

# Washington state Coordinated Entry

Melisa Linden

COORDINATED ENTRY PERFORMANCE SPECIALIST IN THE DATA & PERFORMANCE  
UNIT OF THE HOUSING DIVISION

BASED ON OCTOBER 2021 GUIDELINES



Washington State  
Department of  
Commerce

v1.5

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## We strengthen communities

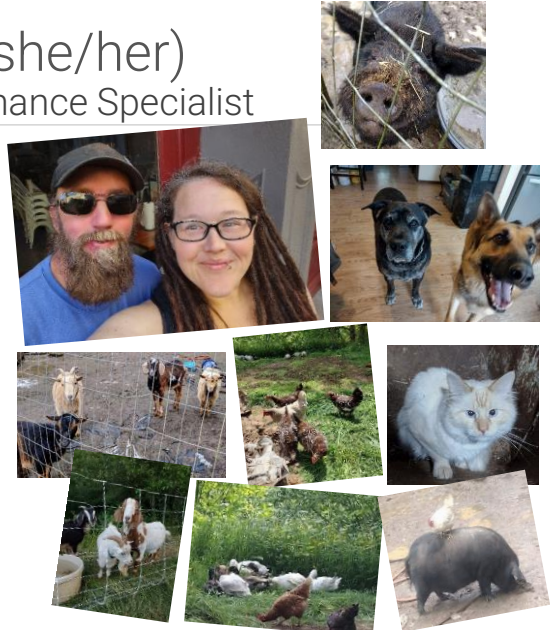


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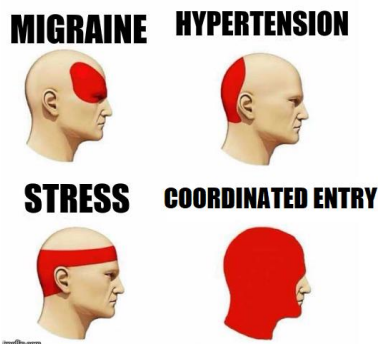
## Melisa Linden (she/her)

### Coordinated Entry Performance Specialist

- I started with Commerce Sept 18th, 2023. Prior to coming to Commerce I have worked in Mental Health/Social Services/ Victim Services/Homeless services for 13 years.
- I live with my husband, three fur babies (Hunter, Sadie, Ghost)...We have a small zoo (goats, chickens, ducks, pig, fish, hamster).
- What I do as the CE performance specialist:
  - Develops Coordinated Entry (CE) guidelines and performance measurements.
  - Create and implement process/ tools to improve the effectiveness of the CE system throughout WA and insure the limited resources are prioritized to those with the greatest need.
  - Monitor programs to determine if they are meeting performance requirements and provide technical assistance.
  - Assist in facilitating stakeholder engagement and education opportunities/ meetings and trainings.
  - Provide support to CE related projects in the housing division.



## TYPES OF HEADACHES



## Washington state Continuums of Care (CoC)

### • WA state CoCs

- Spokane
- Pierce
- King
- Snohomish
- Clark
- Balance of State (BoS)
  - 34 small and medium sized counties throughout WA state.

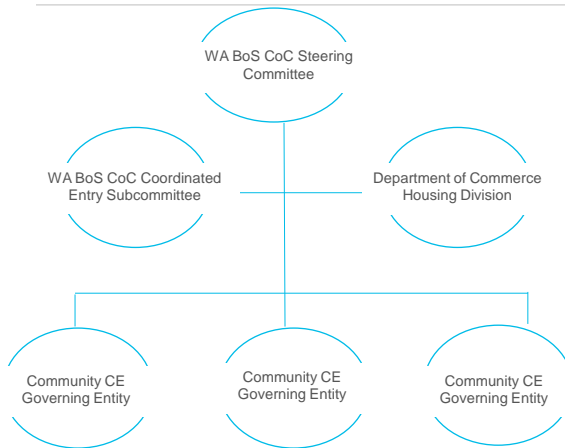


Photo taken from HUD CoC\_Dash\_CoC-WA-501-2020\_WA-2020  
[CoC\\_Dash\\_CoC-WA-501-2020\\_WA-2020.pdf \(hudexchange.info\)](#)

