

COORDINATED ENTRY COMMUNITY INITIATIVES | UPDATED APRIL 2020

ABOUT THIS DOCUMENT

The purpose of the Coordinated Entry Community Initiatives is to describe and document the various activities related to the operation of Coordinated Entry in Charlotte-Mecklenburg. The information contained in this document can help inform planning and oversight of the Coordinated Entry system as well as be used as a tool update the community on active projects, processes and programming.

ABOUT COORDINATED ENTRY OVERSIGHT COMMITTEE

The Coordinated Entry Oversight Committee (CEOC), a committee of the Continuum of Care (CoC), is responsible for operating an effective CE system that promotes equal access to resources and enables efficient allocation of available housing resources. The CEOC operates a coordinated access system that provides an initial assessment of the needs of homeless individuals and families for housing and services, and annually assesses and reports to the CoC Governing Board regarding participation in the Coordinated Entry (CE) system by users throughout the CoC geography.

ROLES & RESPONSIBILITIES OF COORDINATED ENTRY OVERSIGHT COMMITTEE

In order to ensure that the Charlotte-Mecklenburg CoC operates an effective CE system and integrates the following qualities and/or components: prioritization, low barrier, Housing First orientation, person-centered and fair and equal access, emergency services, standardized access and assessment, inclusive, referral to projects, referral protocols, outreach, ongoing planning and stakeholder consultation, inform local planning, leverage local attributes and capacity, safety planning, use HMIS and other systems, and ensure full coverage in HMIS, the CEOC responsibilities shall include:

- Oversee and manage CE system processes, procedures and related activities;
- Investigate and resolve complaints or concerns related to CE;
- Review and respond to grievances filed when individual/household has exercised their right to appeal a decision from Coordinated Entry as outlined in in the Charlotte-Mecklenburg CoC Written Standards (Appendices A & D);
- Share data and information about CE and the CE system to CoC Governing Board and community;
- Review & analyze CE data;
- Recommend CE quality improvements to CoC Governance Board;
- Implement CE changes; and
- Review and update CE Policies & Procedures.

COMMUNITY INITIATIVES RELATED TO COORDINATED ENTRY

COORDINATED ENTRY EVALUATION

<p>Description</p>	<p>The U.S. Department of Housing and Urban Development (HUD) requires a Coordinated Entry (CE) Evaluation Plan and an annual CE evaluation. According to the HUD Management and Data Guide, the plan should include determination of what processes, outcomes, and impacts should be evaluated and how data will be used to inform system planning and monitoring. The annual evaluation should include an examination of the effectiveness and efficiency of the CE process, feedback about the CE process from people experiencing a housing crisis, an assessment of referral outcomes, and whether CE is positively affecting the overall system performance.</p> <p>In addition to the federally required components of the CE evaluation, local Charlotte-Mecklenburg stakeholders expressed interest in understanding Charlotte’s homeless services system through a racial equity and trauma-informed lens and from the perspective of those with lived experience.</p> <p>The UNC Charlotte Urban Institute was selected as the entity to conduct this work. The project is jointly funded (\$115,345) by Mecklenburg County Community Support Services, City of Charlotte Housing & Neighborhood Services and the United Way of Central Carolinas.</p> <p>The project includes three components: completion of an initial listening session with the Coordinated Entry Committee and targeted group of individuals involved in delivering CE services to set the stage for development of an evaluation plan and meet the time-sensitive requirement for FY2018-19 reporting; development of a comprehensive, participant-informed evaluation plan; initial implementation of the CE Evaluation Plan.</p>
<p>Timeline</p>	<p>July 1, 2019 – June 30, 2021</p>
<p>Updates</p>	<p>Update received April 2020 from UNCC UI:</p> <p>“Listened to a sample of 211 phone calls provided by the United Way; Conducted CE assessment observations at each of the CE sites; Reviewed CE documents (e.g., reports, policies and procedures) provided by Rebecca Pfeiffer; Reviewed relevant CE related literature; Began conducting interviews with relevant CE stakeholders (ongoing); Conducted two listening sessions - one with CE staff, and another with the CE Oversight Committee. Prior to the COVID-19 crisis, we had scheduled site visits in order to conduct interviews with CE assessors, as well as CE clients after their CE assessment. We were able to conduct 3 client interviews, but unfortunately had to postpone additional interviews because of the stay at home order. In the meantime, we are looking to obtain CE related data from the Homeless Management</p>

	Information System (HMIS) that we can analyze for the purposes of the evaluation. We are also putting together an interim report focused on the listening sessions that were conducted with the CE Oversight Committee & Front Line Staff. We should have that finalized in the next few weeks for the CE Oversight Committee to review.”
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COORDINATED ENTRY / WORKFORCE GROUP

