



CCHA – COORDINATED ENTRY OVERVIEW

Coordinated Entry is a system to streamline access to housing supports and resources in Chittenden County. The system was developed to assess and match households experiencing homelessness for eligible services based on vulnerability, sustainability, and length of homelessness through a standardized, scored assessment. Each eligible household will be assigned a housing case manager and added to a master list of homeless households which is reviewed on a weekly basis by coordinated entry partners for appropriate housing opportunities.

Currently, eligible households include HUD-defined “literally homeless” and “imminent risk” households.

Additionally, coordinated entry is a tool for better identifying the housing needs facing our community.

Guidance for explaining the system to clients:

- Coordinated entry is a nationwide effort to increase organization and ensure fairness/equity when working to house people without homes.
- Completing the coordinated entry intake process will help households to access the right support services for them.
- If a household is eligible for housing case management, they will be assigned a housing case manager to begin working together on housing options. They can expect to receive follow up contact within 5-10 business days.
- The assessment will also add clients to a master list of all households experiencing homelessness or housing instability.
- Client information is not accessed unless they have granted permission to access it and/or have asked someone to access it.

It is important to note that although coordinated entry is the gateway to housing supports, it does not guarantee housing or financial assistance so we should avoid using language that households may interpret as such. Coordinated entry is also not related to emergency shelter.

For households who are not already working with a homeless service provider and would like to get connected to Coordinated Entry, please complete a *CCHA Coordinated Entry Initial Screening Form* and refer them to the appropriate assessment hub during the hours listed to begin the process.

*A list of “frequently asked questions” is currently being compiled to include in this overview.