



Coordinated Entry Evaluation Tool

Communities can use this tool as a quick way to assess how well their coordinated entry system is functioning. The tool has two parts: one part should be completed before coordinated intake has been implemented, and one part should be completed six months to a year afterwards. Embedded in the tool are instructions explaining how communities can gather the information needed for the assessment. As with the other tools, communities should feel free to modify the tool as they see fit.

Part I: Before Implementing Coordinated Entry

1. Number of organizations currently doing intake and assessment: _____
2. Program Table

Type of Organization	Number of Organizations	Number of Referrals	Bed Turnover Rate*
Emergency Shelter			
Transitional Housing			
Rapid Re-Housing			N/A
Permanent Supportive Housing			N/A
Other Types of Housing/Programs			

* Bed Turnover Rate equals the number of people served over the course of the year in a program by the daily/nightly capacity. Higher bed turnover rates mean that people are moving out of homelessness more quickly.

3. System Outcomes

Average Length of Stay in Emergency Shelter Programs

Singles: _____ Families*: _____ Youth: _____

Average Length of Stay in Transitional Housing Programs

Singles: _____ Families: _____ Youth: _____

New entries into homelessness (per year/per month)

Singles: _____ Families: _____ Youth: _____

* Communities should define ‘family’ in a way that makes sense to them.

4. Consumer Paths Questionnaires

List the most popular response to each question from the *Consumer Paths Questionnaire*, which is part of the *Coordinated Entry Toolkit*.

Question 2. Where did you go to get access to the services you needed when you became homeless?

Question 3. Were they able to place you into a shelter bed, permanent housing unit, or another housing program bed immediately?

Question 4. After intake, were you able to move directly to permanent housing, or did you have to stay somewhere else first?

Question 5. Are you currently housed in permanent housing?

Question 6. (If you are currently housed in permanent housing): How many homeless assistance organizations did you have to work with before you got into permanent housing?

5. Longer Qualitative Assessment Tool Responses

[Survey for Consumers](#)

[Survey for Community Leaders/Executive Directors](#)

[Survey for Direct Service Provider/Front Line Staff](#)

Analyze using the [Survey Analysis Sheet](#).

* Document any general trends, especially areas of concern.

6. Does the community have a coordinated/shared wait list? Yes No

7. Size of the wait list for homeless assistance (system-wide; if no system numbers available, average among all programs)

_____ in shelter
_____ in transitional housing
_____ in rapid re-housing
_____ in permanent supportive housing
_____ other

* We recommend adding a space on your assessment tool to document where the person was ultimately sent (their “secondary referral”) and where they would’ve ideally been sent based on the results of your assessment (“primary referral”) had that resource been available. For example, if the assessment indicated that a person should receive prevention assistance but no funds were available and they had to go to shelter, you would list ‘prevention’ as the primary referral and ‘shelter’, along with the name of the shelter, as the secondary referral. If they were eligible for rapid re-housing and were referred to the appropriate rapid re-housing program, that program would be listed as both the primary and secondary referral. Both the program type and name of the program the person was referred to should be noted.

Part II: After Coordinated Entry (six months – one year after implementation and then periodically thereafter)

1. Number of organizations officially doing intake and assessment: _____

How many “side doors” does your community have (organizations that subscribe to the centralized model but admitted clients coming from places other than the coordinated intake centers anyway)? _____

How many organizations are there that do not participate in the coordinated entry process and do their own intake and assessment? _____

2. Program Table

Type of Organization	Number of Organizations	Number of Referrals (Primary)*	Number of Referrals (Secondary)**	Bed Turnover Rate
Emergency Shelter				
Transitional Housing				
Rapid Re-Housing				N/A
Permanent Supportive Housing				N/A
Other Types of Housing/Programs				

*Number of Referrals (Primary): Number of referrals made because this housing option was determined to be the best choice for the client.

**Number of Referrals (Secondary): Number of referrals made because this housing option had bed availability at the time of intake (secondary referrals would only be made if first choice option wasn't available). If a community does not separate the two, communities should insert the number of referrals made to this program type in this column.

3. System Outcomes

Average Length of Stay in Emergency Shelter Programs

Singles: _____ Families: _____

Average Length of Stay in Transitional Housing Programs

Singles: _____ Families: _____

New entries into homelessness (per year or per month)

Singles: _____ Families: _____

4. Consumer Paths Questionnaires

Administer this survey again and list the most popular response to each question from the *Consumer Paths Questionnaire*, which is a part of this toolkit. If you didn't administer this survey pre-implementation, you can skip this question.

Question 2. Where did you go to get access to the services you needed when you became homeless?

Question 3. Were they able to place you into a shelter bed, permanent housing unit, or another housing program bed immediately?

Question 4. After intake, were you able to move directly to permanent housing, or did you have to stay somewhere else first?

Question 5. Are you currently housed in permanent housing?

Question 6. If you are currently housed in permanent housing): How many homeless assistance organizations did you have to work with before you got into permanent housing?

5. Qualitative Assessment Tool Responses

[Survey for Consumers](#)

[Survey for Community Leaders/Executive Directors](#)

[Survey for Direct Service Provider/Front Line Staff](#)

Analyze using the [Survey Analysis Sheet](#).

* Document any changes since the first survey administration.

6. Does the community have a coordinated/shared wait list? Yes No

7. Size of Wait List (system-wide; if no system numbers available, average among programs)

_____ in shelter

_____ in transitional housing

_____ in rapid re-housing

_____ in permanent supportive housing

_____ other

To determine success:

The following factors might indicate success with coordinated intake:

- ✓ The number of organizations doing intake shrank
- ✓ The bed turnover rate in shelter and transitional housing increased
- ✓ New entries into homelessness have decreased
- ✓ There is a centralized wait list now (if there wasn't before)
- ✓ The number of organizations consumers had to work with before getting into permanent housing has decreased

Consider making adjustments to your system (such as modifying program types or changing who receives of CoC funding if):

- ✓ Primary and secondary referrals are not matching up
- ✓ The same concerns are coming up in the surveys pre- and post-implementation of a coordinated intake