



Lake County Continuum of Care Coordinated Entry System

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What is Coordinated Entry (CES)?

A centralized or coordinated process developed and designed to coordinate program participant intake, assessment, and provision of referrals;

Covers Lake County as a geographical area;

Is easily accessed by individuals and families throughout Lake County;

Utilizes a standardized assessment tool to determine vulnerability and need for those experiencing homelessness or at risk of homelessness.

How Does Coordinated Entry Work?

Coordinated entry is designed as a framework that transforms Continuum of Care's network of homeless assistance projects, making individual decisions about whom to serve by prioritizing the most vulnerable individuals, into a fully integrated crisis response system.

- ❖ Access Points around the county
- ❖ Standardized Vulnerability Assessment
- ❖ Prioritization of the Most Vulnerable
- ❖ Matching and Referrals Placement into Services
- ❖ Case Conferencing

~Access Points ~

Physical access sites throughout the Lake County Geographical areas, where people experiencing a housing crisis may go to receive assistance, which includes housing problem-solving assistance (diversion), assessment, and referrals for housing and services offered through CES. Access points enter persons experiencing a housing crisis into the Homeless Management Information System. The Lake County Behavioral Health Services Street Outreach services are developing and will become an Access Point in the near future.

Lake County Access Points

Peer Support Centers

- Big Oak Peer Support Center ~ 707-998-0310*
- La Vos Latino Center ~ 707-994-4261*
- Family Support Center ~ 707-987-9601*
- Harbor on Main TAY Center ~ 707-994-5486*
- Circle of Native Minds ~ 707-263-4880*

Hope Center – Emergency Shelter ~ 707-998-8488

Lake County Office of Education ~ 707-275-2358

- Specific to LCOE students and their families*

~Standardized Vulnerability Assessment Tool~

A custom tool was designed to assist in prioritization decisions for residential project placement. It reduces the need for duplicative assessments and gathers only enough client information to determine the severity of need and eligibility for housing and related services. All areas where in-person assessments are conducted will be made as safe and confidential as possible so that people feel comfortable sharing sensitive information or safety issues.

Vulnerability Assessment Tool

- *too little or no income*
- *active or past substance abuse*
- *domestic violence, dating violence, stalking, or human trafficking history*
- *resistance to receiving services,*
- *the type or extent of a disability or the services or supports that are needed because of a disability,*
- *a history of evictions or of poor credit,*
- *a history of lease violations,*
- *a history of not being a leaseholder, or*
- *a criminal record.*

~Prioritization~

A central CES Operator prioritizes households based on need and vulnerability using the scores and the prioritization scheme defined by the CoC and maintains a Priority List (aka By Name List). The households identified as being the most vulnerable are prioritized for available housing and services. All programs and provider agencies are required to use the CE system to link households to housing and services.

By-Name List

Prioritization (By-Name List)

- *Individuals and households' vulnerability*
- *Connection to available housing and services*
- *Referred to resources based on the severity of need*

~Matching and Referring~

The CES Operator matches prioritized households to available housing and resources for which the households are eligible. Households are matched and referred to available housing and related resources based on need and vulnerability, as well as program eligibility and client choice.

Matching and Referrals include

- Most vulnerable referred to available housing based on needs

Priority Listing

- All CoC, ESG, and State-funded programs that require CES participation

*- Availability of housing resources and related services open with CES
participating agency*

*- Programs with available housing resources connect with households referred to
their programs after being matched*

~Case Conferencing~

A routine meeting process amongst partnering multi-disciplinary providers to discuss high-needs client cases in order to resolve barriers and review prioritization decisions, enrollments, terminations, and eligibility appeals.

