

# An Introduction to the Coordinated Entry System & How to Conduct the CES Survey Packet

June 16, 2017

**Presenters:**

Marina Flores, Single Adult Systems Integration Manager  
Monica Quezada, CES Coordinator  
Hafsa Kaka, CES Coordinator



# Overview

- Introduction to LAHSA
- Introduction to Homelessness in Los Angeles
  - Homeless Count Statistics
  - Measure H
- Overview of the Coordinated Entry System
  - History
  - System Components
- How to Access the System
  - Overview of CES Triage Tools
- Procedures on Participating Agency
- CES Local Connections & Resources
- Q & A



# Goals of the Training

- Gain a better understanding of:
  - ✓ The Los Angeles Homeless Service Authority
  - ✓ Homelessness in Los Angeles
  - ✓ The Coordinated Entry System (CES)
  - ✓ How to connect Single Adults to CES using the CES Survey Packet
  - ✓ CES resources in your area



# The Los Angeles Homeless Service Authority (LAHSA)



**LAHSA**

LOS ANGELES  
HOMELESS  
SERVICES  
AUTHORITY

# LAHSA

- The Los Angeles Homeless Services Authority (LAHSA) was created in 1993 as an independent, Joint Powers Authority between Los Angeles City and County.
- Our Mission Statement is: ***“To support, create and sustain solutions to homelessness in Los Angeles County by providing leadership, advocacy, planning and management of program funding.”***



# Homelessness in Los Angeles



# Defining Homelessness

## Who We Count

### Persons who meet HUD's definition of literal homelessness

#### Unsheltered

“An individual/family whose primary nighttime residence is public/private place not designed for or ordinarily used as a regular sleeping accommodation for human beings.”

#### Sheltered

“An individual/family living in a supervised publicly or privately operated shelter designed to provide temporary living arrangement.”

Emergency Shelters  
Transitional Housing  
Safe Havens  
Emergency Hotel/Motel Voucher

