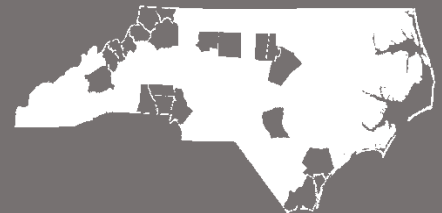


Coordinated Entry & SSO-CE 101 Webinar

September 4, 2026

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
- 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.



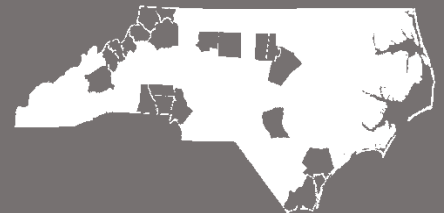
Coordinated Entry

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



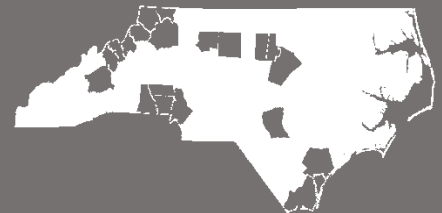
NC BoS CoC Coordinated Entry

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

- Maintain an up-to-date and comprehensive prioritization list in HMIS.
- Hold regular case conferencing at least twice monthly.
- Ensure participating agencies follow the Regional CE Plan and NC BoS CoC CE Written Standards.
- Support administration of the Prevention & Diversion Screen and/or HART, as applicable.
- Oversee a local grievance and complaint process.
- Evaluate the regional CE system and help NCCEH assess system performance.



Grant Administration

- 25% match is required.
- NCCEH conducts annual monitoring of financial files, policies/procedures, and client files.
- Monthly NCCEH check-ins support questions, technical assistance, data review, and problem-solving.
- Regional representatives attend monthly Coordinated Entry Council (CEC) meetings.



Grant Administration

- Reimbursement requires staff timesheets and supporting payroll documentation; other expenses require appropriate invoices, receipts, or equivalent documentation.
- NCCEH will monitor annually as well. NCCEH will look at financial files, policies and procedures, and client files during this monitoring.



Eligible SSO – CE Costs & Activities

ANNUAL ASSESSMENT

- 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
- Assessing the needs of victims of domestic violence in the Coordinated Entry System and adjusting the system accordingly

OUTREACH

- 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



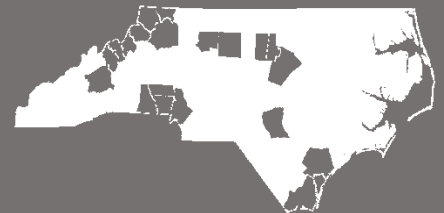
Eligible SSO – CE Costs & Activities

CASE MANAGEMENT

- Leading and participating in case conferencing meetings to coordinate services for clients, create individualized housing and services plans, and monitor and evaluate participant progress
- Helping clients to use the coordinated entry system by making referrals to emergency services after conducting a Prevention and Diversion Screen
- Helping a client who otherwise does not have a case manager to navigate the system



FY25 SS0-CE Grant Competition



Release of Application (RFA)

Goal: Strengthen CE infrastructure so communities have:

- Better coverage and access
- Quicker referrals to housing
- Higher-quality data
- Stronger evaluation and system improvement
- Funding is intended to support—not fully fund—all CE activities and should build on existing community resources and partnerships.



Release of Application (RFA)

Key Applicant Requirements

- Nonprofit 501(c)(3) or unit of local government
- Current federal grantee or federal grantee within the past 2 years
- Currently participates in NC BoS CoC HMIS
- Demonstrated CE experience and strong data quality
- Existing, functioning CE system in the region
- Support from the Regional Committee



Release of Application (RFA)

- \$350,000 total available through NCCEH's SSO-CE grant
- Funding supports Coordinated Entry implementation across all 13 Regional Committees
- One agency per Regional Committee will be selected
- Awards anticipated at \$20,000–\$35,000 per region
- Funded agencies will serve as the Regional Committee Coordinated Entry Lead



FY25 SSO-CE Timeline

September 14, 2026	SSO-CE Release of Application (RFA) and Application
October 9, 2026 (5 PM)	SSO-CE Application and Budget due
October 30, 2026	Applicants selected and awards announced
November 20, 2026	SSO-CE grant agreements sent to regional grantees
December 1, 2026	Start date of FY25 SSO-CE grant

Reach out to us: (919)755-4393 | bos@ncceh.org

