

USING DATA TO DRIVE DECISION POINTS ON COORDINATED ENTRY

Each and every community has its own unique set of needs, constraints, and contexts that should inform how they implement and update Coordinated Entry practices. While it can be very helpful to learn from each other's experiences and share ideas, ultimately, there is no one right way to do Coordinated Entry and off-the-shelf tools or processes will never fit perfectly in a community that did not create them with their specific needs in mind.

Successful change starts with asking the right questions to drive key decision points.

Decision Point	Inquiry to Get to the Roots
<p>Where should we locate Coordinated Entry workers? Should they all work within the same program or be spread out across our system?</p>	<ul style="list-style-type: none"> • Who is being served in our system as it is, and who is not? • Who is showing up at our Coordinated Entry location and who are we not seeing? • Who is making it through the entry process and into appropriate services, and who is not? • And from there, keep asking why?
<p>What assessment tool should we use? Should we assess everyone immediately and add every household to our prioritization list(s)? Or should we wait to assess people until we have a referral available, or have built a relationship with them, or we've supported their attempts to self-resolve their homelessness?</p>	<ul style="list-style-type: none"> • What are the outcomes of our current assessment process? • What is it measuring and for whom? And what is it missing? • Who is that impacting and in what ways? • What data are we collecting, and it is more or less than we actually need at this stage of our system? • And from there, what would shift that process towards more equitable outcomes?
<p>What characteristics can we use for prioritizing people that won't exacerbate existing inequities?</p>	<ul style="list-style-type: none"> • Who is being prioritized for resources by our current criteria? • Are the results of that equitable? • Is the way we prioritize people getting them to the right kinds of services and interventions for their actual needs? • And from there, what are our current criteria missing about the different ways people of different races, genders, abilities, cultures, etc. experience homelessness in our communities?

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Start with Data: Questions to Ask

What trends do you see in your system's data? What meaning can you make from the numbers? What story does your system's data tell?

When you look at your system's data disaggregated by race, by gender, by other features of people or your community (zip code, chronicity, etc.), what do you see?

Does your data reflect what's really happening in your community? Are you gathering the right data to answer the questions you find you need to answer in order to make your system function better? Are there data quality issues that make it hard to draw conclusions?

Leveraging Qualitative Data

Only people going through a system can describe how it's actually working and what they experience when they try to navigate through it. Only the people working on the front lines of a system can explain what is frustrating their efforts to help people. Using qualitative data, in partnership with quantitative data, can provide the fullest picture of growth areas within a Coordinated Entry system.

For more on meaningfully engaging people with lived experience in your system check out [Meaningful Inclusion of People with Lived Expertise](#).



WATCH THE WEBINAR “COORDINATED ENTRY: BEST PRACTICES IN CENTERING EQUITY AND ENSURING EFFECTIVENESS”

PART OF THE WEBINAR SERIES “**STRONGER TOGETHER: A ROADMAP TO AN EFFECTIVE HOMELESS SYSTEM**”