



Coordinated Entry System (CES) Committee Meeting

Wednesday, July 23

12 – 1pm

Microsoft Teams

AGENDA

- Discussion
 - Final CE Flyer
 - ESG CE Assessment
 - CE at July Membership Meeting
- CE Matching Update
- Agency or Partner Updates



CE Flyer

- Closing the loop on the [updated CE Flyer](#)
- Potential Updates
 - Shift in Drop in Shelters Available

If you are experiencing homelessness or at risk of becoming unhoused, start the Coordinated Entry process.

WAKE COC - NC507

What is Coordinated Entry (CE)?

Coordinated Entry (CE) is a process to assess and refer individuals and families experiencing, or at risk of homelessness to available housing resources within Wake County. Eligibility for specific programs varies by provider and funding.

Need help with transportation? Visit <https://gotriangle.org/fares-passes> for GoTriangle Fixed Route Fair assistance and/or GoRaleigh.org/discount-fare-options or call (919) 485-RIDE(7433) for the GoRaleigh Transit Assistance Program.

Access Sites

Oak City Cares

- **Population:** Adult Individuals & Families
- **Location:** 1430 S. Wilmington St., Raleigh, NC 27603
- **Transport:** GoRaleigh Bus #21
- **Hours:** In Person
 - Mon, Tues, Thurs: 9am-3:30pm
 - Wed: 9am-12:30pm
 - Fri: 9am-2:30pm

Haven House Services

- **Population:** Youth/Young Adults ages 18-24
- **Location:** 1008 Bullard Court, Raleigh, NC 27615
- **Transport:** GoRaleigh Bus #2
- **Hours:** In person Tues & Thurs 9:30 am - 1:30 pm or call (919) 980-2015
- *Haven House staff are available at Oak City Cares Mon and Wed from 9 am- 1 pm for in-person appointments*

Women's Center of Wake County

- **Population:** Single Women - No Children
- **Location:** 2200 New Bern Ave, Raleigh NC 27610
- **Transport:** GoRaleigh Bus #15
- **Hours:** In person Mon-Fri 8:30 - 11:30 am

WakeMed H.E.A.R.T. (Outreach)

- **Population:** Unsheltered Single Adults w/ Serious Mental Illness
- **Contact:** (919) 436-0057

ACORNS (Outreach)

- **Population:** Unsheltered Adults and Families
- **Contact:** (919) 996-3345

You may also call Triangle Family Services at 919-821-0790 x393 for Prevention, Diversion, and Rapid Exit support (Single Adults and Families). Additional eligibility may apply.

Drop-In Shelters

Drop-in shelters are trained in CE and can provide additional case management.



Salvation Army

- **Population:** Families & Women in 3rd Trimester
- **Location:** 1863 Capital Blvd., Raleigh, NC 27604
- **Transport:** GoRaleigh Bus #1
- **Hours:** Open daily, 5PM - 7:30AM
- *First come first served basis*



Second Street Place Shelter

- **Population:** Single Adults
- **Location:** 5010 Second St., Raleigh, NC 27609
- **Transport:** GoRaleigh Bus #2 or #23L
- **Hours:** Open daily, 7PM - 7AM
- *First come first served basis*



Healing Transitions

- **Population:** Women
- **Hours:** 4PM - 7AM
- **Location:** 3304 Glen Royal Road, Raleigh NC 27617
- **Transport:** GoRaleigh Bus #70L
- *First come first served basis*

Access Sites Can:

- Provide friendly and compassionate service
- Assess your needs and complete service referrals for eviction prevention, shelter and other assistance programs

Access Sites Cannot:

- Provide immediate shelter, hotel/housing vouchers, direct financial assistance or transportation
- Guarantee eligibility for community resources

ESG CE Assessment

- ESG Attachment – Annual Evaluation of CE Process
- Self-assessment:
 - Section A: Planning
 - Section B: Access
 - Section C: Assessment
 - Section D: Prioritization
 - Section E: Referral
 - Section F: Data Management
 - Section G: Evaluation