Description	The goal of the Coordinated Entry / Workforce Group is to integrate workforce development solutions into Coordinated Entry. The group was recently initiated by United Way of the Central Carolinas (UWCC). This group has reactivated the prior work of the Char-Meck Workforce Collaborative also referred to as “The Peanut Butter Group.” See “Workforce Development.PDF” for an overview of the historical community-wide effort. Previous efforts included a pilot project that connected formerly homeless individuals from housing programs in the organizations, Supportive Housing Communities and The Relatives, to workforce agencies such as Goodwill, NCWorks, etc.
Timeline	
Updates	<p>The current group “Coordinated Entry / Workforce Group” met two times (2/18/20, 4/20/20) to discuss strengths and challenges of the pilot project. The pilot project served mostly individuals who experienced chronic homelessness. It was determined that workforce agencies were not equipped to serve the needs of this section of the homeless population.</p> <p>Workgroup Members:</p> <ul style="list-style-type: none"> ○ Raquel Lynch, Goodwill ○ Rodney Adams, CRC ○ Megan Coffey, CE ○ Joe Hamby, UMC/MSC ○ Trish Hobson, The Relatives ○ Anna London, Charlotte Works ○ Stacy Lowry, CSS ○ Deronda Metz, COH ○ Robert Nesbit, CMO ○ Karen Pelletier, CSS ○ Erin Nixon, CSS ○ Convened by Kathryn Firmin-Sellers, UWCC <p>Next meeting: 6/3/2020</p>

COORDINATED ENTRY COMMUNITY OF PRACTICE (COP) & ACTION PLAN

Description	The Community of Practice & Action Plan is a collective approach to HUD technical assistance (TA) that draws on the strengths of communities and their expertise in the field to foster a space that encourages resource sharing, innovative out-of-the-box thinking, and connections across Continuums of Care (CoCs). The objectives of the COP Objectives include to better understand the current strengths and challenges within the CoC; create an action plan to sustainably improve their systems through strategic group brainstorming and resource sharing; and engage in a peer-to-peer learning environment as a way of creating ideas and thinking through solutions.
Timeline	January 2020 – June 2020
Updates	In January 2020, the Charlotte-Mecklenburg (NC-505) Continuum of Care (CoC) began participating in a HUD CE Community of Practice (COP). Megan Coffey, Mary Ann Priester and Erin Nixon are currently participating in monthly calls with HUD TA and 8 other CoCs. These sessions go through June 2020. The Coordinated Entry COP Action Plan is defined as an action plan to move the CE system to a 2-phase assessment process (Crisis Assessment & Housing Assessment) and implement a matching component to match clients with available housing resources; system change effort developed in response to HUD CE data and reporting requirements and to address gaps in the current Coordinated Entry system; and implementation with ongoing feedback from HUD COP TA providers, peer communities, and the CEOC.

COORDINATED ENTRY TECHNICAL ASSISTANCE (TA)

Description	If received, technical assistance would likely be ad-hoc in nature and include connecting the CoC with communities who have implemented a matching process into their CE system or providing guidance on HUD regulations.
Timeline	TBD
Updates	The HUD Field Office sent out a request to see if communities have interest in receiving technical assistance (TA) related to CE. In response, Erin Nixon communicated that NC-505 would be interested to learning more about the opportunity; the CoC has not yet taken any additional steps. Erin will update the CEOC as more information is provided. NC-505 is currently receiving monthly regional TA from HUD (Whitney Patterson). Whitney can continue to be a resource for the CEOC.

CONTINUUM OF CARE PLANNING GRANTS

Description	The Charlotte-Mecklenburg Continuum of Care (CoC) has applied for and received approval for two CoC-funded planning grants. One planning grant is focused on developing a systemic framework for prevention assistance. The second planning grant explores multiple components of the housing and homelessness services system but does not directly refer to the process of Coordinated Entry. The content and scope of the planning grant was developed using community feedback. However, a main focus of the second planning grant is to evaluate the housing and homelessness services system using a racial equity lens.
Timeline	Prevention Planning Grant: May 1, 2020 – April 30, 2021 Racial Equity Planning Grant: TBD
Updates	<p>Prevention Evaluation Framework Planning Grant:</p> <ul style="list-style-type: none"> • Mecklenburg County Community Support Services is in the process of executing a contract with ROI Consulting to lead the work in this grant. Upon completion, communication about the grant will be shared with the Continuum of Care and larger community. <p>Racial Equity Lens Planning Grant:</p> <ul style="list-style-type: none"> • Mecklenburg County Community Support Services initially approached Community Solutions and C4 Innovations to explore the possibility of completing this work. In addition, the results of the Coordinated Entry Evaluation could possibly inform the work related to this planning grant. CSS and CoC’s Equity & Inclusion Committee plan to seek input from community stakeholders as well as approval from the CoC Board prior to moving forward.

COORDINATED ENTRY DATA REPORT

Description	The Coordinated Entry Data Report is a monthly data report driven by the requests of the CEOC, CoC Board and community. Previous CEOC members were interested in 2-1-1 data quality and prevalence of in-person CE assessments (singles, households, veterans) and 2-1-1 calls (at-risk, literally homeless, veterans). Housing and homelessness services system inflow and outflow and the community One Number is reported out monthly via the Housing Data Snapshot on the Mecklenburg Housing and Homelessness dashboard: https://mecklenburghousingdata.org/welcome/housing-data-snapshot/ Currently, Coordinated Entry data is reported out quarterly via the Housing Data Snapshot.
Timeline	Monthly; quarterly
Updates	This information is provided monthly to CEOC and regularly posted to the Charlotte-Mecklenburg Housing & Homelessness Dashboard.