Case Conferencing Meeting

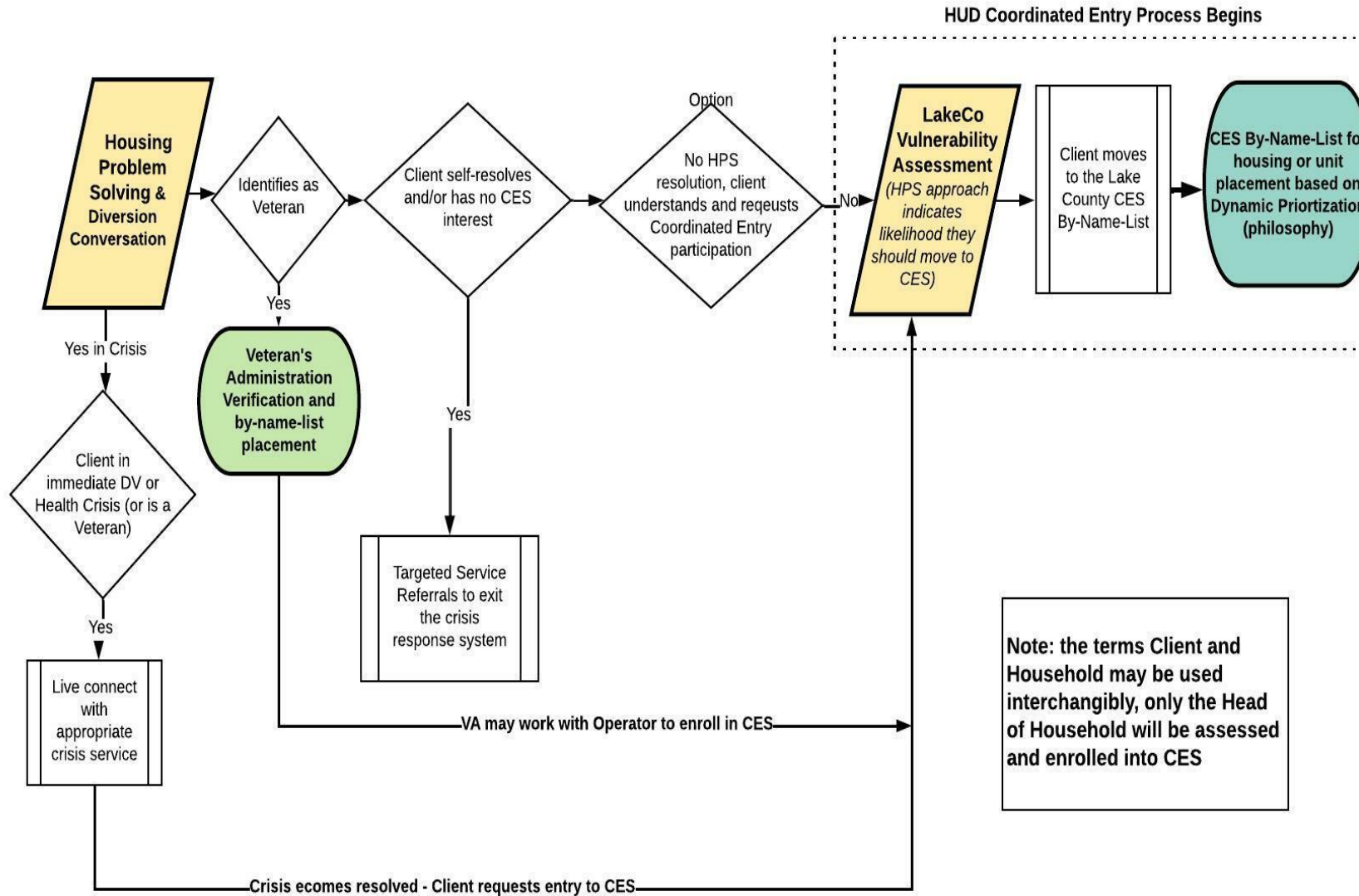
Provider and homeless advocate roles that may participate in Case Conferencing include:

- *Ensuring Successful Placement*
- *Ensuring Document Readiness*
- *Ensuring Effective Client Navigation of the Coordinated Entry System*
- *Lake County Continuum of Care Executive Committee Members*
- *Lake County Coordinated Entry Operator*
- *Lake County Housing Navigators*
- *Lake County Housing Providers and other providers operating within the homeless crisis response system*
- *Veterans Service providers*
- *Healthcare systems including hospitals and behavioral health providers*
- *Client Advocates*