## Quick History of Coordinated Entry in WA

- **2012 - 2013: A best practice**
  - Required a common assessment tool
- **2014: Required CE process in each county**
  - More detailed requirements
  - Similar to current CE processes
- **January 2017: HUD establishes formal CE requirements**
- **May 2018: Commerce release WA CE guidelines**
  - Applies HUD rules to WA Counties
  - Very detailed requirements
- **January 2019 – July 2019: Commerce assess CE in BoS**
  - March 2019: Commerce releases update to WA CE guidelines
- **July 2019 – October 2021: CE Project**
- **October 2021 – July 1, 2022: Commerce releases updated CE guidelines to be implemented**
  - Created in collaboration with many stakeholders
  - Less administrative burden to communities
  - Built to be a more equitable approach to CE
  - Technical assistance

# Coordinated Entry Governance Structure



- **WA BoS CoC Steering Committee**
  - BoS CoC funded programs, County leads & other interested stakeholders
- **WA BoS CoC CE Subcommittee**
  - CE/CHG leads, front line CE workers & other interested stakeholders
- **Department of Commerce**
  - Housing Division: CE Performance Specialist, HMIS Team, OFAH & OHY
- **Community CE Governing Entity**
  - CHG Lead, CE Lead, VSP & other community stakeholders

# Coordinated Entry Governance Structure Roles

- **WA BoS CoC Steering Committee**
  - CoC level policy approval and oversight.
  - Voting members are responsible for final approval of policies & procedures.
- **WA BoS CoC CE Subcommittee**
  - Determines data collection and data quality expectations for the BoS CE process.
  - Provides feedback/input for annual CE evaluation
  - As part of annual CE evaluation, collects feedback from people with lived experience with homelessness and crisis response system involvement.
  - Makes recommendations on CoC level policy development

- **Department of Commerce**
  - Develops and delivers CE trainings
  - Provide TA and guidance around CE best practices and implementation of CE guidelines.
  - Conducts monitoring of community CE process
  - Administers HMIS
  - Plans and performs CE evaluations - identifies policy and process improvements
  - Assessment of HUD compliance
- **Community CE Governing Entity**
  - The structure of the community CE governing entity may be different in each community.
  - The community CE governing entity will decide on its structure, decision-making process, advisory processes, etc.
  - The CHG Lead Grantee has final approval for community based CE decisions and is ultimately responsible for ensuring that CE is operational at the community level.

