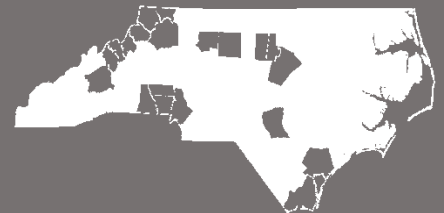


**Coordinated Entry &
SSO-CE 101 Webinar
September 11, 2025**

Coordinated Entry



Coordinated Entry

HUD definition of Coordinated Entry (24 CFR 578 – CoC)

- Coordinated entry systems allow CoCs to coordinate program participant intake, assessment, and provision of referrals. The system covers a set geographic area, can be easily accessed by individuals and families experiencing homelessness or at-risk of homelessness seeking housing and services, is well advertised, and includes a comprehensive and standardized assessment tool.



Coordinated Entry

Coordinated entry prioritizes individuals and families who need housing the most across communities.

- Divert people away from the system who have other safe options for housing.
- Quickly move people from homelessness to permanent housing
- Save time, effort, and frustration on the part of service providers through targeting and engagement efforts.
- Focus on efforts of ending homelessness as a community.
- Reduce the length of time homeless
- Increase the likelihood of housing stability
- Provide a picture of current system gaps
- Be good stewards of limited resources.



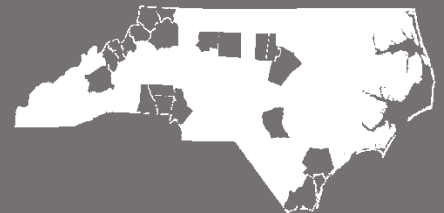
Coordinated Entry

Building a strong coordinated entry system builds on and enhances the strengths of the community's programs. When communities come together to implement coordinated entry, each program realizes success in multiple ways:

- Programs receive eligible clients
- Case managers can do case management
- Communities understand the resources they need most
- Time, red-tape, and barriers are significantly reduced



NC Balance of State Continuum of Care Coordinated Entry



NC BoS CoC Coordinated Entry

Core Elements for Coordinated Entry:

- Access: CES is easily accessed by individuals and families seeking housing or services.
- Assessment: CES includes a comprehensive and standardized assessment tool (HART).
- Prioritization: CoC uses the coordinated entry process to prioritize persons experiencing homelessness within the CoC's geographic area and is based on a specific and definable set of criteria.
- Referral: CoC- and ESG-program recipients use the coordinated entry process as the only referral source from which to consider filling vacancies.



NC BoS CoC Coordinated Entry

Coordinated Entry Workflow:

- Household presents as homeless.
- Initial access point completes the Prevention and Diversion Screen.
- Referral to DV Shelter, Emergency Shelters, and/or Prevention Services.
- Household works with agency to self-resolve homelessness.
- After 14-days, agency completes HART with household.
- Household is entered into Coordinated Entry HMIS project



NC BoS CoC Coordinated Entry

Coordinated Entry Workflow:

- Regional CE case conferencing meeting (minimum of bi-weekly)
 - CE lead runs HMIS report for BNL (BNL includes household at Front Door projects and CE project)
 - CE lead discusses number of referrals each PH agency can accept.
 - CE lead identifies households from BNL and connects household to PH agency.
- PH agency (funded or non-funded) works with identified households to provide permanent housing



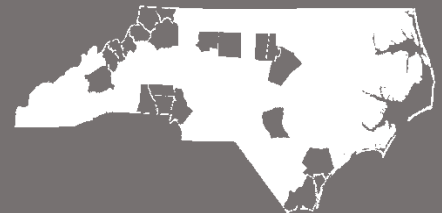
NC BoS CoC Coordinated Entry

Roles/Expectations:

- CE Lead
 - Organizes case conferencing meetings and ensures all required agencies are informed of date and time
 - Manages HMIS BNL
 - Runs case conferencing meeting and ensures households are served in order of priority
- Housing Providers
 - Participate in case conferencing meetings
 - Only fill open housing slot with households from BNL
- Front Door Providers
 - Review BNL and participate in case conferencing meetings to ensure households are being identified and connected to PH and services



Supportive Services Only – Coordinated Entry Grant



Background

- Supportive Services Only-Coordinated Entry grants are funded by HUD as part of the Continuum of Care Program
- NCCEH received its first SSO-CE grant in 2018, expanded for 2019.
- Annual renewal, pending funding availability and CoC decision-making
- NCCEH is the recipient (holds contract with HUD) and subgrants the majority of funding to support regional coordinated entry



Subrecipient responsibilities

- Subrecipients are responsible for, at a minimum:
 - Maintaining an up-to-date and comprehensive prioritization list in HMIS
 - Holding a regular case conferencing meeting, not less often than twice a month
 - Helping NCCEH staff to evaluate the region's coordinated entry system



Subrecipient responsibilities

- Ensuring all agencies participating in the coordinated entry process follow the Regional Committee's coordinated entry plan and the CoC's CE Written Standards;
- Overseeing a local process for clients to file grievances and non-discrimination complaints;
- Helping the region to administer the Prevention and Diversion Screen and/or the HART, as applicable, to all people experiencing homelessness



Subrecipient responsibilities

- Evaluating the regional CE system to make sure it meets all applicable HUD, CoC, and local requirements, including the requirements outlined in HUD CPD Notice 2017-1.
- Subrecipients should also conduct other activities that are directly related to coordinated entry that help clients access the CE system or permanent housing.



