

# What's new with Thurston County's Coordinated Entry System?

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# A couple of reminders

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- ❖ Coordinated entry is a process developed to ensure that all people experiencing a housing crisis have fair and equal access to resources
- ❖ That households are quickly identified, assessed for, and referred, and/or connected to housing assistance based on their strengths and needs
- ❖ Coordinated entry is not an immediate placement to housing or shelter

# Coordinated Entry Providers

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**Lead contracted provider**  
Entry point for families &  
survivors of domestic violence



Single adult provider /  
households without  
children under 18



**New Directions. Brighter Futures.**

Youth & young adults

# Updated assessment tool

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- ❖ We are now using the **Housing Equity Assessment Tool (HEAT)** for families and single adult households. Jackie Campbell Danger Assessment continues for survivors, and a specific youth/young adult assessment.
- ❖ Using it with families since March 2022; singles since mid August 2022
- ❖ Rooted in equity, and working to better assess households
- ❖ Has specific supplemental surveys for households who identify as BIPOC, LGBTQ+ and gender non-confirming, substance users, and families
- ❖ Working as a community to use the tool, gather information about how well the tool is assessing households. A sub-committee of coordinated entry meeting will begin in the spring to dive into any concerns or challenges with the tool

# Referrals from Coordinated Entry

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- ❖ Family Support Center hired a specific Coordinated Entry Data Specialist to help manage all of the placements from coordinated entry, largely the single population
- ❖ Ensures households are connected to a resource more quickly, we (and clients) have clear understanding of eligibility requirements, and a feedback loop of when clients are denied and reasons for denial
- ❖ Reduces the burden on the single adult provider to manage intakes and placements
- ❖ Increases the collaboration with providers, and streamlines the placement process

# Placement Examples

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- ❖ Family projects include rapid re-housing, Pear Blossom Place (shelter & apartments), Housing Authority projects, permanent housing projects (ie: The Landing when it opens)
- ❖ Single & couple projects include Quixote Village, Drexel House PSH, Unity Commons, Interfaith Works shelter, Plum Street Village, Quince Street Village, Hope Village, Drexel Shelter, etc.
- ❖ Our staff did a 'tour of the town' from November-January to really get to know the providers who are accepting placements from CE and built solid relationships with providers. This helps make better placements and referrals.

# Support with completing CE Intakes

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- ❖ It takes a village!
- ❖ Built solid relationships with a number of community providers who have the training to complete a HEAT assessment
- ❖ To date 99 providers in the community have been trained on the HEAT! They're on the ground helping to assess and re-assess households with the HEAT, ensuring their quick access to the coordinated entry master list
- ❖ All intakes go to Family Support Center's CE Data Specialist who scores the packets, completes the data entry, and follows up on any issues or questions in the packet
- ❖ Providers include OHRS teams, PiPE, Salvation Army, Drexel, SafePlace, DSHS, CRU, IHTC, SideWalk, Peer Olympia, CACLMT, Interfaith Works, CCS Programs, etc.

# Family Support Center of South Sound's Role

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- ❖ Serve as the entry point for families with children and survivors of domestic violence
- ❖ Directly place families and survivors to specific projects through coordinated entry
- ❖ Manage the single adult master list and all placements from the master list
- ❖ Maintain positive working relationships with providers both completing intakes/referring households TO coordinated entry, and with providers accepting referrals FROM coordinated entry
- ❖ Process all single adult coordinated entry packets completed by the community; address any issues, ineligibility concerns, etc.
- ❖ Ensure the system is operational, streamlined, and in compliance with local, state, and federal requirements



# OlyMAP's role

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- ❖ OlyMAP became the single adult provider on January 1, 2023 after a community process that included the coordinated entry committee
- ❖ Responsible for completing intakes and assessments with the single adult population; this includes households without children under 18
- ❖ Connect CE with outreach efforts, have walk in times, co-locate at other key community locations to connect clients with CE

# Community Youth Services Role

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- ❖ Serve as the entry point for youth and young adult population
- ❖ Provide intake/assessment for eligible households
- ❖ Connect youth/young adults to available shelter and housing resources placed through the youth/young adult coordinated entry system
- ❖ Services available at Rosie's Place and through their Young Adult Housing Program

# Where can we find coordinated entry?

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- ❖ Family Support Center– schedules intakes for families and survivors 7 days a week, primarily via phone. Walk ins available Monday-Friday at our office
- ❖ OlyMAP has scheduled appointments Tuesday and Wednesdays; walk-ins at their office Thursday from 11-3. Website with self-scheduling is in process.
- ❖ FSC is onsite at Peer Olympia Tuesday afternoons 1-5pm
- ❖ FSC is onsite at North Thurston Family Youth Resource Center on the 2<sup>nd</sup> & 4<sup>th</sup> Thursday 1-3pm
- ❖ CE is onsite at the Veteran's Hub every Thursday from 9:00-1:00PM; FSC and OlyMAP alternate
- ❖ Rosie's Place is available daily for youth/young adult population

**CE Hotline 1-844-628-7343**

# Coordinated Entry Website

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- ❖ Workgroup of coordinated entry committee came together to provide guidance and recommendations to create a CE website
- ❖ Frequently asked questions about how CE works, what the process looks like
- ❖ Website is largely geared towards providers, so they can help ensure accurate and up to date information is provided to households

[www.fscss.org/coordinated-entry](http://www.fscss.org/coordinated-entry)

# Coordinated Entry Committee

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- ❖ We meet monthly– Second Thursday, 9:00-10:00AM via zoom. Join us!
- ❖ To be added to the list, email CE Chair, Jaycie Osterberg-Brown at [jaycie@quixotecommunities.org](mailto:jaycie@quixotecommunities.org)
- ❖ We've had a great turnout, upwards of 20-30 providers each meeting; as many as 60 during the time we were working to identify a new single adult provider
- ❖ Workgroups will be forming to evaluate the HEAT tool and other issues as they come up

# What's next for CE?

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- ❖ Just awarded \$646,000 (over 3 years) in HUD funds to continue to expand our coordinated entry capacity! This will allow us to more fully fund out CE system and increase capacity for the single adult population
- ❖ Updating policies and procedures to reflect current system, inflow and outflow process, key providers, etc.
- ❖ Subcommittee starting in spring to look at how the HEAT is working for family and single populations
- ❖ Submit a County application for Coordinated Entry during spring RFP process
- ❖ Continue to work to align coordinated entry practices and policies with Anchor Community Initiative and Built for Zero as appropriate