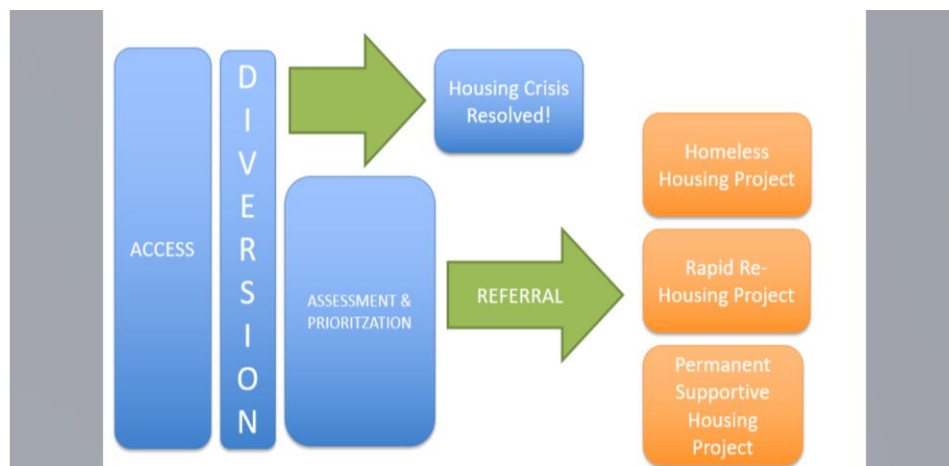
## Equity in Coordinated Entry

- **Addressing the inequities in CE:**
  - Most communities used VI-SPDAT
    - The racial equity analysis conducted by C4Innovation has shown that the VI-SPDAT is not racially equitable- [CES\\_Racial\\_Equity-Analysis\\_Oct112019.pdf \(c4innovates.com\)](#)
      - Favors white people over BIPOC people
  - Racial disparities in data
  - Access issues
    - Outreach
    - Language
    - Marketing
    - Location
- **Goal of CE in WA: a coordinated entry process in the Balance of State CoC that serves and builds power for people disproportionately impacted by homelessness.**

## Here's what has been done so far:

- Organizations must make a meaningful effort to partner with and/or seek advice from the local Tribes & Nations and by-and-for/culturally-specific organizations
- Households cannot be turned away for lack of US residency
- Language Access Plans must be developed by July 1<sup>st</sup>, 2022
- Communities may have distinct and separate access points for by-and-for/culturally-specific organizations and Tribal communities
- Chronic homelessness is no longer a required prioritization factor
- Prioritization factors now include protected-class traits like race, gender, religion, age or sexual orientation, and network impoverishment
- Racial Equity in Homeless Services training is required for all coordinated entry staff

## Coordinated Entry Process



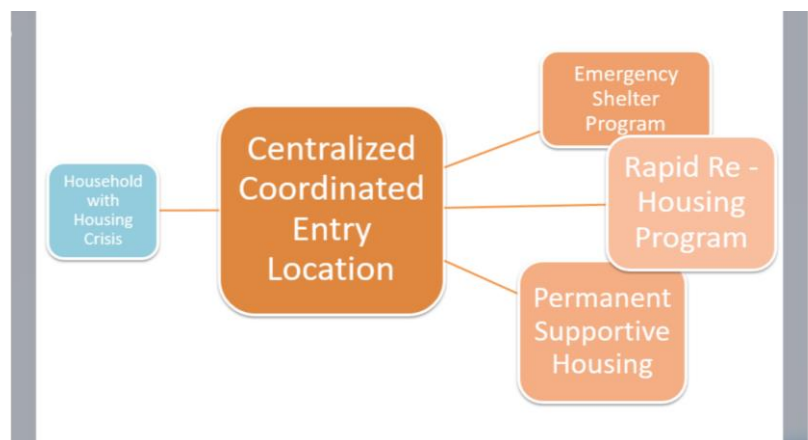
## Local Variability

- **Prioritization, assessment and referral tools**
- **CE in HMIS**
- **Additional prioritization factors**
  - Required factors are unsheltered and length of time homeless
- **How many access points**
  - Including types of access points

## Coordinated Entry Access Points

### Centralized

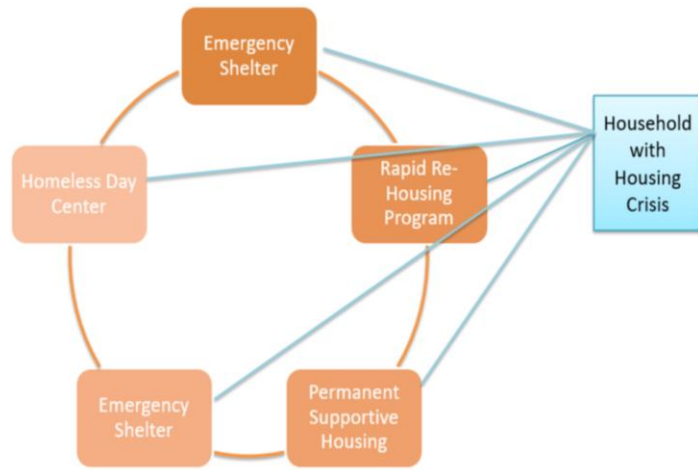
- Physical/in-person
- Hotline
- Mobile/street outreach





