

Coordinated Entry System in Alameda County

We're in a housing crisis.





Nearly 53% of Alameda County residents spend more than 30% of their income on housing.

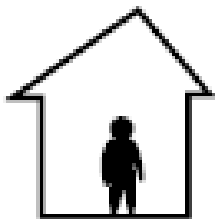
25% of Alameda County residents have at least one of four severe housing problems - overcrowding, high housing costs (>50% on housing), lack of kitchen, or lack of plumbing facilities.

5,629 homeless on any given night in Alameda County

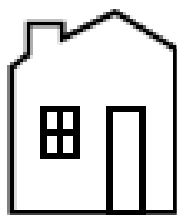
TOTAL NUMBER OF HOMELESS PERSONS BY LOCATION

31% Sheltered (n=1,766)

69% Unsheltered (n=3,863)



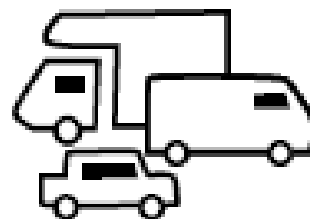
18%
(n=1,022)
Emergency
Shelter



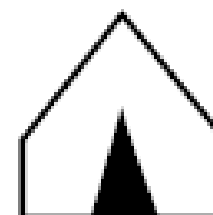
13%
(n=744)
Transitional
Housing



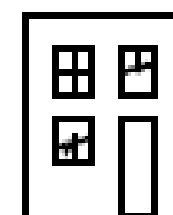
28%
(n=1,570)
Street or
other outdoor
location