Lake County, CA Coordinated Entry

Updated: August 2022

CLIENT- System Flow

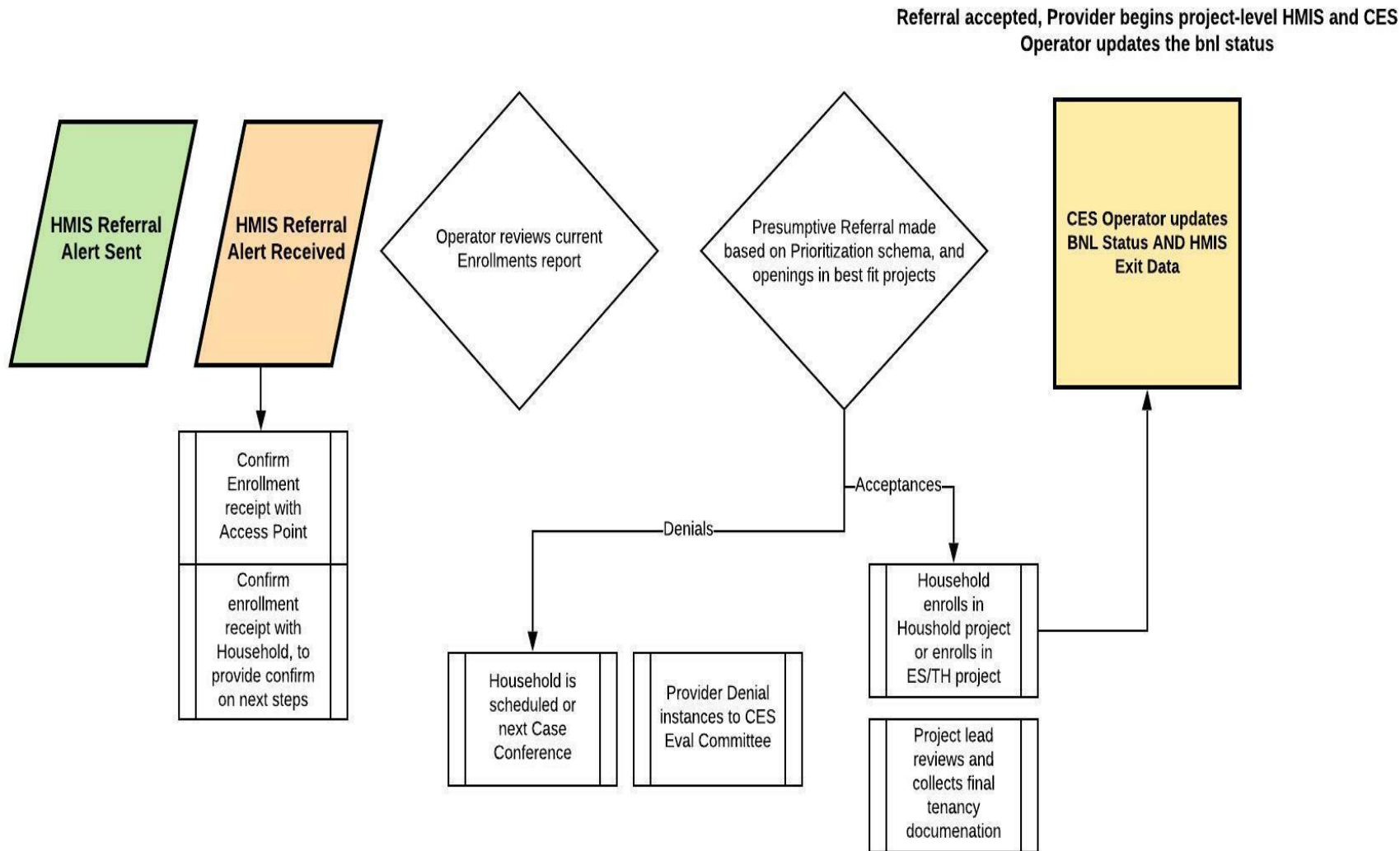


- Client is referred to or contacts an access point
- Housing Problem Solving
- Identifies Client's needs
- Vulnerability Assessment
- Client added to By-Name List for the referral process

Lake County, CA Coordinated Entry

Updated: July 15, 2021

CES Operator - Management Flow



- HMIS Referral Alert sent and received by CES Operator
- CES Operator reviews Client information in HMIS
- CES Operator determines prioritization, need, and open projects
- CES Operator Enrolls client/household in project
- Project lead reviews client/household documentation

Roles and Responsibilities

Lake County Continuum of Care Coordinated Entry subcommittee

Coordinated Entry Operator – Lake County Community HUB

Homeless Management Information System Administrator

Agency participants – CES and ESG-funded agencies and state-funded CES requires agencies



Thank You!

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