.3</p>	<p>☑</p> <p>☐</p> <p>☐</p>	
<p>Emergency Services.</p> <p>3. CoC’s written CE policies and procedures clearly distinguish between the interventions that <u>will not</u> be prioritized based on severity of service need or vulnerability, such as entry to emergency shelter, allowing for an immediate crisis response, and those that <u>will</u> be prioritized, such as permanent supportive housing (PSH).</p> <p style="text-align: right;">HUD Coordinated Entry Notice: Section II.B.7</p>	<p>☐</p>	

D. PRIORITIZATION

** Required **

	☑	ASSESSMENT NOTES
<p>Nondiscrimination.</p> <p>4. CoC does not use data collected from the assessment process to discriminate or prioritize households for housing and services on a protected basis, such as race, color, religion, national origin, sex age, familial status, disability, actual or perceived sexual orientation, gender identify or marital status. CoC’s written policies and procedures for CE document how determining eligibility is a different process than prioritization.</p> <p style="text-align: center;"><i>*Note – In certain circumstances some projects may use disability status or other protected class information to limit enrollment, but only if Federal or State statute explicitly allows the limitation (e.g. HOPWA-funded projects may only serve participants who are HIV+/AIDS).</i></p> <p style="text-align: center;">HUD Coordinated Entry Notice: Sections I.D and II.B.2.g(2)</p> <p>5. CoC’s written CE policies and procedures document process for participants to file a nondiscrimination complaint.</p> <p style="text-align: center;">HUD Coordinated Entry Notice: Section II.B.12.g</p> <p>7. CoC’s written policies and procedures document conditions under which participants maintain their place in coordinated entry prioritization lists when the participant rejects referral options.</p> <p style="text-align: center;">HUD Coordinated Entry Notice: Section II.B.9</p>	<p>☑</p> <p>☐</p> <p>☐</p> <p>☐</p>	
<p>Prioritization List.</p> <p>8. If the CoC manages prioritization order using a “Prioritization List,” CoC extends the same HMIS data privacy and security protections prescribed by HUD for HMIS practices in the HMIS Data and Technical Standards.</p> <p style="text-align: center;">HUD Coordinated Entry Notice: Section II.B.3</p>	<p>☐</p>	
<p>Prevention Services.</p> <p>9. If separate access point(s) for homelessness prevention services exist in the CoC, written CE policies and procedures describe the process by which persons will be prioritized for referrals to homelessness prevention services.</p> <p style="text-align: center;">HUD Coordinated Entry Notice: Section II.B.8</p>	<p>☐</p>	

D. PRIORITIZATION

		<input checked="" type="checkbox"/>	ASSESSMENT NOTES
Recommended	<p>15. In the event that two or more homeless households within the same geographic area are identically prioritized for the next available unit, and each household is also eligible for that unit, the CoC selects the household that first presented for assistance in the determination of which household receives a referral to the next available unit.</p>	<input type="checkbox"/>	
Optional	<p>Prioritization Process.</p> <p>16. CoC establishes scoring criteria that translate the participant's current living situation and barriers impacting participant's ability to obtain and/or maintain housing into a numerical score that can also be used to inform the referral process.</p>	<input type="checkbox"/>	

E. REFERRAL

** Required **

	☑	ASSESSMENT NOTES
<p>Referrals to Participating Projects.</p> <p>1. CoC’s CE process includes uniform and coordinated referral process for all beds, units, and services available at participating projects within the CoC’s geographic area for referral to housing and services. HUD Coordinated Entry Notice: Section II.B.3</p> <p>2. Each CoC project establishes and makes publicly available the specific eligibility criteria the project uses to make enrollment determinations. HUD Coordinated Entry Notice: Section II.B.3</p> <p>3. CoC and projects participating in the coordinated entry process do not screen potential project participants out for assistance based on perceived barriers related to housing or services. HUD Coordinated Entry Notice: Section II.B.3</p> <p>4. CoC- and ESG-program recipients and subrecipients use the coordinated entry process established by the CoC as the only referral source from which to consider filling vacancies in housing and/or services funded by CoC and ESG programs. HUD Coordinated Entry Notice: Section I.B</p>	<p>☑</p> <p>☐</p> <p>☐</p> <p>☐</p> <p>☐</p>	
<p>Nondiscrimination.</p> <p>5. CoC and all agencies participating in the coordinated entry process comply with the equal access and nondiscrimination provisions of Federal civil rights laws. HUD Coordinated Entry Notice: Sections I.D and II.B.3</p> <p>6. CoC’s referral process is informed by Federal, State, and local Fair Housing laws and regulations and ensures participants are not “steered” toward any particular housing facility or neighborhood because of race, color, national origin, religion, sex, disability, or the presence of children. HUD Coordinated Entry Notice: Sections I.D and II.B.3</p>	<p>☐</p> <p>☐</p>	