22%
(n=1,259)
Vehicles



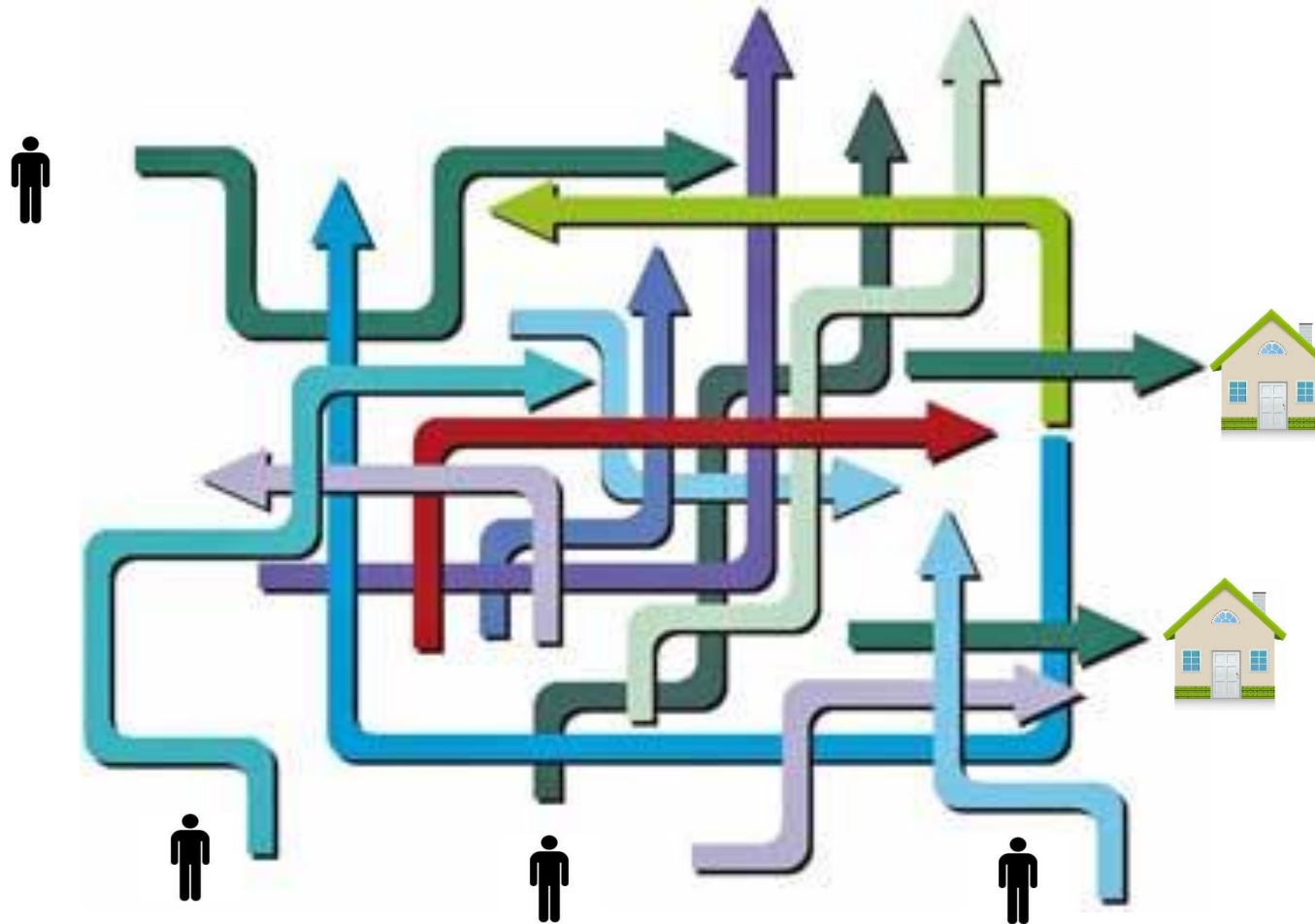
15%
(n=830)
Encampments



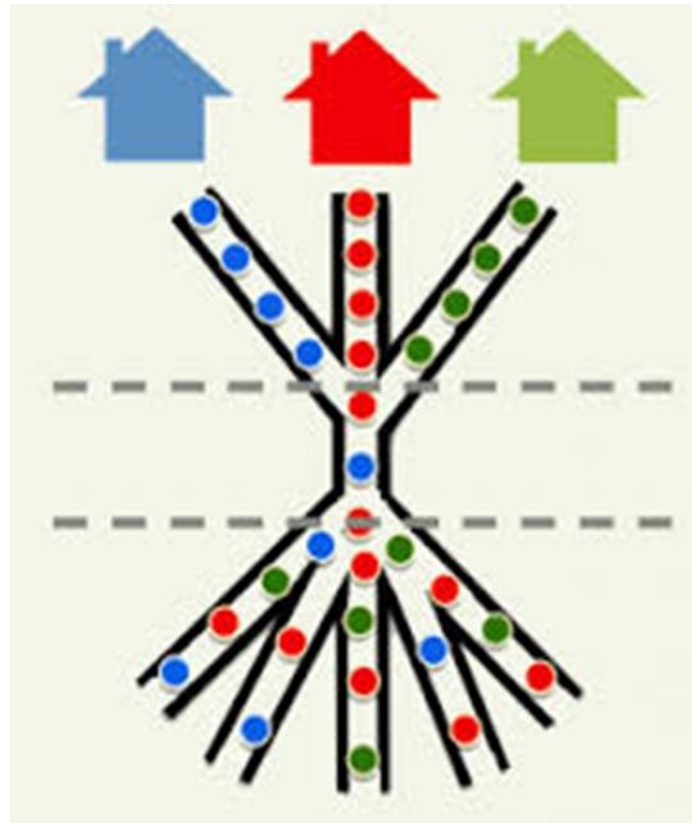
4%
(n=204)
Building

COORDINATED ENTRY

Our previous system for serving people experiencing homelessness was well-meaning but disorganized.



Coordinated Entry allows us to better serve those most in-need.