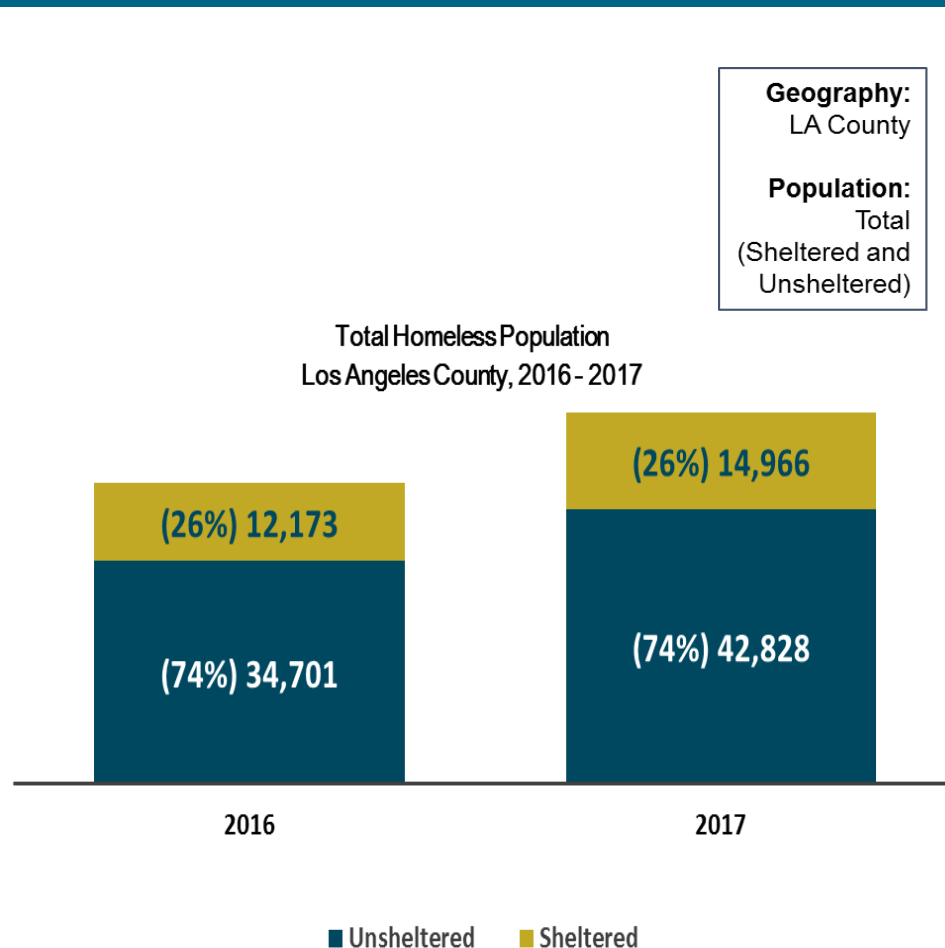
# 2017 Los Angeles County Results

The total estimated number of people experiencing homelessness in Los Angeles County on a given night was:

**57,794**

An overall increase of **23%** from 2016

*Total includes all four Continuums of Care in LA County: LA, Glendale, Long Beach, and Pasadena*



**Greater Los Angeles  
Homeless Count**

# Chronic Homelessness

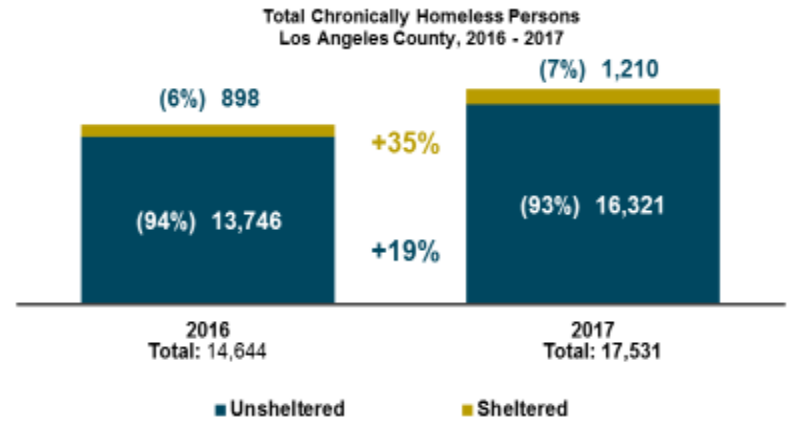
People experiencing **Chronic Homelessness** has increased by 20% from 2016.

## Chronic Homelessness

**Geography:**  
LA County  
**Population:**  
Chronically Homeless

17,531 Chronically homeless persons experience homelessness on a given night

20% Increase from 2016 total of 14,644



- Sheltered Chronically Homeless Persons excludes Transitional Housing
- Los Angeles County includes Glendale, Pasadena, and Long Beach CoCs

# Local Strategies to Combat Homelessness in Los Angeles



# LA County Homeless Initiative

**Homeless Initiative Launch**

*Aug. 17, 2015*

**18 Policy Summits on 9 Topics**

*Oct. 1 – Dec. 3, 2015*

**48 Strategies Passed by BOS**

*Feb. 5, 2016*

**Implementation of Strategies**

*Began April 2016*

**Measure H Passed**

*Mar. 6, 2017*

# Funding for Programs

- \$355 billion annually for:
  - Outreach
  - Housing Navigation
  - Housing Location
  - Crisis Housing
  - Bridge Housing
  - Rapid Rehousing
  - Legal Services
  - Access Centers
  - CES System Infrastructure

# The Coordinated Entry System (CES)

A decorative graphic consisting of a thick gold horizontal bar that transitions into a series of three thin, parallel white horizontal lines on the right side of the slide.

