

Coordinated Entry Training Queues

Presented by: Wake NC 507 Coordinated Entry team

*This training will be recorded

Training Agenda

- ✓ **Trauma and Trauma-Informed Practices**
- ✓ **Overview of Coordinated Entry Workflow**
- ✓ **HMIS Workflow Steps**
 - ✓ **Community, Shelter and Street Outreach Queues**
 - ✓ **CE Assessment**
- ✓ **Q&A**
- ✓ **Knowledge Check**

Mindful VS Mind Full



- What am I bringing with me today?
- Am I feeling, overwhelmed, distracted, exhausted?
- Do I have the capacity to listen without judgment today?
- Am I able to offer compassion without needing to fix?



What is Trauma?

A nervous system dysregulating event, series of events or set of circumstances that has lasting adverse effects.

Acute

Chronic

Secondary / Vicarious

Historical



I can be changed by what happens to me, but I refuse to be reduced by it –
Maya Angelou

What does Trauma look like?

Individuals process trauma differently; some may have lasting negative effects and others may not. Those with social supports, coping skills, healthy relationships, community support can impact responses to traumatic events.

Flight

Fight

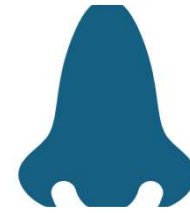
Freeze

Fawn/Collapsed

Fawn/Attached



Triggers - Involuntary



Trauma-Informed Care



**SAFETY
& STABILITY**



**TRUST &
RELATIONSHIPS**



**EMPOWERMENT
& CHOICE**



**CULTURAL &
HOLISTIC CARE**



SUPPORTING

Healing happens when people feel *Safe, Seen & Supported.*

Trauma-Informed Care (You and I Statements)

You statement:

“You’re always late.”

I statement:

“I feel anxious when I’m waiting longer than expected, and I appreciate when we can start things on time.”



Trauma-Informed Care (You and I Statements)

You statement:

"You didn't follow the rules."

I statement:

"I'm noticing that something got in the way of the expectations we talked about, and I want to work with you to figure out a plan that feels doable."



Trauma-Informed Care (You and I Statements)

You statement:

"You have to go through this assessment if you want housing."

I statement:

"I want to explain how this assessment helps us understand what resources may support you, and you can decide how much you would like to share."



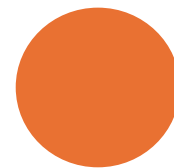
Trauma-Informed Care (You and I Statements)

You statement:

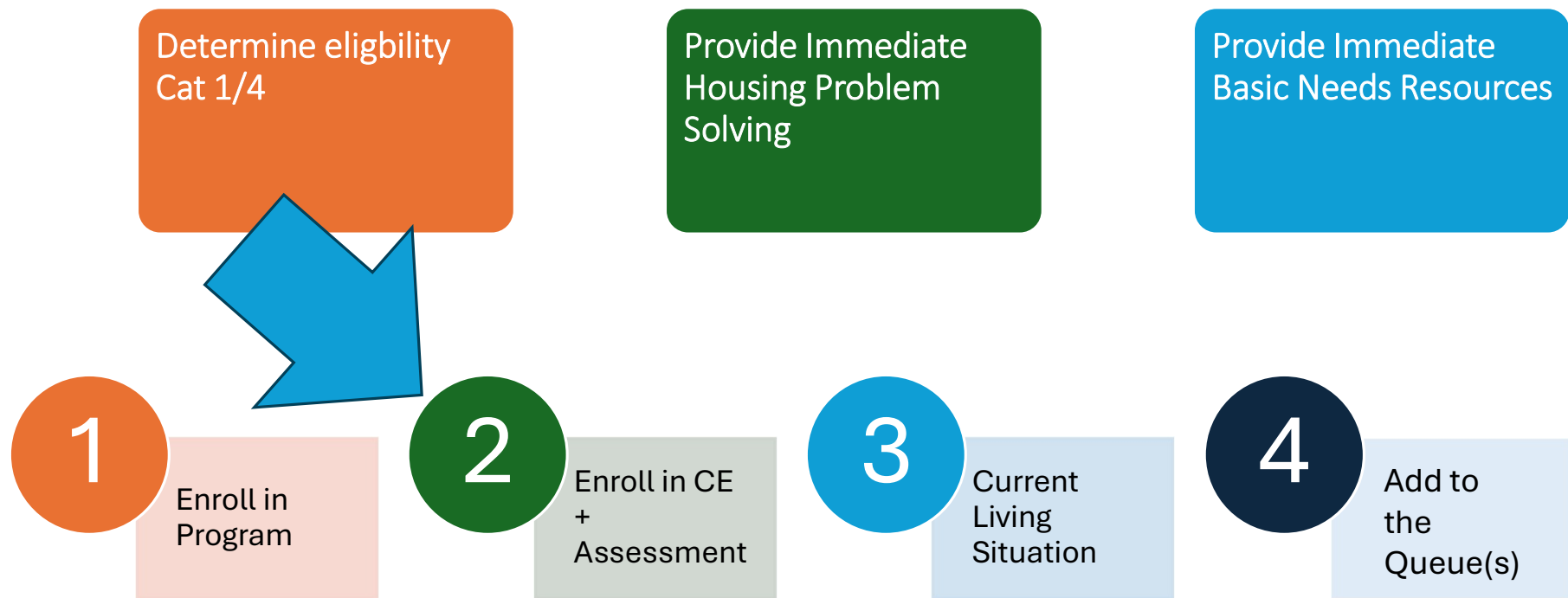
"You have to calm down."

I statement:

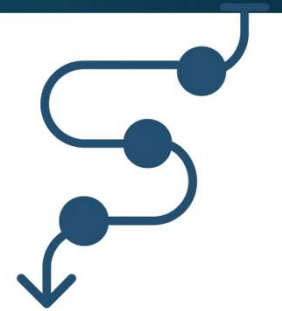
"I want to make sure you feel safe
right now. I'm here with you, and we
can take things one step at a time."



Step-by-Step



HMIS Workflow



HMIS Demonstration

Community Queue

All of housing programs will utilize the Community Queue list for matches:

Think of this as our traditional By Name List.

Only the Coordinated Entry will make matches from the Community Queue to available housing resources.

- Rapid Rehousing
- Permanent Supportive Housing
- Project Based Vouchers
- Housing Choice Vouchers



Slide 14

KW1 [@Allison M Spence-Ruiz] If you can add what it means to be on the CQ - Housing (PSH/RRH) etc.
Katrina L Wayne, 2026-05-27T12:47:43.781

Shelter Queue

All of the shelter programs will utilize the Shelter Queue list for matches:

Only the Coordinated Entry will make matches from the Shelter Queue to available shelter resources.

- **This does not include drop-in shelters**



Street Outreach Queue

Street Outreach programs can utilize the Street Outreach Queue.

Only the Coordinated Entry will make matches from the Street Outreach Queue to available resources.



Think “H.O.M.E” when writing a note.

Housing status-

update current living situation, where are they staying? Any changes?

Obstacles-

needing ID? Criminal history? Landlord issues?

Movement-

What actions occurred during this visit?

Engagement-

what are our next steps after this visit?



What's Next – Common Language



Who Will Contact Me?

- Shelter, Street Outreach or Housing Programs will contact you if a vacancy matches your needs



When Will I Hear Something?

- There is no set timeline, you are on a community-wide list and wait times depend on openings.



Do I need to return to an access site?

- No, you do not need to come back for updates. Keep your contact information current so you don't miss important updates.

What can you do now?

Stay Connected to

- Day services
- Street Outreach Teams
- Shelter Case Managers



Gather Documents

- ID
- Social Security Card
- Birth Certificate
- Income
- Work on a housing plan



Q&A

- Questions?
- Knowledge check for completion

