Coordinated Entry:
Solutions-Based Interactive Conversations and Problem Solving

Moderator:
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Speakers:
Kathi Krablin, Associate Director of Development, Valley Youth House
Toni Gainer, PA 211 East Director, United Way of Lancaster County
Helen Kelly, Housing Coordinator, Wayne County Human Services
The Eastern Pennsylvania Continuum of Care (CoC)

The US Department of Housing and Urban Development’s Continuum of Care (CoC) Program is designed to promote a community-wide commitment to the goal of ending homelessness; to provide funding for efforts by nonprofit providers, States, and local governments to quickly re-house homeless individuals, families, persons fleeing domestic violence, and youth while minimizing the trauma and dislocation caused by homelessness; to promote access to and effective utilization of mainstream programs by homeless; and to optimize self-sufficiency among those experiencing homelessness. The PA Balance of State consists of two CoCs - Eastern and Western - comprised of seven Regional Homeless Advisory Boards (RHABs) that identify local homeless issues, coordinate planning for projects, identify needs, and develop strategies and priorities to end homelessness in the local area.

South Central RHAB – Adams, Bedford, Blair, Cambria, Centre, Franklin, Fulton, Huntingdon, Somerset Counties
Lehigh Valley RHAB – Lehigh, Northampton Counties
Central Valley RHAB – Columbia, Cumberland, Juniata, Lebanon, Mifflin, Montour, Northumberland, Perry, Schuylkill, Snyder, Union Counties
Northern Tier RHAB – Bradford, Clinton, Lycoming, Sullivan, Susquehanna, Tioga, Wyoming Counties
Pocono RHAB – Carbon, Monroe, Pike, Wayne Counties

December 4, 2017
What is Coordinated Entry?

A Coordinated Entry System (CES) coordinates access, assessment, prioritization and referral for housing and supports for people experiencing or at imminent risk for homelessness in a community.
Eastern PA CoC Coordinated Entry System Process Flow

Access
- Call Center (Toll-Free Call or Text; Business & After Hours; Language Translation)
- Access Sites (Business Hours)
- Street Outreach (As Available)

Assessment
- HMIS Record Search/Creation
- Pre-Screen Questions
- VI-SPDAT* (Family, Single Adult or Transition Age Youth)
- Diversion From Entering System

Prioritization
- For Housing and Supports By Name Based on Need & Vulnerability

Referral
- Direct Referral to Prevention & Emergency Shelter
- Community Queue for Housing and Other Supports

**Eastern PA CoC CES Operational Partners for 2018***

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**CES Call Center Operations**

PA 2-1-1

**CES Regional Managers**

- Central Valley Region: Redevelopment Authority of Cumberland County
- Lehigh Valley Region: Third Street Alliance
- Northern Tier Region: Clinton County Housing Authority
- Pocono Region: Wayne County Human Services
- South Central Region: Blair County Community Action

**CES Access Sites**

- Central Valley Region: Carlisle CARES (in partnership with Redevelopment Authority of Cumberland County)
- Central Valley Region: Central Susquehanna Opportunities, Inc. (4 locations)
- Central Valley Region: Union-Snyder Community Action (2 locations)
- Lehigh Valley Region: Lehigh Conference of Churches
- Lehigh Valley Region: Lehigh County Department of Human Services
- Lehigh Valley Region: Third Street Alliance
- Northern Tier Region: UPMC Susquehanna (5 locations)
- Pocono Region: RHD Crossroads Housing/Community Services
- South Central Region: Center for Community Action (2 locations)
- South Central Region: Blair County Community Action

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*Pending final negotiation of contracts and partnership agreements*
Lehigh Valley Region Coordinated Entry Pilot Project

Between January 4 and November 30, 2017, Lehigh Valley Pilot Project Coordinated Entry Specialists from 211 East, Lehigh Conference of Churches, Lehigh County I&R and Third Street Alliance have:

• Fielded 1,460 pre-screens
• Fielded 1,211 VI-SPDAT screenings
• Placed 1,061 people on the Community Queue for housing
• Received a satisfaction rating of extremely or very satisfied from 62% of consumers (somewhat from others)

Among the 1,211 people VI-SPDAT’d:
• 65% of families score for RRH (or TH)
• 58% of individuals score for RRH (or TH)
• 26% combined score for PSH
• 72% were women
• 23% were between the ages of 18 - 24
• 49% were white
• 38% were Hispanic/Latino
• 2% were veterans
Questions?

For more information:

Visit
www.pennsylvaniacoc.org/easterncommittees/coordinated-entry

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