

HOMELESS COORDINATED ENTRY CONTRA COSTA COUNTY

The Contra Costa Homeless Continuum of Care (CoC) is implementing a Coordinated Entry System (CES) to ensure that homeless individuals, and those at risk of homelessness, receive the best services to meet their housing needs. The multi-phase implementation process began in February 2017.

WHAT IS COORDINATED ENTRY?

The purpose of a Coordinated Entry System is to ensure that all people experiencing a housing crisis have easy access to available resources. Clients are quickly identified, assessed for and connected to available homeless services and long-term housing. Coordinated Entry uses evidence informed tools and standardizes practices, incorporates a system-wide Housing First (no barriers to entry) approach, and prioritizes limited resources for the most vulnerable.

WHAT ARE THE BENEFITS OF COORDINATED ENTRY IN CONTRA COSTA?

- **Limited resources are prioritized** for the most vulnerable.
- Assessments for all participating programs happen at one time, **eliminating the need for clients to contact multiple programs** individually.
- **Targeted referrals** to available housing and services that best meet the need of the client reduce wasted time and effort.
- **Clearly communicates** what housing and services are available in the community.
- Documents needs for different types of housing and services, facilitating ability to **advocate for more resources**.

WHO CAN USE COORDINATED ENTRY?

Our Coordinated Entry System is designed to serve individuals and families in Contra Costa County who are experiencing a housing crisis including those who are:

- **Unsheltered** (e.g., living outside, in a car, on the streets, or in an encampment),
- **Sheltered** (e.g., in emergency shelter or transitional housing), or
- **At imminent risk of homelessness** (e.g., at risk of losing housing within the next two weeks).

WHAT TYPES OF SERVICES CAN SOMEONE GET THROUGH COORDINATED ENTRY?

The full continuum of homeless housing and services available through the Contra Costa Coordinated Entry System include:

- **Prevention/Diversion:** financial assistance or case management to stay housed
- **Basic Needs and Services:** showers, food, laundry, benefits enrollment, referrals, etc
- **Emergency Shelter:** short-term, temporary place to stay
- **Housing Navigation Services:** assistance locating and obtaining housing
- **Rapid Re-housing:** time-limited rental assistance with case management
- **Permanent Supportive Housing:** long-term housing assistance with services
- **Warming Center:** temporary indoor overnight seating

HOW DOES SOMEONE ACCESS COORDINATED ENTRY?

CALL	CORE Outreach	CARE Center	
<ul style="list-style-type: none"> • Prevention/Diversion screening and triage • CARE and CARE-Capable Center referrals • Referrals to safety net and other social services 	<ul style="list-style-type: none"> • Shelter and Warming Center Placement • In-the-field healthcare services provided by the Healthcare for the Homeless team • Benefits eligibility screening and enrollment • Permanent housing prioritization assessment • Linkages to mental and physical health services 	<ul style="list-style-type: none"> • Shelter and Warming Center Placement • In-the-field healthcare services provided by the Healthcare for the Homeless team • Benefits eligibility screening and enrollment • Permanent housing prioritization assessment • Linkages to mental and physical health services • Basic needs (showers, food, laundry, etc) • Case management • Benefits enrollment • Linkages to mental and physical health services • Substance use disorder services • Screening and referrals for housing/utility assistance • Housing search assistance 	
<h1><u>Call 211</u></h1> <p>Available 24/7 for crisis and referral</p>		<p style="text-align: center;"><u>Concord</u> (Anka, next to Concord Adult Shelter) 2047-A Arnold Industrial Way M-F, 8am-5pm</p> <p style="text-align: center;"><u>Concord</u> (Monument Crisis Center) 1990 Market St. Walk in hours: M-Th, 9 am – Noon & Tu 5-7 pm <small>*specializes in families and seniors*</small></p>	<p style="text-align: center;"><u>San Pablo</u> (Anka) 1515 Market St. M-F, 8am-5pm</p> <p style="text-align: center;"><u>Walnut Creek</u> (Trinity Center) 1924 Trinity Ave M-F, 8am-5pm</p>

TIMELINE OF IMPLEMENTATION

Phase I COMPLETED	Phase II Summer 2017	Phase III Fall 2017
<ul style="list-style-type: none"> • CORE Outreach Teams covering whole County with outreach services • 211 Call Center links to CORE Team • CARE Centers open with Housing Navigation • Warming Center open in Central County 	<ul style="list-style-type: none"> • 211 Prevention and Diversion Screening and Referral 	<ul style="list-style-type: none"> • Emergency bed prioritization • 211 has direct placement into emergency shelters • Rapid Rehousing prioritization

QUESTIONS?

Contact Juliana Pooley, Coordinated Entry System Manager at

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