

Coordinated Entry Overview

What is Coordinated Entry?

Coordinated Entry (CE) is a systematic response to anyone experiencing homelessness within Memphis and Shelby County. Our Coordinated Entry System (CES) was created to identify, assist, house and prevent homelessness in a swift and efficient manner.

What is the Purpose of Coordinated Entry?

The purpose of Coordinated Entry is to provide quick, fair, and equal access to anyone experiencing homelessness, so that episodes of homelessness are rare, brief, and nonrecurring. Fair and equal housing includes but is not limited to flexible housing; service options including financial rental assistance; voluntary supportive services; and other mainstream resources based on self-identified needs, strengths and goals. Supportive housing links consumers to wrap-around case management, mainstream benefits and community resources and support.

How Does Coordinated Entry Work in Memphis/Shelby County?

In Memphis/Shelby County, the CES operates within the Continuum of Care (CoC), named the Memphis/Shelby County Homeless Consortium, and uses two population-specific entry access points:

- No Wrong Door Approach for Individuals: Individuals can access CE through a variety of service providers who are equipped to provide assessments, referrals, and emergency services along with coordination with the Coordinated Entry Facilitator.
- Families Coordinated Entry Access Point: MIFA (Metropolitan Inter-Faith Association) facilitates the access point for Families and Households with Children under 18.

Persons experiencing literal homelessness are assessed for vulnerability through a Vulnerability Index-Service Prioritization Decision Assistance Tool (VI-SPDAT) with specialized assessments for sub populations such as families and youth ages 18-24. These assessments are scored and are used to rank individuals on the By-Name List (BNL), which is an active waiting list used to prioritize those most vulnerable for open housing programs. Weekly meetings are held to engage providers and outreach staff in case conferencing and collaborative conversations surrounding BNL clients' situations to help facilitate referrals for housing placements.

What Programs can Persons Qualify for Through Coordinated Entry?

CoC Funded Programs available through Coordinated Entry include Permanent Supportive Housing (PSH) and Rapid Rehousing (RRH).

- **Permanent Supportive Housing**: PSH programs provide housing and case management services to those that are highly vulnerable, particularly those experiencing chronic homelessness, and provides long term rental assistance and supportive services.
- **Rapid Rehousing**: programs help a wider array of individuals and families through short term rental assistance and case management to help those capable of sustaining housing on their own reach self-sufficiency.

Coordinated Entry also works to pair clients with non-CoC funded programs that may fit their needs better or be available sooner. These can include group home settings, self-resolving clients into their own apartments, shared housing, and more.



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What are the Benefits of Coordinated Entry?

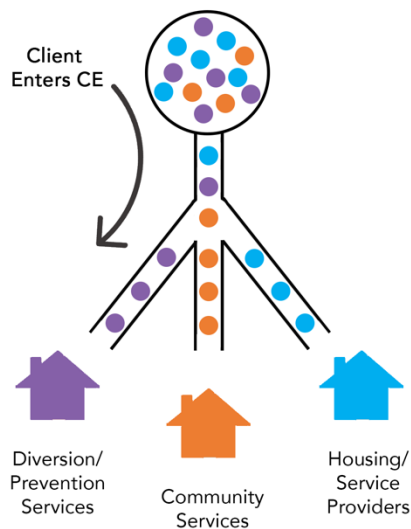
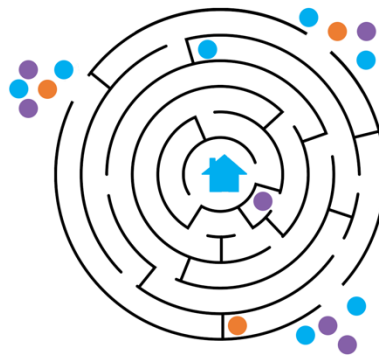
1. Quickly identifies those experiencing homelessness.
2. Offers expedited fair and equal access, making the assessments accessible to all and puts less pressure on consumers to find or call the right service location.
3. Provides information on shelters and community resources to those in need.
4. Provides a community wide housing response and orientation for the individual.
5. Assists homeless individuals to move into permanent housing solutions swiftly.
6. Uses Housing First and housing appropriateness, matching successful housing solutions and housing types.
7. Allows the community to have sustainable systems and resources in place.

Without Coordinated Entry

Clients continually re-directed, creating delays in service or even distrust, especially the most vulnerable populations.

Available resources are underutilized or misused as clients are continually referred to multiple providers.

Multiple assessments leading to duplication of services, and poor data tracking.



With Coordinated Entry

No wrong door approach, meaning any agency participating in CE has the ability to direct a client to the resources that best match their needs.

Shared resources and assessments to better understand our population.

Clients are placed in safe and stable housing options faster and more effectively to reduce length of time homeless and returns back to homelessness.



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