

Using Coordinated Entry to Address Unsheltered Homelessness



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Strategies for increasing the effectiveness of Coordinated Entry for connecting people living unsheltered to housing and services and ways inclusive Coordinated Entry systems can guide communities in their efforts to plan and right-size their homelessness response systems.

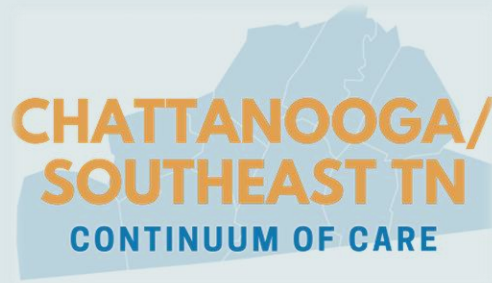


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Director of Operations

Chattanooga Regional Homeless Coalition

TN-500 CoC (Southeast Tennessee)



Strategies to Reduce Unsheltered Homelessness

- Develop Robust Outreach Services
- Develop a functional Coordinated Entry System and expand access
- Encourage and Facilitate Case Conferencing



Bringing People Home.

Expanding Access

Before

Homeless
Service
Providers

Now

Homeless
Service
Providers

Hospitals &
Healthcare
Centers

High Schools &
Universities

Mental Health
Providers

Substance Abuse
Treatment
Providers

DV Shelters

Faith-based
Organizations

DCS

...and more!

- Message: "CES can give concerned potential partners a practical action step to help"
- Case Conferencing easy next step of involvement

Case Conferencing

- Counterbalance to CES
- Transparency and Collaboration
- Frontline workers can see rewards first-hand



Bringing People Home.

Equity in Prioritization

Unsheltered status is used in prioritization scheme

Race & Ethnicity	% PLS Unsheltered at Assessment
Black, African American, or African / Non-Hispanic/Non-Latina/e/o	42.26%
Hispanic/Latina/e/o/ Hispanic/Latina/e/o	29.17%
Multi-Racial/ Hispanic/Latina/e/o	47.66%
Multi-Racial/Non-Hispanic/Non-Latina/e/o	42.81%
White/Non-Hispanic/Non-Latina/e/o	59.09%

Race & Ethnicity	% Exits to Permanent Destination
Black, African American, or African / Non-Hispanic/Non-Latina/e/o	91.34%
Hispanic/Latina/e/o/ Hispanic/Latina/e/o	89.61%
Multi-Racial/ Hispanic/Latina/e/o	94.23%
Multi-Racial/Non-Hispanic/Non-Latina/e/o	86.67%
White/Non-Hispanic/Non-Latina/e/o	84.20%

**Data shown above accurate as of 12/2024*

Bringing People Home.



Camille Sims Russell

VP of Programs and
Implementation




Partners for HOME, Atlanta, Georgia

PARTNERS FOR **HOME**

Bringing People Home.

CURRENT CE ACCESS

We currently operate a multi-access point model including:

 Telephonic Access	Community members can dial 311
 Street Outreach	Outreach teams maintain & expand staff with CE Assessor access
 Centralized Access Points	Publicly identified organizations, their model and hours of operations

CITY OF ATLANTA'S APPROACH



Access Expansion

- Mobile Assessors
- Telephonic (Atlanta 311)
- Subpopulation Specific CAPs



CES Refinements

- Transfer Process Build-Out
- Workflow Improvements
- Case Conferencing Tools



HMIS Internal Team

- Data Analyst
- Coordinated Entry Manager
- Senior Project Manager of HMIS
- Dedicated Staff for Technical Support



MOBILE ASSESSOR MODES




Encampment
site visit
support



Decommissioning
Transitions



Subpopulation
Specific
Access Points



1.06 USING COORDINATED ENTRY TO ADDRESS UNSHELTERED HOMELESSNESS

**KENZIE STRUBANK, KENTUCKY HOUSING
CORPORATION**

THE MISSING FRONT DOOR:

KENTUCKY'S STORY

**KY BOS HAD VIRTUALLY NO RESOURCES
FOR FUNDED STREET OUTREACH
COUPLED WITH AN EXTREMELY WEAK
EMERGENCY SHELTER SYSTEM.**

**In 2018 only 1 ESG funded SO
project totaling \$1,000**

- **No state funds allocated for shelters**
- **Heavy focus on PH in lieu of capacity & infrastructure**
- **Geographic service provision inequity**
- **Service deserts**
- **ESG + CoC limitations**

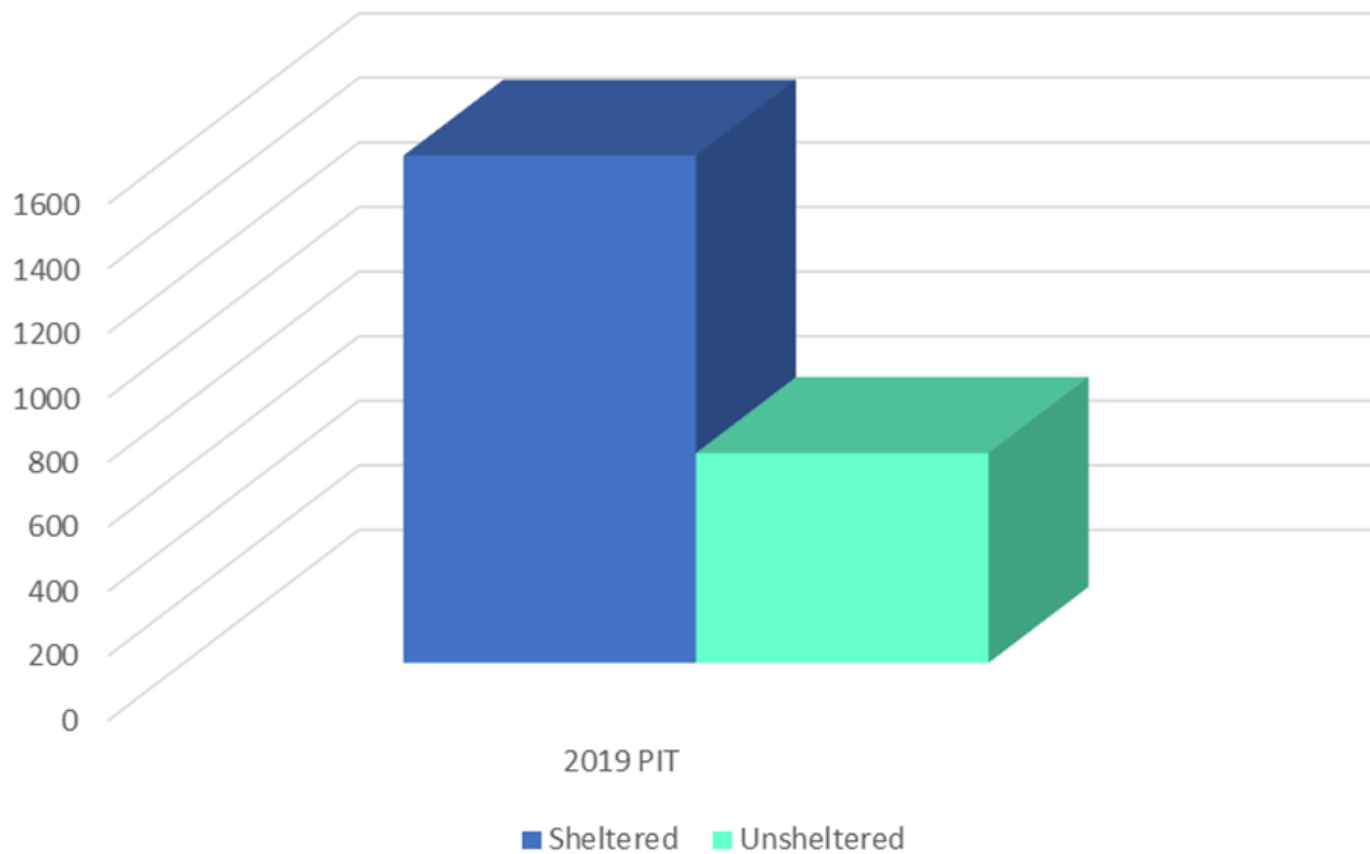
All resulted in inaccurate Unsheltered PIT numbers + no true finger on the pulse of unsheltered homelessness across the KY BoS.