		<input checked="" type="checkbox"/>	ASSESSMENT NOTES
Recommended	Referrals to Participating Projects.		
	7. CoC maintains and annually updates a list of all resources that may be accessed through referrals from the coordinated entry process.	<input type="checkbox"/>	
	8. Non HUD-funded CoC agencies participating in the coordinated entry process fill project vacancies only through referrals from the referring agency/entity.	<input type="checkbox"/>	
	9. CoC's written CE policies and procedures include standardized criteria by which a participating project may justify rejecting a referral.	<input type="checkbox"/>	
	10. CoC's written CE policies and procedures document uniform process for managing rare instances of referral rejection, as well as the protocol the coordinated entry process must follow to connect the rejected household with a new project.	<input type="checkbox"/>	
	11. Upon referral, CoC participants receive clear information about the project they are referred to, what participants can expect from the project, and expectations of the project.	<input type="checkbox"/>	
	12. CoC identifies a referral entity, agency, CoC-subcommittee, or other decision-making entity empowered by the CoC to manage the process of referring participants to available CoC housing and supportive services.	<input type="checkbox"/>	
	13. If a CoC participant is prioritized for permanent supportive housing (PSH) but no PSH resources are available, that participant is offered any other CoC resource available in the CoC's geographic area.	<input type="checkbox"/>	
	14. CoC establishes a minimum set of participant information associated with a referral and which will be shared by a referring agency/entity with the project receiving the referral.	<input type="checkbox"/>	
	15. CoC establishes alternate processes to identify suitable options when projects reject a participant and when participants reject a project.	<input type="checkbox"/>	

E. REFERRAL

		☑	ASSESSMENT NOTES
Recommended	<p>16. CoC employs a ‘Housing Navigator’ function to ensure efficient and effective enrollment, and subsequent movement from one CoC project to another. While specific ‘Housing Navigator’ functions will vary from CoC to CoC, typical duties include the following:</p> <ul style="list-style-type: none"> • Work closely with referral agencies regarding eligibility determination. • Develop a Housing Stability Plan. • Complete housing applications. • Perform housing search and placement. • Outreach to and negotiations with landlords. • Assisting with submitting rental applications and understanding leases. • Addressing barriers to project admissions. 	☐	
	<p>Participant Autonomy.</p> <p>17. CoCs incorporate a person-centered approach into the referral process. That approach is documented in CoC’s written policies and procedures for coordinated entry management. A person-centered approach includes:</p> <ul style="list-style-type: none"> • Participant choice in decisions such as location and type of housing, level and type of services, and other project characteristics, including assessment processes that provide options and recommendations that guide and inform participant choice, as opposed to rigid decisions about what individuals and families need. • Clear expectations concerning where participants are being referred, entry requirements, and services provided. 	☐	
Optional	<p>Referrals to Participating Projects.</p> <p>18. CoC establishes referral zones or referral regions within the geographic area of the CoC. These referral zones are designed to avoid forcing persons to travel or move long distances to be assessed or served.</p>	☐	
	<p>19. CoC transmits participant referral information electronically, via the CoC’s HMIS or other data management system.</p>	☐	