# What is CES?

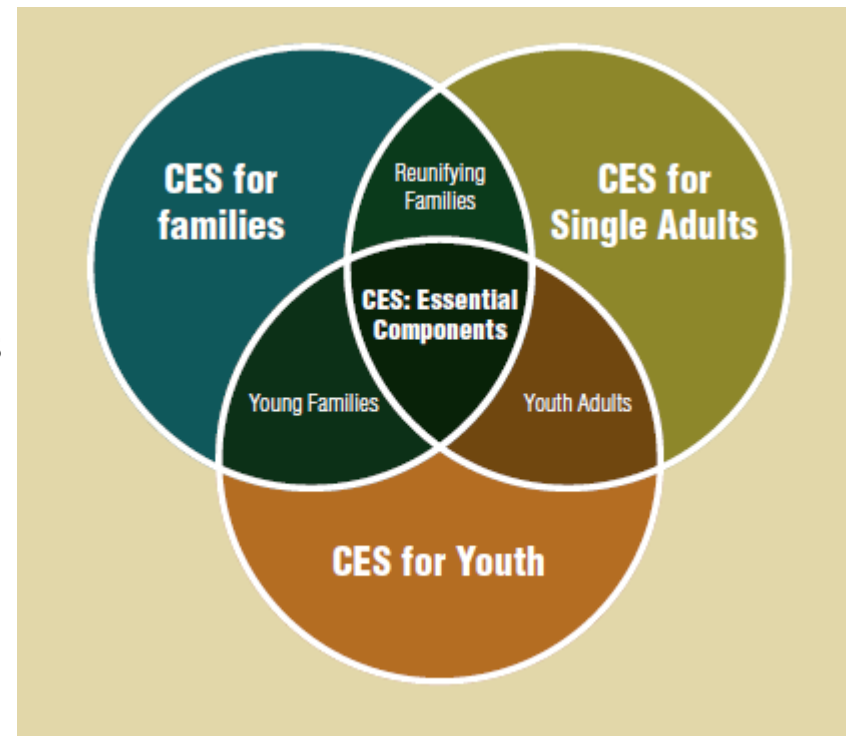
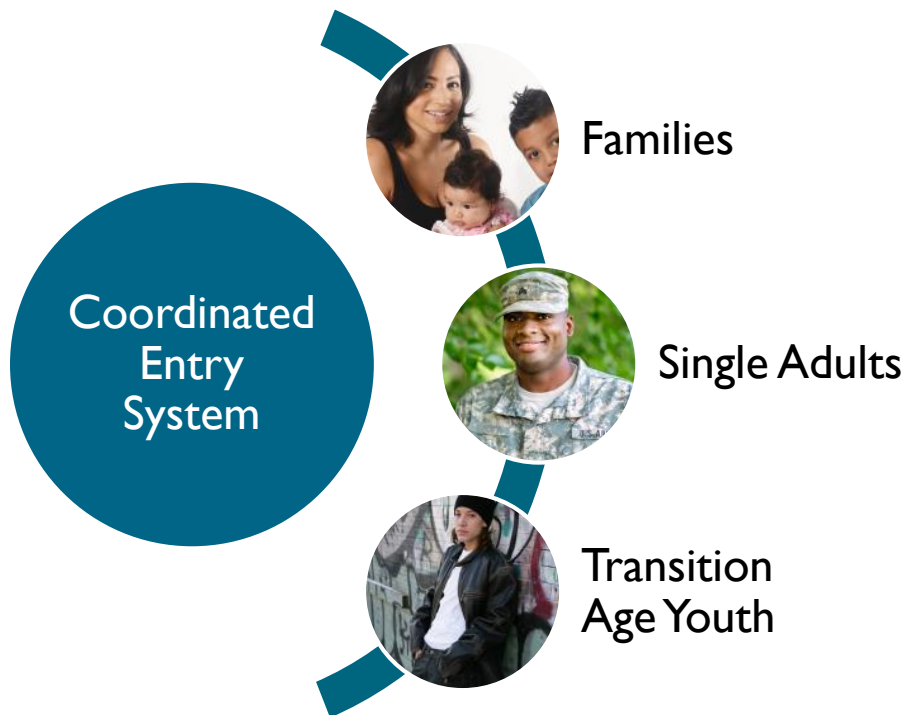
The Coordinated Entry System (CES) is a countywide system that brings together new and existing programs and resources in order to connect people experiencing homelessness to the most appropriate housing and services to end their homelessness.



