



# Coordinated Entry System (CES) Committee Meeting

Wednesday, March 26

11a – 12p

Microsoft Teams

# AGENDA

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- Introductions
- Call for Agenda Items
- Call for Updates
- Discussion: Interim Guidance for CE



# Call for Agency & Partner Updates

## Notes & Feedback

- **TAS:** CE Script process is just about done! Meeting with Chloe for to do list and training plan.
  - Flag that the script is only covers through the end of 2025, so gap between Jan – April with data entered in wrong place
  - Training tentatively scheduled 04/24
  - OCC will be able run the APR and submit by 03/31!

# CES Work Plan

- Any edits or updates?
- Presentation to CoC Governance Board on 04/03 for approval.

## Notes

- No edits!
- Rebekah will present to the Board!

# Discussion: Interim Guidance for CE

## Goal for Today

- Discuss approach and initial content for interim/short-term CE guidance, including:
  - Review current [flyer](#) for immediate changes
  - Decision-tree to triage

## Background & Context

- Agencies serving as access sites are stretched and we are at a natural transition point with upcoming HMIS CE workflow updates, but
- We need to define operations for extended transition period (April – June) while CoC Lead Agency staffs up (July – Oct)!

# Big Picture

- System integration across:
  - Shelter
  - Outreach
  - Health care partners and other adjacent systems
- Virtual Access Hub/Call Center
  - Triage prevention and general rental assistance
  - Provide direct CES enrollments and/or schedule appointments
- Use of HMIS Modules:
  - Outreach
  - Inventory and Referrals

# Interim CE Guidance

## Access & Assessment

- Prevention vs literally homeless
  - Update flyer to include drop in shelter Central site/call for prevention resources?
  - Need to track prevention efforts via HMIS.
- Access Sites
  - Alternatives to support family population as Salvation Army rolls off as a walk-in access site
    - Triangle Family Services may be able to support! They have call in option for all.
- HMIS CE Workflow Updates
  - Pre-Screener:
    - Cut down language, but keep in HMIS for now.
    - Long term, take out of HMIS.
  - ROI

## **Communications**

- Flyer: external and internal-facing
- CoC Website

## Prioritization & Matching

- Maintain and memorialize current subpopulation case conferencing and referral process
- Identify opportunities for streamlining to alleviate interim capacity


## **Additional System Questions**

- Actively fleeing DV: Prioritization policy for someone actively fleeing DV in our community.

# Current CE Flyer

For reference, the current CE flyer is available on the CoC website [here](#).

- **Feedback:**
  - Recommendation for QR code, map, phone number
  - Reduce text and redesign to make it more clear
  - Include drop in shelter sites



*Are You Experiencing Homelessness or At Risk of Becoming Unhoused?*  
**Start with A Coordinated Entry Assessment**  
**Visit An Access Site**

*What is Coordinated Entry?*  
A process designed to connect individuals and families experiencing, or at risk of, homelessness to emergency resources within Wake County


**Access Sites Can:**

- ◇ Provide friendly and compassionate service
- ◇ Assess your needs
- ◇ Assist in coming up with creative solutions
- ◇ Assist in figuring out what resources are available to you
- ◇ Provide referrals to shelters, street outreach projects, or prevention programs as needed

**Access Sites Cannot:**

- ◇ Provide immediate shelter or hotel vouchers
- ◇ Determine or guarantee eligibility for community resources
- ◇ Provide financial assistance
- ◇ Provide transportation or bus passes
- ◇ Act as landlords, housing providers, or housing navigators/locations

*Most Coordinated Entry Assessments conducted In-Person*



*Coordinated Entry Can Make the Following:*

- Referrals to Emergency Shelters
- Referrals to Street Outreach Teams
- Referrals to Available Homeless Prevention Programs

*Available Coordinated Entry Access Sites*

**Oak City Cares** (Families & Adult Individuals)  
1430 S. Wilmington St., Raleigh, NC 27603  
Go Raleigh Bus #21  
No appointment needed  
In-Person Only: Mon, Tues, Thur, Fri 9 am - 4 pm; Wed 9 am - 1 pm

**St John's Metropolitan Community Church** (Adult Individuals)  
5010 Second St. Raleigh, NC 27609  
In-Person: Mon-Thur 1:00 pm to 4:00 pm  
Morning and weekend appointments  
Call 919-834-2611 ext. 417 for appointments Go Raleigh Bus #2 or #23L

**Haven House Services** (Youth/Young Adults ages 18-24)  
1008 Bullard Court, Raleigh, NC 27615  
In-Person: Tues & Thurs 9:30 to 1:30 pm  
OR Call (919) 980-2015  
Go Raleigh Bus #2  
\*Haven House staff will be also be available at Oak City Cares Mondays and Wednesdays from 9 am -1 pm for in-person appointments

**Women's Center of Wake County** (Single Women exp homelessness)  
2200 New Bern Avenue, Raleigh, NC 27610  
Go Raleigh Bus #15  
In-Person Only: Mon—Fri 8:30 - 11:30 AM

**The Salvation Army of Wake County** (Families w/ children)  
1863 Capital Boulevard, Raleigh, NC 27604  
Go Raleigh Bus #1  
In-Person Only: Mon—Thurs 8:00 am—5:00 pm; Fri 8:00 am—2:00 pm



# Next Steps & Timeline

- 04/04: Project plan draft
- 04/08: Flyer updates draft
  - Post-meeting update: call for updates/edits due by 04/15.
- 04/24 (Tentative): CE Strategy and Training Session
  - Post-meeting update: confirmed for 2 – 3:30 pm
  - Audience: Current CE Access Sites and HMIS CE users, limited new users at existing access and participation sites.
- 04/25 – 05/25 (Tentative): Go live and CQI for HMIS CE Updates
  - Post-meeting update: 05/05 as go live date
  - Potential for additional training dates and office hours: TBD.

# Adjourn



Next Meeting:  
April 23 at 11am

CoC Coordination or for more info:  
[Info@wakenc507.org](mailto:Info@wakenc507.org)