

NWCoC Coordinated Entry Training

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Transfers, Moving On, Waivers, and Evaluation

January, 2023





Project Transfers

- ▶ The NWCoC allows for clients to transfer programs through coordinated entry to better serve the client. Chronically homeless clients enrolled in HUD funded programs such as ESG, COC, YHDP, or SSVF for example will maintain their Chronic Homelessness status when enrolled
- ▶ **The following outlines the criteria for requesting a client transfer:**
- ▶ Housing Provider assessment determines the client is still in need of Permanent Supportive Housing;
- ▶ The client is offered client choice and to move onto a Housing Choice Voucher or another service;
- ▶ The Priority List Manager may ask that the transfer be discussed and approved by Case Conferencing; and
- ▶ Documentation must be provided and on file that the client was eligible for Permanent Supportive Housing upon entry into the current program.
- ▶ The Priority List Manager will maintain a record of all project transfers.



Violence Against Women Act Transfers

- ▶ A client who at the time of entering a program was fleeing Domestic Violence may transfer to another project to ensure the safety of the client.
- ▶ If a project wishes to request a transfer to another project the Housing Provider will contract the Priority List Manager.
- ▶ The Priority List Manger will provide the Housing Provider a list of current open referral requests for the Housing Provider to review with the client. If there are no current open referral request the Priority List Manager will send the next available opening to the Housing Provider.
- ▶ Case Conferencing is not required for making a transfer to protect the safety of a victim of domestic violence.



Moving On

- ▶ All clients who have entered programs through the NWCoC Coordinated Entry will be offered opportunity to move on and up to programs with less intensive case management, or without case management as appropriate.
- ▶ This process will occur through client and case manager relationship, and ultimately be the choice of the client.
- ▶ An example of Moving On is a client exiting a Permanent Supportive Housing (PSH) program and maintaining permanent housing through a Housing Choice Voucher.
- ▶ This process makes available a PSH opening for a person who is experiencing homelessness.



Case Conferencing Waiver

- ▶ Providers located in counties of the NWCoC that have less than 10 households on the priority list may bypass case conferencing and e-mail the priority list manager a specific client for referral.
- ▶ A provider utilizing this waiver is still expected to participate in case conferencing and offer the peer to peer support as intended.
- ▶ The criteria for prioritizing clients shall also be used by the provider.



Evaluation

- ▶ The following key outcomes will be evaluated, additional items may also be included in quarterly evaluations:
- ▶ Number of People Active on the List;
- ▶ Length of Time to Receive a Referral;
- ▶ Length of Time to Receive Entry into a Program;
- ▶ Length of Time to Housing Move-In;
- ▶ Exits without a CES Referral;
- ▶ Number of Successful Referrals; and
- ▶ Number of Unsuccessful Referrals and Reasons.
- ▶ For all of the above outcomes the CoC will analyze data for any disparities in service delivery for populations known to experience homelessness at a higher rate. This includes but is not limited to demographic analysis of race, gender and sexual orientations.



Updating CoC CES Procedures

- ▶ The NWCoC Coordinated Entry Committee makes decisions and policy changes regarding Coordinated Entry.
- ▶ If you are interested in joining the Coordinated Entry Committee contact the NWCoC Priority List Manager.
- ▶ The NWCoC hosts CES User Groups every 1st Thursday of the month at 1:00 via zoom. Contact the NWCoC Priority List Manager to register for this meeting.
- ▶ The NWCoC values the opinion of people with lived experience of homelessness and services within the NWCoC to guide continuous quality improvement.

Thank You

- ▶ If you have questions regarding this training please reach out to the NWCoC Priority List Manager.