# What is CES?

- CES lays the groundwork for a more efficient and effective use of resources and creates a system that is easier for people experiencing homelessness to access and navigate.
- The goal is to create a system that is more **Effective, Efficient, and Fair** for everyone experiencing homelessness.

# CES for All Populations



# CES Essential Components

**Coordination:** Through regional and county-wide collaboration, CES maximizes the efficiency and effectiveness of resources, creating an integrated and sustainable response to homelessness.

**Common Approach:** Providers utilize Housing First, Harm Reduction, and client centered service delivery.

**Information Sharing:** LAHSA's Homeless Management Information System (HMIS) database and regional collaborative meetings are used to eliminate duplication of services and coordinate resources.

**Entry Point:** There is "No Wrong Door" to the system regardless of population or point of entry. The "No Wrong Door" approach means that no matter where a person enters the system he/she can access any services that are needed. Outreach teams, crisis housing, and access centers can all serve as entry points to the system.

# CES Essential Components

**Assessment:** Population-appropriate questionnaires are used to triage a person's needs in order to identify the services and housing that may be the best fit.

**Prioritization:** When housing resources are limited, individuals/participants with the most severe needs are prioritized for the services and housing.

**Housing Navigation:** Ongoing engagement, resource linkage/referral, and document collection are all housing focused, in order to facilitate a linkage to an appropriate housing resource.

**Linkage:** Individuals/participants are linked, or, "matched" to the best suited services and housing to address their unique needs.

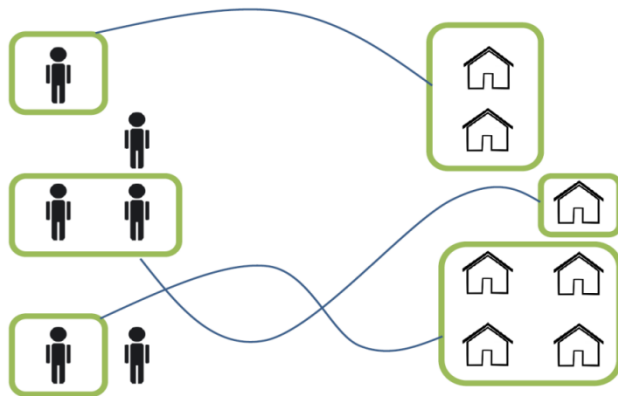
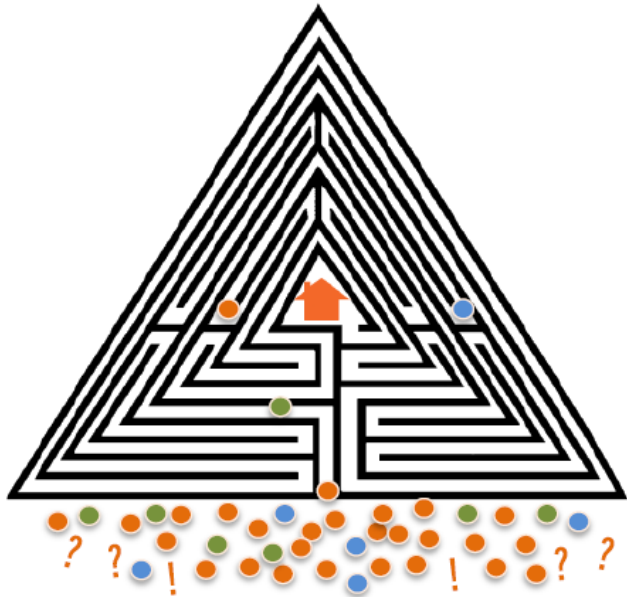
**Housing Stabilization & Retention:** Individuals/participants receive short term or indefinite supportive services to ensure experiences of homelessness are rare, brief, and non-reoccurring.