F. DATA MANAGEMENT

	<input checked="" type="checkbox"/>	ASSESSMENT NOTES
<p>Core Requirements.</p> <p>1. When using an HMIS or any other data system to manage coordinated entry data, CoC ensures adequate privacy protections of all participant information per the HMIS Data and Technical Standards at (CoC Program interim rule) 24 CFR 578.7(a)(8).</p> <p style="text-align: right;">HUD Coordinated Entry Notice: Sections II.B.3 and II.B.13</p>	<input type="checkbox"/>	
<p>Privacy Protections.</p> <p>2. CoC's written CE policies and procedures include protocols for obtaining participant consent to share and store participant information for purposes of assessing and referring participants through the coordinated entry process.</p> <p style="text-align: right;">HUD Coordinated Entry Notice: Section II.B.12</p> <p>3. CoC prohibits denying services to participants if the participant refuses to allow their data to be shared unless Federal statute requires collection, use, storage, and reporting of a participant's personally identifiable information (PII) as a condition of program participation.</p> <p style="text-align: right;">HUD Coordinated Entry Notice: Sections II.B.12.c and II.B.13</p> <p>4. If using HMIS to manage coordinated entry functions, CoC ensures all users of HMIS are informed and understand the privacy rules associated with collection, management, and reporting of client data.</p> <p style="text-align: right;">HUD Coordinated Entry Notice: Section II.B.12</p>	<input type="checkbox"/> <input type="checkbox"/>	
<p>HMIS Use.</p> <p>5. CoC uses HMIS as part of its coordinated entry process, collecting, using, storing, sharing, and reporting participant data associated with the coordinated entry process.</p>	<input type="checkbox"/>	
<p>Privacy Protections.</p> <p>6. CoC only shares participant information and documents when the participant has provided written consent.</p>	<input type="checkbox"/>	

** Required **

Recommended

F. DATA MANAGEMENT

		<input checked="" type="checkbox"/>	ASSESSMENT NOTES
Optional	Data Systems Management.		
	7. CoC imports and exports data to support collaboration between homeless service providers and mainstream resource providers (Medicaid, criminal justice re-entry programs, healthcare services, etc.).	<input type="checkbox"/>	
	8. CoC integrates data between multiple data systems to reduce duplicative efforts and increase case coordination across providers and funding streams.	<input type="checkbox"/>	
	9. CoC manages and maintain a list of referral resources in a systematic way that encourages high data quality and utilizes the AIRS Taxonomy to ensure uniformity in naming and describing resources.	<input type="checkbox"/>	
	HMIS Functionality.		
	10. CoC automates coordinated entry processes including resource prioritization, prioritization list management, and eligibility determination.	<input type="checkbox"/>	

	<input checked="" type="checkbox"/>	ASSESSMENT NOTES
<p>Core Requirements.</p> <p>1. CoC consults with each participating project and project participants at least annually to evaluate the intake, assessment, and referral processes associated with coordinated entry. Solicitations for feedback must address the quality and effectiveness of the entire coordinated entry experience for both participating projects and households.</p> <p style="text-align: right;">HUD Coordinated Entry Notice: Section II.B.15</p>	<input type="checkbox"/>	
<p>Evaluation Methods.</p> <p>2. CoC ensures through written CE policies and procedures the frequency and method by which the CE evaluation will be conducted, including how project participants will be selected to provide feedback, and must describe a process by which the evaluation is used to implement updates to existing policies and procedures.</p> <p style="text-align: right;">HUD Coordinated Entry Notice: Section II.B.15</p>	<input type="checkbox"/>	
<p>Privacy Protections.</p> <p>3. CoC ensures adequate privacy protections of all participant information collected in the course of the annual coordinated entry evaluation.</p> <p style="text-align: right;">HUD Coordinated Entry Notice: Section II.B.12</p>	<input type="checkbox"/>	
<p>Evaluation Methods.</p> <p>4. CoC incorporates system performance measures or other evaluation criteria into their required annual coordinated entry evaluation plan.</p>	<input type="checkbox"/>	

** Required **

Recommended

	<input checked="" type="checkbox"/>	ASSESSMENT NOTES
<p>5. CoC ensures that evaluation is part of the implementation planning process from the inception of CE:</p> <ul style="list-style-type: none"> • Determine which aspects of the effectiveness of the system will be measured. • Determine which aspects of the process will be evaluated for fidelity to the policies and procedures. • Determine how to gather data to track the selected measures. • Determine whether and how to use the evaluation results to inform other aspects of the system planning and monitoring. 	<input type="checkbox"/>	
<p>Stakeholder Consultation.</p> <p>6. CoCs employ multiple feedback methodologies to ensure participating projects and households have frequent and meaningful opportunities for feedback. Feedback methodologies include the following:</p> <ul style="list-style-type: none"> • Surveys designed to reach either the entire population or a representative sample of participating providers and households; • Focus groups of five or more participants that approximate the diversity of the participating providers and households; and • Individual interviews with participating providers and enough participants to approximate the diversity of participating households. 	<input type="checkbox"/>	

Recommended