Coordinated Entry Process Self-Assessment

The U.S. Department of Housing and Urban Development (HUD) requires that Continuums of Care (CoC) establish and operate a coordinated entry (CE) process—and that recipients of CoC Program and Emergency Solutions Grants (ESG) program funding within the CoC's area must use that CE process. The requirement was established in the 2012 CoC Program interim rule (24 CFR 578) and the 2011 Emergency Solutions Grants (ESG) interim rule (24 CFR 576). Details of the requirement, as well as additional policy considerations, are provided there and in several documents issued by HUD since:

- [HUD Coordinated Entry Notice CPD-17-01 – Notice Establishing Additional Requirements for a Continuum of Care Centralized or Coordinated Assessment System](#) (2017)
- [HUD Prioritization Notice CPD-16-11 – Notice on Prioritizing Persons Experiencing Chronic Homelessness and Other Vulnerable Homeless Persons in Permanent Supportive Housing](#) (2016)
- [Coordinated Entry Policy Brief](#) (2015)
- [CoC Program interim rule: 24 CFR 578.7\(a\)\(8\)](#)
- [ESG interim rule: 24 CFR 576.400\(d\)](#)
- [HUD Equal Access rule: 24 CFR 5.105\(a\)\(2\) and 5.106\(b\)](#)

Based on these documents, this tool identifies aspects of coordinated entry that HUD has determined are **Required**, as well as other aspects of CE functionality, operations, or management that it has **Recommended**

as good practice but not required. Some unique design features of CE may be appropriate for some subpopulations or geographic areas but are not universally applicable across all CoCs; these are identified as **Optional**. The source document(s) for each Required item is noted in **bold**, and for each Recommended item if appropriate.

CoCs can use this **Coordinated Entry Self-Assessment** as a reference to help them identify key aspects of CE design, implementation, and management; compare this list against their existing CoC plans and/or practices to gauge the extent to which the CoC currently includes these elements; and as a general outline for a set of policies and procedures a CoC must adopt to support the ongoing management of CE processes and functions.

Contents

A. Planning	1
B. Access	5
C. Assessment	10
D. Prioritization	15
E. Referral	19
F. Data Management	22
G. Evaluation	24

CE Strategy Session @ July Membership

- Focus Areas:
 - Access & Assessment
 - Role of Access Sites
 - Role of other CE participating providers
 - Prioritization & Matching
 - Overall prioritization
 - Population or resource specific prioritization
 - Technical Feedback
 - Referrals through Clarity and CE Enrollment Queue Clean Up

Prioritization Criteria

Challenges & Considerations

- Current prioritization:
 - is the same across the board for PSH, RRH and TH
 - does not specify approach for certain subpopulations or scenarios
 - Site-Based PSH
 - Surge Events: Unsheltered, Veterans

Recommendation

- Set target allocations for non-specified resources like Wake PSH, RHA HCVP, TFS RRH, etc.
- General breakdown

<i>recent 90-day BNL</i>	Not Chronic	Chronic	Total
Single Adults (25+)	789	209 (78%)	998 (72%)
Families	164	19 (7%)	183 (13%)
Veterans	46	25 (9%)	71 (5%)
Young Adults (18-24)	110	15 (6%)	125 (9%)
<i>Total</i>	1,109	268	1,377

Feedback on CE @ July Membership

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CE Matching & Case Conferencing Updates

Review of July Matches:

- RRH Matches- 5
- PSH Matches- 10

Updates:

CoC PSH Application Training

Held on 7/16 recording and supporting documents available.

New Bern Crossings Match prep:

40 Wake CoC PSH units at New Bern Crossings at 3312 New Bern Ave Raleigh NC 27610. Gearing up to match chronic families and singles for first move in phase starting September of 2025. Announcement to go out to Case Conference group this week.

Feedback on CE Matching & Case Conf. Updates

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Agency & Partner Updates

Notes & Feedback

- Hope Center –
 - 9 apartments for young adult/foster care youth off of Method Rd.
 - Manifesting success with this opportunity!

Adjourn



Next Meeting:
August 27th at 11am
via Teams

CoC Coordination or for more info:
Info@wakenc507.org