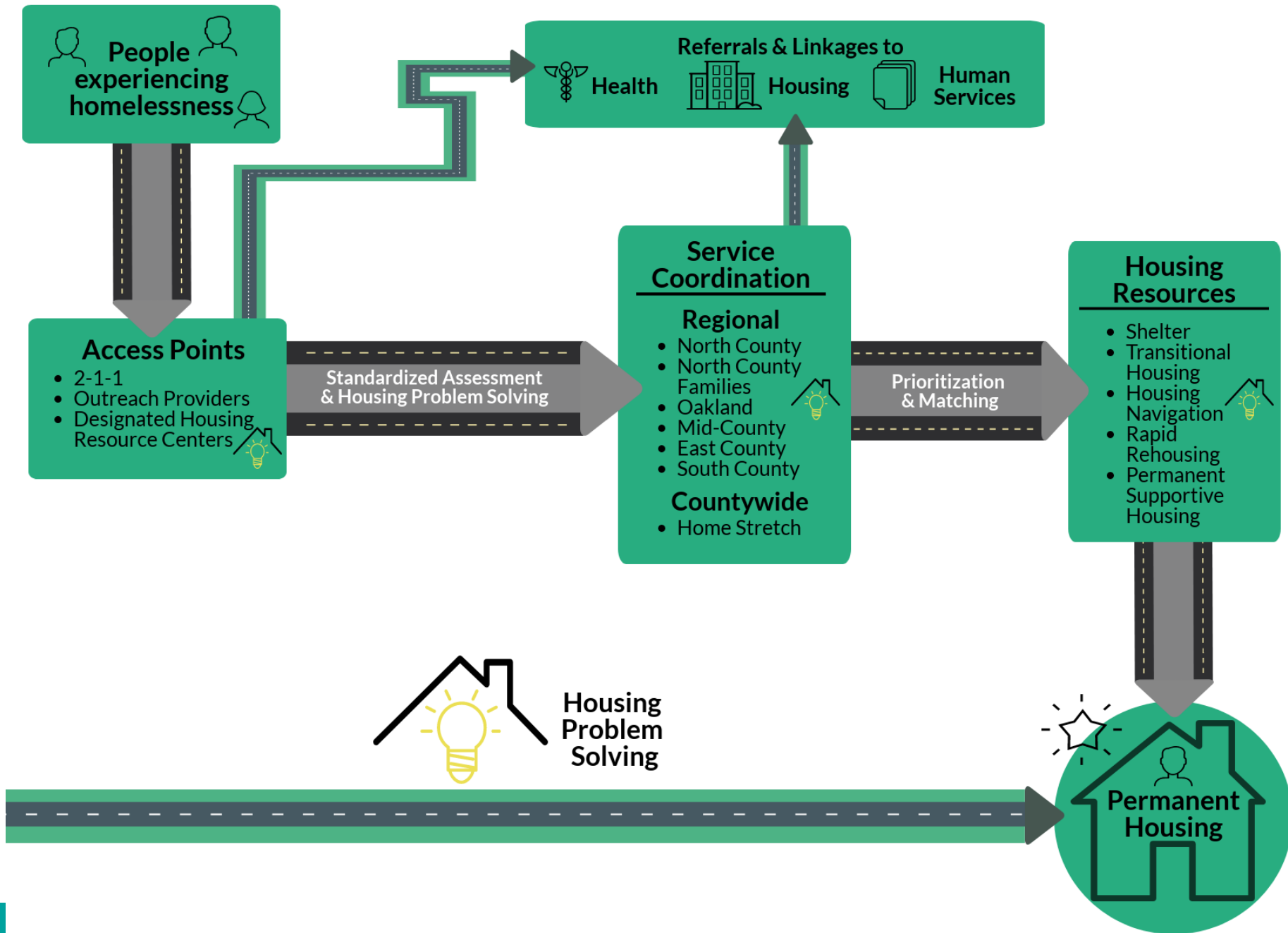
Coordinated Entry is a standard process and shared set of tools for:

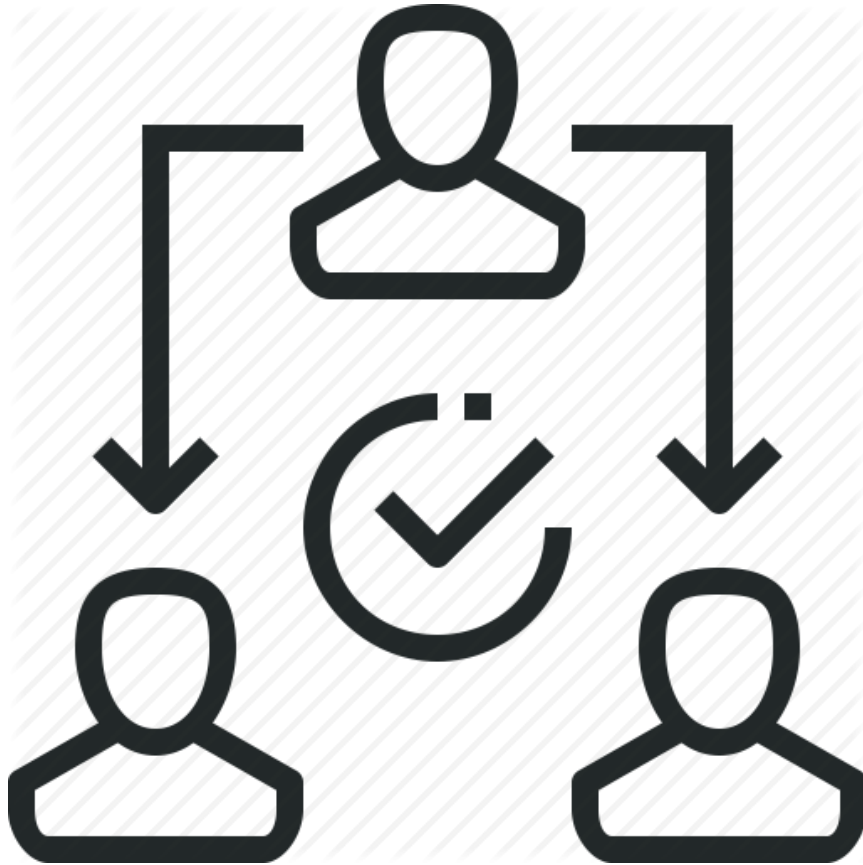
- Access
- Housing Problem Solving
- Assessment
- Prioritization
- Matching to Housing/Homeless Resources
- Grievances

What is different?

The Model in Alameda County

- One countywide call center: 2-1-1
- 6 regional zones with Housing Resource Centers (HRCs) providing outreach, housing problem solving, assessment, matching
- Other services provided in coordination with HRCs (housing education and counseling; housing legal services; landlord liaison management)





1. Safety Screening

- An immediate **Safety Screening** identifies any crisis health or safety needs and ensures an immediate connection to the appropriate emergency response.
- **WHO:** 2-1-1, Outreach staff, Housing Resource Center staff



2. Housing Crisis Screening

A brief **Housing Crisis Screening** confirms that the household lives in Alameda County, and whether they are homeless or at risk of homelessness.

WHO: 2-1-1, Outreach and other HRC Staff

Q: What is the HUD definition of literally homeless?

Individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning:

- (i) Has a primary nighttime residence that is a public or private place not meant for human habitation;
- (ii) Is living in a publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and **hotels and motels paid for by charitable organizations or by federal, state and local government programs**); or
- (iii) Is exiting an institution where (s)he has resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution

Any individual or family who: (i) Is fleeing, or is attempting to flee, domestic violence; (ii) Has no other residence; and (iii) Lacks the resources or support networks to obtain other permanent housing

Process

- 2-1-1 screens callers who identify in a housing crisis
 - Literally homeless (LH) callers are transferred to the Housing Resource Center (HRC) in the appropriate region
 - Non-literally homeless (NLH) callers are provided with housing problem solving and other appropriate shelter/resource referrals

- 2-1-1 has developed processes with each HRC for pre- and post-transfer
- Until Clarity (HMIS) is launched fully, 2-1-1 does NOT have access to client information post-transfer/post-assessment



3. Housing Problem Solving

Housing Problem Solving conversations help all households identify and mobilize to safe(r) shelter and housing options within their own support networks as much as possible. Creative problem solving is necessary and connection to available resources.