### Multiple Access Points

- Geographic
  - Different areas of the county
- Population
  - Singles
  - Families
- Subpopulation specific
  - Youth & Young Adults
  - People fleeing violence
  - People at-risk of homelessness



11. Appendices			
11.1 Allowances by Subpopulation			
Subpopulation	ACCESS <i>Can the subpopulation have a separate access point?</i>	PRIORITY CRITERIA <i>Can the subpopulation have priority criteria that differs from the standard priority criteria?</i>	ASSESSMENT PROCESS <i>Can the subpopulation be assessed differently?</i>
Households with Children	Separate access point is allowable	Standard Priority Criteria	Variation in process is allowable
Single Adults	Separate access point is allowable	Standard Priority Criteria	Variation in process is allowable
Households Fleeing Violence: domestic violence, dating violence, sexual assault, stalking, trafficking, or other dangerous or life-threatening conditions	Separate access point is allowable	Different priority criteria is allowable	Different assessment process is allowable
Youth and Young Adults: youth under the age of 18 and young adults ages 18-24	Separate access point is allowable	Different priority criteria is allowable	Different assessment process is allowable
HEN: Housing and Essential Needs eligible households	Separate access point is allowable	Standard Priority Criteria	Must use assessment process for relevant subpopulation (i.e. single adults, youth and young adults, etc.)
Prevention: Households at-risk of homelessness	Separate access point is allowable	Different priority criteria is allowable	Different assessment process is allowable
By and for/Culturally Specific Organizations	Separate access point is allowable	Standard Priority Criteria	Variation in process is allowable
Tribal Community Access point	Separate access point is allowable	Standard Priority Criteria	Variation in process is allowable
Veterans	Separate access point is allowable	Standard Priority Criteria	Variation in process is allowable



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- <https://deptofcommerce.app.box.com/v/CEAccessPoints>

## Coordinated Entry Challenges

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- Provider/ Staff turn over
- Provider desert
- Affordable housing
- Stereotypes
- Politics
- Service silos
- Different funding sources requiring CE compliance/involvement and overlooking these program will be required to follow WA CE guidelines in addition to the program guidelines sometime causing conflicting guidance.

## Coordinated Entry Lessons Learned

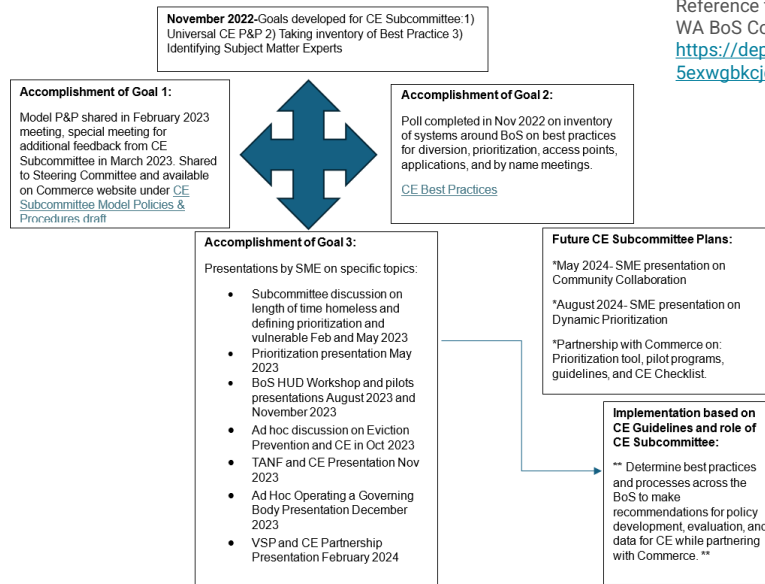
- Some communities have created a central CE program within HMIS that all providers enter data into one CE program instead of each provider enter data into their own CE program.
- Cross system required training for all CE providers
- Cross system collaboration and wrap around services to best meet the needs of households
- Public engagement, education and marketing literature
- Coordinated Entry performance specialist position

## Coordinated Entry Successes – Collaboration & Building community

- Diversion training
- Collaboration with lived experience experts
- Community collaboration
- CE Subcommittee
- Youth for Youth (Y4Y) tool
- Some communities fully incorporating victim service provider (VSP) into CE
- Universal release of information (ROI)
- Communities have a choice in braiding different funding program such as foundational community supports (FCS), Community based care coordination through community health organization improving care and equity (CHOICE) or local document recording fees (DRF) to provide case management services while households are wait to resolve their housing crisis.