# Why CES?

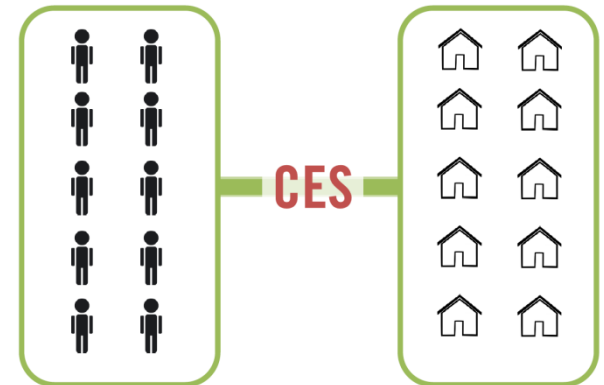
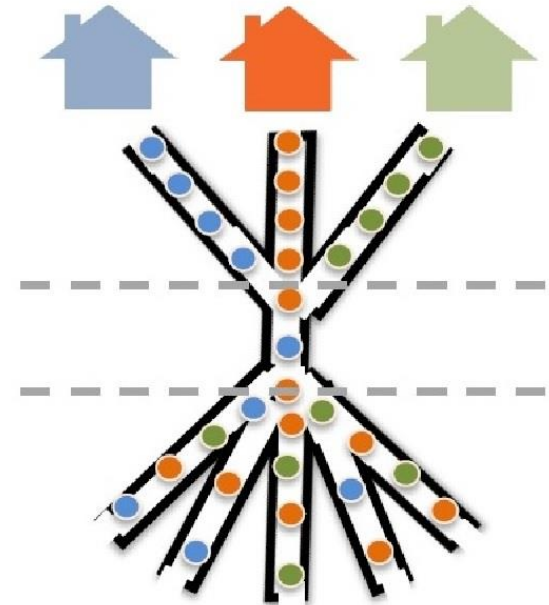
A decorative horizontal line consisting of a thick gold bar on top, followed by a white bar, and then three thin gold lines on the right side.



# Without CES



# With CES



# CES Outcomes in 2016

## People Placed into Housing

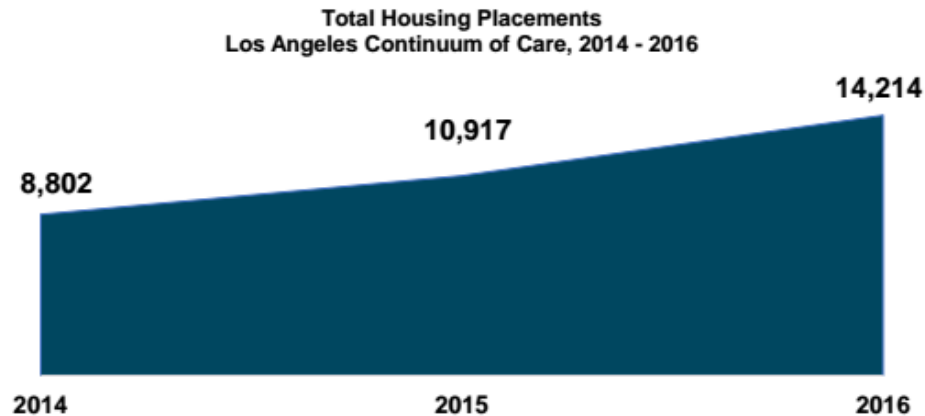
**14,214** People moved out of homelessness into Permanent Housing in 2016

**30%** Increase from 2015

**61%** Increase from 2014

**Geography:**  
LA CoC

**Population:**  
Total  
(Sheltered and Unsheltered)



LA CoC excludes Glendale, Pasadena, and Long Beach CoCs

CES

A decorative horizontal line separates the blue header from the white body. It consists of a thick gold line on the left, followed by a white line, a thin gold line, and another white line on the right.