2019 KY BOS PIT

2,221 Total Homeless

650 Total Unsheltered

66 counties 0 Unsheltered



Shift in focus to Street Outreach in attempt to address historical gap in vital front door invention with limited funds



FUNDING INTERVENTIONS TO SCALE

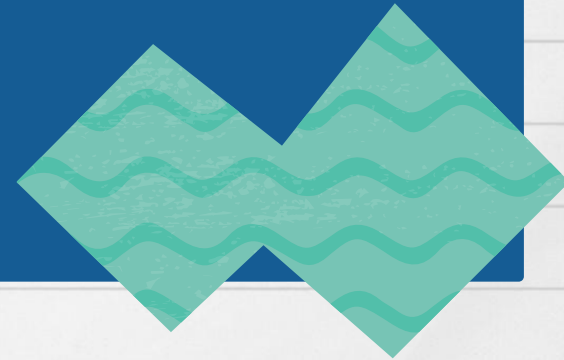
ESG-CV: A Once in a Lifetime Opportunity

2 emergency shelter NOFAs

13 regional SO projects

15 regional RRH + Prevention projects

Strategy: Establish & support regional provider teams to fund outreach + permanent housing with urgency.



Lessons learned from ESG-CV
implementation uniquely
positioned KY BoS for future
funding opportunities & continued
system capacity

Overall homeless response
system capacity
strengthened from corner to
corner

Regional Street Outreach teams &
housing programs in place across all
15 subregions of the CoC

Street Outreach & RRH fully
funded for 1st time in CoC
history

← **POST
PANDEMIC
MOMENTUM** →

KHC + KY BoS sought non-
traditional funding sources to
continue ESG-CV activities through
HOME-ARP and ERA2

KY BoS partners ready and
overwhelmingly willing to seek
additional funds to support and
continue staffing capacity and
infrastructure built

STREET OUTREACH STRIDES

- In 2022 SO providers engaged with more than 1,600 households experiencing unsheltered homelessness
- 4,500% INCREASE in access to vital intervention since ESG-CV SO regional implementation; increased unsheltered access to CES
- HOME-ARP SO funds secured to continue capacity of previous ESG-CV SO regional work through fall 2026
- CoC investment in expert-led Street Outreach trainings specific to rural housing-focused outreach.



KY BOS SNOFO AWARDS

21

Projects

9

Street Outreach

1

SSO for Housing
Navigation

6

PSH

\$11.4M

Total Award

\$3.7M

Street Outreach Funds

WHERE WE ARE NOW

Increased Access to CES

1,155 unsheltered households entered CES in 2024

System Performance

73% positive exit rate from Street Outreach in 2024

- Up from 47% in 2023

While the number of people served in Street Outreach has doubled in 2024 our providers commitment to positive exits and quality of service has not suffered.

Street Outreach Bootcamp

March 2025

CES Prioritization

Priority 1: Unsheltered + CH + Trimorbid + High Acuity

Priority 2: Sheltered + CH + Trimorbid + High Acuity

Priority 3: Unsheltered + High Acuity

Priority 4: Sheltered + High Acuity

Priority 5: Unsheltered + Low Acuity

Priority 6: Sheltered + Low Acuity

Safer KY Act Impacts

Criminalization of homelessness

- Camping & Sleeping in Vehicle Ban