Eligible costs and activities

Annual Assessment of Service Needs: Activities associated with the annual assessment of service needs and coordinated entry may include:

- Assessing client service needs using the Prevention and Diversion Screen or the HART
- Tracking client service needs by maintaining a by-name community prioritization list
- Conducting evaluation of the service needs of clients in the Coordinated Entry System and adjusting the system accordingly
- Assessing the needs of victims of domestic violence in the Coordinated Entry System and adjusting the system accordingly
- Must be directly related to Coordinated Entry



Eligible costs and activities

Case Management: Costs of assessing, arranging, coordinating, and monitoring the delivery of individualized services to meet the needs of the program participant(s) are eligible costs.

- Counseling.
- Developing, securing, and coordinating services.
- Obtaining federal, state, and local benefits.
- Monitoring and evaluating program participant progress.
- Providing information and referrals to other providers.
- Providing ongoing risk assessment and safety planning with victims of domestic violence, dating violence, sexual assault, and stalking; and
- Developing an individualized housing and service plan, including planning a path to permanent housing stability.
- Any costs up to the contracted budgeted amount



Eligible costs and activities

- **Outreach:** Activities that engage households for the purpose of providing immediate support and intervention, as well as identifying potential program participants.
 - Initial assessment.
 - Crisis counseling.
 - Addressing urgent physical needs, such as providing meals, blankets, clothes, or toiletries.
 - Actively connecting and providing people with information and referrals to homeless and mainstream programs; and



Eligible costs and activities

- **Outreach:** Activities that engage households for the purpose of providing immediate support and intervention, as well as identifying potential program participants.
 - Publicizing the availability of the housing and/or services provided within the geographic area covered by the Continuum of Care
 - Helping to connect people with significant barriers to the CE system, such as people living in unsheltered situations
 - Assessing people living in shelters or areas that do not participate in coordinated entry
 - Advertising the CE system to the community to help people who may need services to access them



Reimbursement Required Documentation

- Staff timesheets using MS Excel SSO-CE Reimbursement Workbook.
 - Paystubs/Payroll Journals: Subrecipients must send a paystub copy (or, alternately, a payroll general ledger) for each staff member requesting reimbursement.
- Other eligible expenses: Any other expenses (e.g., supplies, materials) should be documented with bills/invoices, receipts, check stubs, credit card statements, etc.

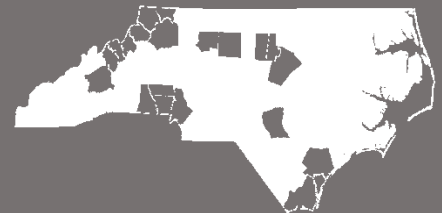


Monitoring, Match & Monthly check-ins

- NCCEH will monitor annually. NCCEH will review financial files, policies and procedures, and client files during this monitoring.
- Grantees are responsible for 25% match
 - Must be otherwise eligible under grant
- Schedule monthly check-ins with each grantee to answer questions, advise, brainstorm, review data, etc.
- Attend monthly Coordinated Entry Council (CEC) meetings as representative of the Regional Committee



FY24 SSO-CE Release for Applications



FY24 SSO-CE RFA

- September 17 – RFA release
- September 26 at 12 PM - Intent to apply & regional coordination statement due (Optional regional letter of support)
 - Submission of an Intent to Apply is required to be eligible to submit a full application.
 - Please note: While the Intent to Apply is required, NCCEH reserves the right to make exceptions if necessary to ensure that all 13 regions are covered. In the event that no agency submits an Intent to Apply for a particular region, NCCEH may invite an agency to apply to ensure geographic coverage.



FY24 SSO-CE RFA

- September 29 - Application release
 - Written application
 - Budget spreadsheet
- October 24 at 12 PM - Applications due
- October 27 - November 7 - Review and scoring
- November 13 - 14 - NCCEH leadership approval of agencies and funding amounts
- November 17 – 26 Grant agreements
- December 1 - FY24 grant start date



Questions and discussion

For additional
information
and/or
questions,
please email
bos@ncceh.org