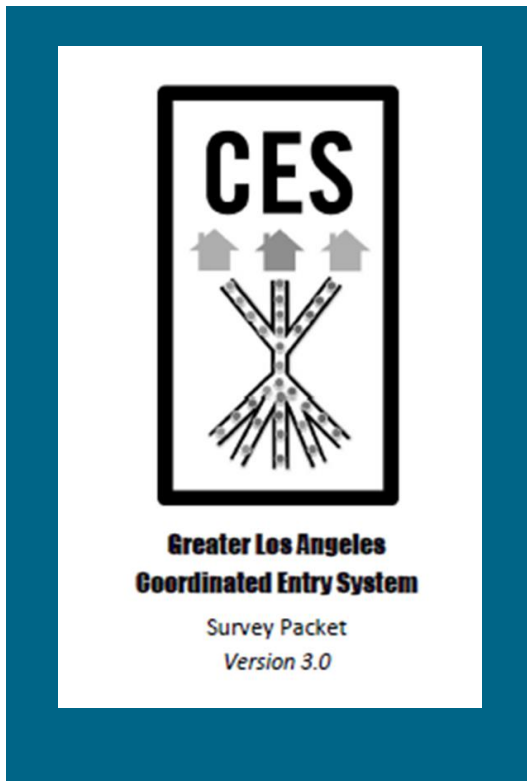
# CES: The Essential Components

- CES utilizes a common needs assessment tool to connect people the right interventions AND prioritize limited resources
- All tools based on the **S**ervice **P**rioritization **D**ecision **A**ssistance **T**ool, or **SPDAT**

VI-SPDAT for Single Adults

Next Step Tool for Youth

VI-FSPDAT for Families



# Scoring

- Provides a score which helps to “triage” a person’s need and determine next steps