FCS resources-<https://www.hca.wa.gov/about-hca/programs-and-initiatives/medicaid-transformation-project-mtp/foundational-community-supports-fcs-resources>  
 CHOICE- [Community-based care coordination | CHOICE Regional \(crhcnweb.org\)](https://www.crhcnweb.org/)

### BoS CE Subcommittee Roadmap 2022 to 2024



Reference the following for more information on WA BoS CoC CE Subcommittee previous work:  
<https://deptofcommerce.app.box.com/s/hid5j115xwgbkcjdq3hrjuqhfiskrym>

## Coordinated Entry Resources for Grantees/ Providers

- **Web based trainings:**
  - Housing Division Grantee Training Hub- [Training - Washington State Department of Commerce](#)
  - Racial Equity Workshops- [Racial Equity Performance Data and Technical Assistance - Washington State Department of Commerce](#)
  - Data and Performance Unit | Housing Division (Tableau dashboards)- [Profile - comhau](#) | [Tableau Public](#)
- **Live virtual trainings offered by CoC quarterly:**
  - Mental Health Training
  - Trauma Training 1 & 2
  - Racial Equity in Homeless Services
  - LGBTQ+ Informed Training
  - BoS CoC CE 101
- **BoS CoC CE subcommittee:**
  - CE Subcommittee meeting notes- [CE Subcommittee | Powered by Box](#)
  - Draft Model policies & Procedures- [CE Subcommittee Model Policies & Procedures draft.docx | Powered by Box](#)
- **BoS CoC CE Ad Hoc:**
  - CE Ad Hoc meeting notes- [CE Subcommittee | Powered by Box](#)
- **Coordinated Entry Resources:**
  - BoS CoC CE Guideline- [Final CE Guidelines 10-21.pdf | Powered by Box](#)
  - BoS CoC CE Guideline Checklist (download for correct formatting)- [WA BoS CE Guideline Check-list template v2- 02.2024.xlsm | Powered by Box](#)
  - CE Best Practices- [CE Best Practices | Powered by Box](#)
  - CE Tools- [CE Tools | Powered by Box](#)

## CE Performance Specialist- Technical Assistance

- **Progressive engagement model for TA**
- **Examples of TA**
  - Connect and facilitate cross community learning sessions
  - Connect communities with best practice resources and literature
  - Policy & Procedures review and recommendations
  - Develop specific county TA plans with county policy makers, grant managers and other stakeholders to support low performing and non-compliant communities to return to compliance.
  - Oversee implementation of plan and provide coaching and assistance to ensure successful implementation of plan by grant managers and local executive leadership.
  - Provide recommendations and resources so that grantees are performing at their highest abilities and understand how their best work contributes to reductions in homelessness.

## WA BoS CoC Coordinated Entry in the Future

- **Develop a new assessment tool for community's to adopt**
  - A consultant has been hired to assist commerce and BoS stakeholders in the development and implementation of a new prioritization assessment tool.
- **Racial Equity Analysis tool**
  - Currently finalizing analysis tool with planning team & piloting with two of BoS communities.
- **CE in HMIS**
  - more standardized data collection & reporting

# Thank you!

**If you have any  
questions about  
Washington state  
Coordinated Entry you  
may contact:**



Washington State  
Department of  
**Commerce**

[www.commerce.wa.gov](http://www.commerce.wa.gov)



**Melisa Linden**

COORDINATED ENTRY PERFORMANCE  
SPECIALIST

[Melisa.Linden@Commerce.wa.gov](mailto:Melisa.Linden@Commerce.wa.gov)

564-223-9128