

Coordinated Entry

for Minnesota Housing Providers



Coordinated Entry (CE) represents a CoC-wide process for assessing the needs of persons experiencing a housing crisis facilitating access to CoC resources.

Minnesota has adopted a statewide strategy for Coordinated Entry. The State defined a common set of design and operational principles that each CoC has customized according to local goals. This statewide strategy will ensure that clients experience consistency in the manner in which CoC resources are accessed, clients' needs are documented, and referrals are coordinated.

In addition, a statewide approach to CE design and implementation enables the State to more consistently and completely document needs across the State, allocate scarce resources according to defined needs, and evaluate the effectiveness of Minnesota's crisis response systems.

Coordinated Entry's Four Principle Elements: Access, Assessment, Prioritization, and Referral



ACCESS

Access refers to the places – either virtual or physical – where an individual or family experiencing homelessness accesses the coordinated entry process. Access can be:



virtual



single
point



multi-site



ASSESSMENT

Assessment is a standardized process to understand a household's current housing situation, housing and service needs, risk of harm, risk of future or continued homelessness, and other adverse outcomes. Assessment is progressive with additional information collected over time as clients become more comfortable sharing information and eligibility and prioritization determinations become more focused on resolving the client's crisis.



PRIORITIZATION

Prioritization refers to the CoC's process for determining the rank order in which potential program participants are referred to housing.

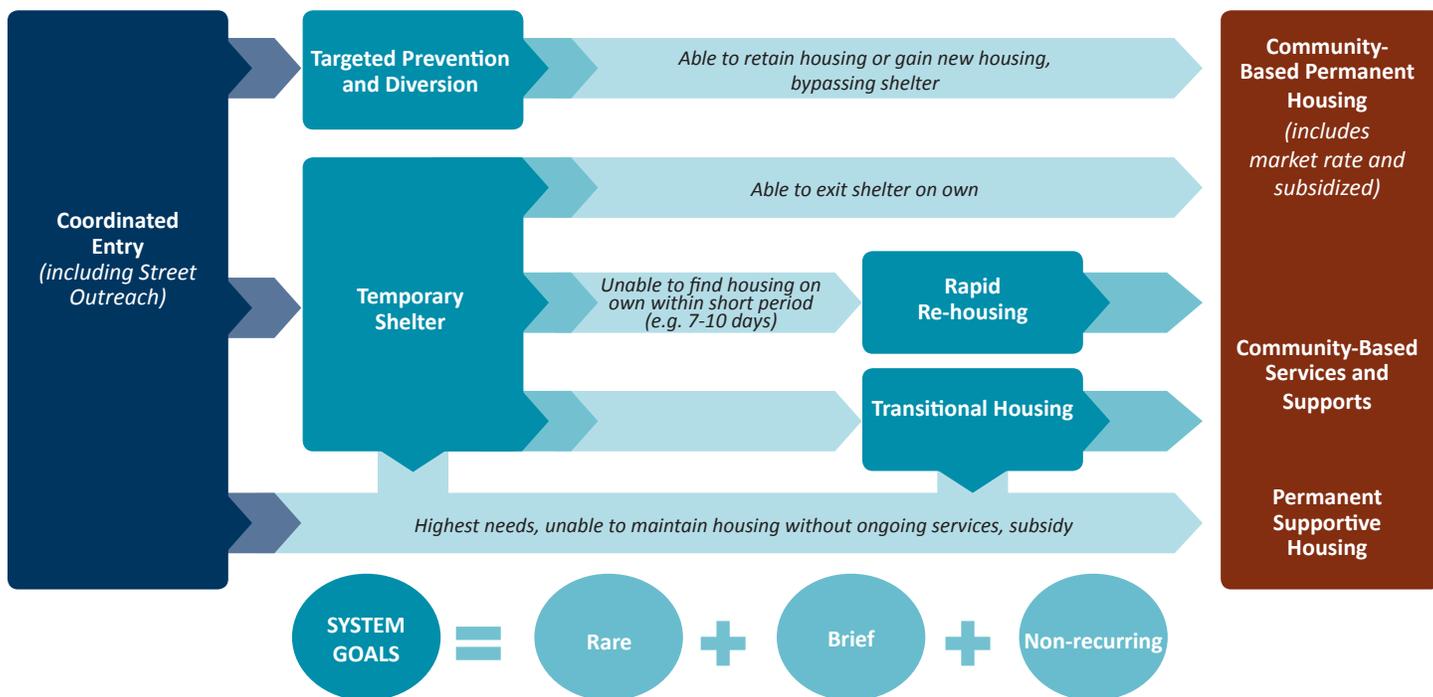
Each CoC's prioritization process must ensure that people with the *most severe service needs and levels of vulnerability* receive housing and homeless assistance before those with less severe service needs and lower levels of vulnerability.



REFERRAL

After completing the *Assessment* phase of CE, prospective tenants for Minnesota housing projects are matched with available housing units based on attributes of housing and clients' needs and preferences. Project-specific eligibility requirements may affect the *referral* options available to a potential participant. CE staff make every effort to sort, match and refer clients based on a "best fit" from both the client's and housing provider's perspectives.

Homeless Crisis Response System



Coordinated Entry Participation Expectations for Housing Providers

- Publish Tenant Selection and Screening Criteria.** All criteria and factors used to make enrollment determinations must be made available in writing and must be consistently followed by staff making tenant selection decisions.
- Communicate vacancies.** Communicate with CoC and/or CE staff to let them know when housing units are available or will become available in the near future.
- Review referrals from CE.** CE will notify housing providers of a referral. The referral may be communicated electronically, via email, it may be by phone, or the notification may be a function of HMIS. Check with the CE staff in your CoC to determine the appropriate referral communication protocol, including the time parameters expected for housing providers to make a final enrollment determination for tenancy.
- Accept or deny referrals in the time frame allowed.** Housing providers are encouraged to accept all appropriate referrals provided by CE. Individual housing providers may have site specific or other funder required considerations that warrant further review and result in a denial of tenancy. Denials are expected but should be rare. Housing providers should accept or deny decisions within the time frame defined by the CoC.
- Participate in case conferencing.** Very occasionally housing providers will need to deny a referral. If a housing provider denies three consecutive referrals a case conference is triggered. The case conference is a meeting of CE personnel, housing provider and, potentially, client to review the reasons for denial and explore alternative housing options.
- Review referrals only from the centralized prioritization list.** Housing providers will be given a reliable and consistent supply of appropriate referrals. Individual housing providers no longer will maintain their own waiting lists for housing projects.
- Comply with non-discrimination requirements.** Housing providers must comply with applicable civil rights and fair housing laws and requirements. These non-discrimination and equal opportunity provisions of Federal civil rights laws prohibit discrimination on the basis of race, religion, sex, national origin, disability, familial status, actual or perceived sexual orientation, gender identify, or marital status.
- Lower barriers.** Housing providers play a critical role in ensuring prospective tenants have access to housing to end their homelessness. You are encouraged to favorably consider referrals for tenancy even when prospective tenants have limited income, active or a history of substance use, domestic violence history, resistance to receiving services, history of evictions or poor credit, or criminal records.

Questions?

Contact your local CE manager or CoC Coordinator for more information about CE in your area. | www.mnhousing.gov