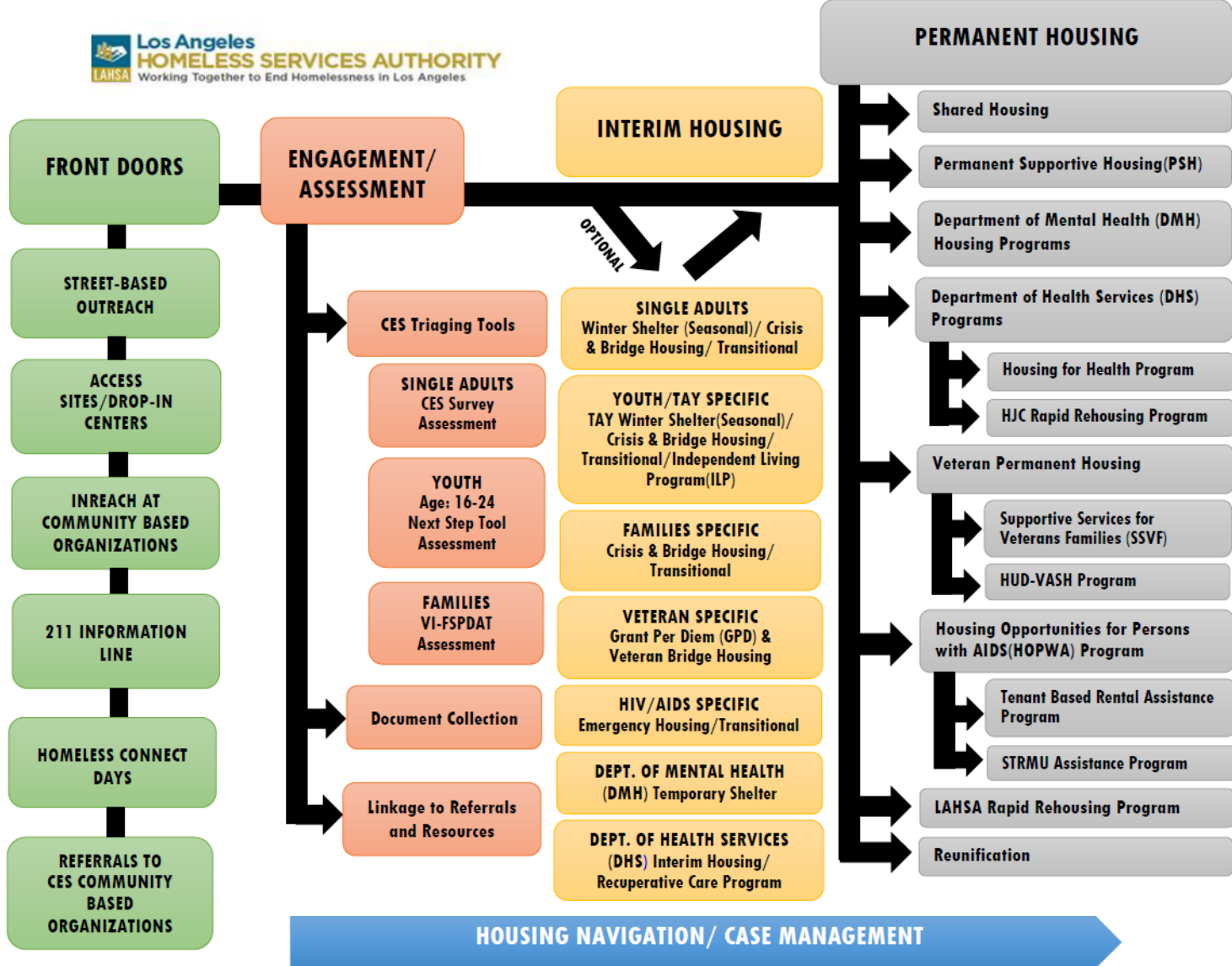


Acuity Score	Priority Score	Likely a Candidate For:
0-3	1	No intervention
4-7	2	Rapid Rehousing*
8-17	3	Permanent Supportive Housing

# Housing Resources through CES

A decorative graphic consisting of a thick gold horizontal bar that spans the width of the slide. Below this bar, on the right side, there are several thin, parallel horizontal lines in gold and white, creating a stepped or layered effect.

# Pathways to Permanent Housing



# Temporary Housing Resources

- **Rapid Rehousing**

A support intervention that uses a combination of case management, housing navigation, and short to medium term financial assistance to assist mid-range acuity homeless households identify and stabilize in tenant-based scattered site, permanent housing.

- **Permanent Supportive Housing**

- Long term, community based housing that has supportive services for homeless persons with disabilities. Permanent housing can be provided in one structure or in several structures at one site or in multiple structures in scattered sites.

# Permanent Housing Resources

- Crisis Housing

- An emergency shelter in the homeless coordinated entry system. Crisis Housing means any facility, the primary purpose of which is to provide temporary shelter for the homeless.

- Bridge Housing

- Safe, reserved, 24-hour emergency shelter to be utilized by eligible homeless individuals, identified through the Coordinated Entry System. The intention of this emergency housing is to provide individuals with some stability, so that they can more easily maintain contact with their Housing Navigator, as they are assisted in their efforts to housing.

# CES Matching

A decorative horizontal line consisting of a thick gold bar on top, followed by a thin white bar, and then three thin gold bars of varying lengths extending to the right.

# How does CES matching work?

- A Permanent Housing Provider enters a housing resource(s) in the HMIS system\*
- The housing provider enters the eligibility criteria that is required for the available unit.
- CES Matcher is notified of the housing resource and finds the individual that is a match for the unit

\*Currently only PSH is matched through a centralized process in CES, however Rapid Rehousing and Bridge Housing may be matched through centralized matching in the near future as well.



# Housing Navigation

Housing Navigation is a critical component while a person awaits a housing “match”.

- Housing-focused Case Management
- Helps connect to shelter and other resources
- Helps collect necessary documents
  - Identification
  - Social Security Card
  - Income Verification
- Helps keep track of someone while they are waiting for a housing “match”

Recall: housing takes time!



