

Coordinated Entry Training LEU Queue

Presented by: Wake NC 507 Coordinated Entry team

*This training will be recorded



Landlord
Engagement
Unit

QUEUE TRAINING

April 8th!
11AM

Learn how to add households to the Landlord Engagement Unit Queue in HMIS, including when to complete the Housing Assessment and how to place clients on multiple queues.

Training Agenda

- ✓ **Overview of LEU & Coordinated Entry Workflow**
- ✓ **HMIS Workflow Steps**
- ✓ **Housing Assessment & Housing Planning**
- ✓ **Document Readiness**
- ✓ **Troubleshooting & Best Practices**
- ✓ **Q&A**
- ✓ **Knowledge Check**

Overview of LEU & Coordinated Entry



What is LEU?



Who should be referred?

Eligibility	Category 1 & 4 Homeless Wake County connection
Prioritization	N/A
Access	CE Enrollment
Assessment	Housing Assessment
Referral	LEU Queue in HMIS

HMIS Workflow

CE Enrollment, Housing Assessment

Log into the CE Program Page in HMIS

- If not completed, complete the CE enrollment & assessment for the household
- Complete the Housing Assessment (all fields are required)

Adding a Client to the Landlord Engagement Queue

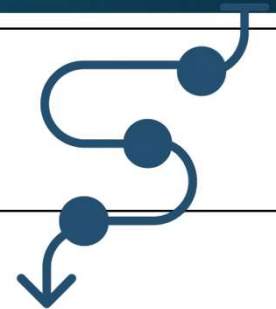
Once the Housing Assessment is completed

- You will see option to place the household on the LEU Queue
- This queue is used for households needing support connecting with landlords, securing units, or overcoming housing access barriers and are category 1/4 homeless.

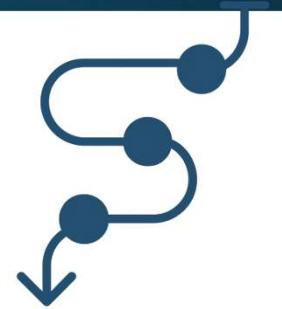
Referral & Matching Process

Referrals to the Landlord Engagement Unit follow standard CE matching procedures:

- Providers should not submit direct referrals through HMIS
- Referrals on the LEU Queue without a complete housing assessment will be denied
- Referrals will remain on the LEU Queue until they are enrolled into a LEU program at which time they can be closed
- Referrals over 60 days will be moved back to the community queue and expired
- The CE BNL coordinator will monitor the LEU Queue by reviewing the number of referrals in the Queue
- Referrals submitted will be responded to within 48 business hours



HMIS Workflow



HMIS Demonstration

Housing Assessment & Housing Planning

Why Housing Planning & Assessment Matter

It helps answer key questions like:

- ✓ What are the client's housing goals?
- ✓ What strengths and challenges that exist?
- ✓ Without a plan, clients and providers often work reactively instead of strategically.

They Improve Housing Outcomes

Research and system data consistently show that households with active, consistent housing case management:

- ✓ Move into housing faster
- ✓ Have better housing stability
- ✓ Are more likely to retain income and access supports
- ✓ Have fewer returns to homelessness



Housing Assessment & Housing Planning

Ways to complete a Housing Assessment in a Trauma-informed way:

- ✓ Create emotional and physical safety
- ✓ Ask for consent
- ✓ Prioritize transparency
- ✓ Use grounding techniques when needed
- ✓ Avoid re-traumatizing language
- ✓ Move at the client's pace
- ✓ Offer control and choices
- ✓ Validate feelings and normalize the experience
- ✓ Use culturally responsive practices
- ✓ Monitor your tone and body language
- ✓ Emphasize strengths and resilience



Document Readiness

Means a client has all documents required for lease-up or program enrollment.

- ✓ ID, SSN, income verification, homelessness verification, disability verification (as applicable), etc.

Why it matters:

- ✓ It reduces delays in Housing
- ✓ Documentation issues are one of the biggest reasons for slow housing placements.

When documents are gathered early:

- ✓ Lease-up happens faster
- ✓ Housing providers can approve individuals without delay
- ✓ Units aren't lost while waiting for paperwork
- ✓ It shows Housing Partners that you're prepared
- ✓ Landlords, PHAs, RRH providers, and PSH programs rely on complete files.
- ✓ Being document-ready strengthens relationships and builds confidence in the CE system.



Document Readiness

It Prevents Re-traumatization

- ✓ Clients don't get sent back and forth repeatedly trying to locate documents. A prepared case manager = fewer frustrations for clients who may already feel overwhelmed.

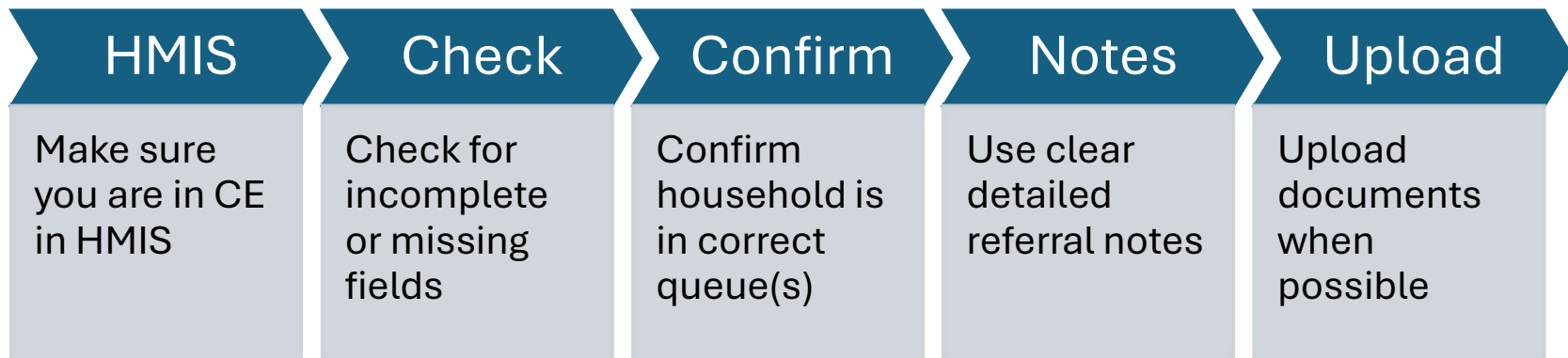
Document Readiness is not Housing Readiness

- ✓ Old models – Requirements for clients to be ready before receiving housing
- ✓ Be Sober, Be compliant with services, Show stability, demonstrate “good behavior”
- ✓ What we are saying is we “People deserve housing immediately, without pre-conditions and let's start quickly getting the paperwork so that housing can begin, it's an administrative step not a judgment of the person”

No one needs to prove they are ready to live indoors.



Troubleshooting & Best Practices



What to do if the person is not Category 1 or 4?

-Secure email to the LEU (this process will not be documented in HMIS)

Q&A

- Questions?
- Knowledge check for completion