# Maternity Considerations



# Maternal Considerations

Women who are pregnant and homeless have options in which system they desire to be served under.

- ❑ Pregnant women are eligible to receive services through the single adult system if linked in and they desire to receive services through that system.
- ❑ Pregnant women are eligible to receive housing services through the family system once they have entered the second trimester, or if they are deemed to have a high risk pregnancy. Providers encourage that women are served through the family system when possible. This current eligibility was expanded in FY 16-17.
- ❑ In Los Angeles there are limited beds that are specifically dedicated for women experiencing homelessness that are pregnant.

# Partnerships: CES Local Connections & Resources



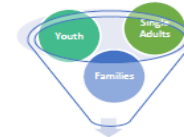
# How can we work together?

- Know when to link someone to another system:
  - DHS
  - Veterans
- Know when to refer someone to a CES resource:
  - Crisis Housing or Bridge Housing
  - Rapid Rehousing
- Know the CES Leads in your area
  - Know the CES Leads for each system in your area
  - Attend Case Conferencing/Care Coordination meetings

# Countywide CES Leadership Contact List



## COORDINATED ENTRY SYSTEM (CES) LEADERSHIP CONTACT LIST



Coordinated Entry System

Service Planning Area 1 Antelope Valley CES Leadership Team			
Title	Name	Agency	Email Address
SPA Lead Coordinator for all CES systems	Pamela Griffin	Valley Oasis	<a href="mailto:pgriffin@avdvc.org">pgriffin@avdvc.org</a>
Single Adults SPA Lead Coordinator	Diane Grooms	Valley Oasis	<a href="mailto:dvgrooms@gmail.com">dvgrooms@gmail.com</a>
Single Adults Matcher	Nicholas Matthews	Valley Oasis	<a href="mailto:nmatthews@avdvc.org">nmatthews@avdvc.org</a>
Outreach Coordinator	Vacant (refer to Single Adult Coordinator)	Valley Oasis	
Youth Coordinator	Monica Teruya	Valley Oasis	<a href="mailto:mteruya@avdvc.org">mteruya@avdvc.org</a>
Family Coordinator	Nicholas Matthews	Valley Oasis	<a href="mailto:nmatthews@avdvc.org">nmatthews@avdvc.org</a>
Service Planning Area 2 San Fernando Valley CES Leadership Team			
Title	Name	Agency	Email Address
Single Adults SPA Lead Coordinator/ San Fernando Valley Regional Coordinator	John Horn	LA Family Housing	<a href="mailto:jhorn@lafh.org">jhorn@lafh.org</a>
Single Adults Northern Regional Coordinator- Santa Clarita Valley	Silvia Gutierrez	Bridge to Home	<a href="mailto:silvia.m.gutierrez@btohome.com">silvia.m.gutierrez@btohome.com</a>
Single Adults Eastern Regional Coordinator- Glendale/Burbank	Natalis Ng	Ascencia	<a href="mailto:nng@ascencia.org">nng@ascencia.org</a>
Single Adults Matcher	David Dang	LA Family Housing	<a href="mailto:ddang@lafh.org">ddang@lafh.org</a>
Outreach Coordinator	Alexandra "Sasha" Morozov	LA Family Housing	<a href="mailto:amorozov@lafh.org">amorozov@lafh.org</a>
Outreach Coordinator	Patrick Justice	LA Family Housing	<a href="mailto:PJustice@lafh.org">PJustice@lafh.org</a>
Youth Coordinator	Olga Flores	The Village Family Services	<a href="mailto:oflores@thevillagefs.org">oflores@thevillagefs.org</a>
Family Coordinator	Dan Parziale	LA Family Housing	<a href="mailto:DParziale@lafh.org">DParziale@lafh.org</a>

Updated-06/01/2017

For CES Contact Sheet, please visit LAHSA's online Document Library and search:  
CES Countywide Leadership Contact???

# Questions?

Contact:  
Paul Duncan  
[pduncan@lahsa.org](mailto:pduncan@lahsa.org)