WHO: 2-1-1, Outreach staff, other HRC staff, healthcare and mental health providers, and other service providers.

“All hands on deck” needed in our Housing Crisis Response System to help shelter/house everyone.

4. Assessment



For literally homeless households unable to find safe housing through Housing Problem Solving, an **Assessment** is conducted to understand their needs and determine if they are eligible for housing or homeless resources. **Assessments are responsive:** conducted on outreach, in-person, and are updated as circumstances change. Entered into HMIS.

WHO: Outreach staff and HRC staff trained to complete assessments.



5. Prioritization

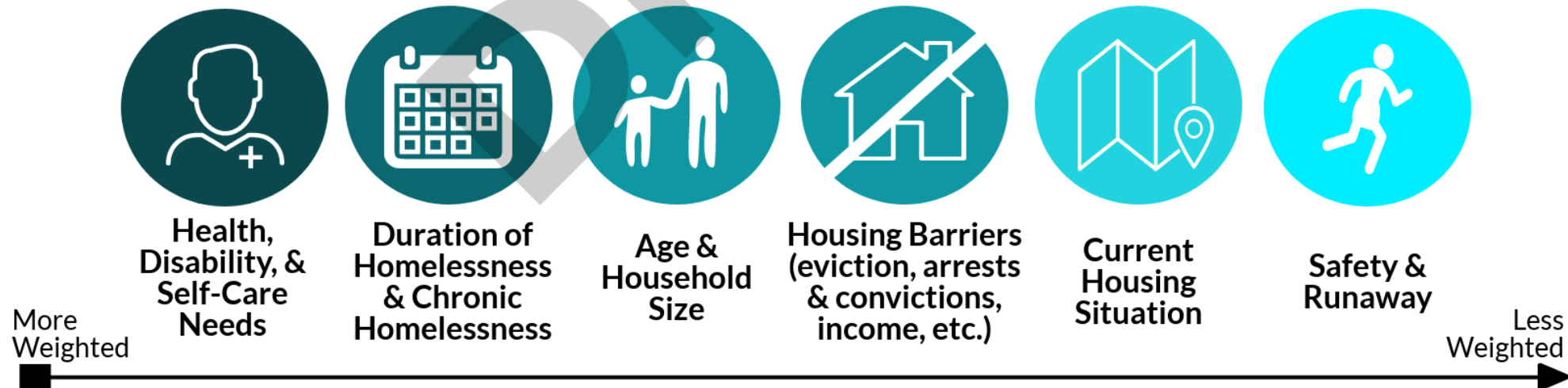
Prioritization is a continuous and dynamic process that ranks households in order of priority for housing assistance.

Homeless history, housing barriers, and health vulnerability are strongly weighted and will receive the highest scores.

WHO: HMIS creates prioritized lists by region and countywide, based on assessment scores to assist with matching.

What factors determine prioritization work in Alameda County?

Categories that make up the sections in the assessment:





6. Matching

Matching assures any available housing resources are offered to eligible households in order of highest priority.

WHO: regional/zone coordinators, countywide coordinators



Q: What services are people matched to?

- Housing navigation services
- Year-round, publicly funded shelter (Not inclement weather shelters, dv shelters, navigation centers or privately funded shelters)
- Transitional housing
- Rapid rehousing
- Permanent supportive housing
- Tenancy sustaining services

How can you get someone help?

- Housing problem solving
- Call 211 to connect someone to a Housing Resource Center (for households who are literally homeless)
- Legal and housing education workshops open to the public (for all households)



Housing Education & Counseling Schedule

BACS Housing Education & Counseling program is designed to guide you from homelessness to housing, and beyond. The Housing Education classes cover everything you need to know about finding and keeping housing. We also provide individual housing counseling for those in need.

All classes begin at 10:30 a.m., and last 60-90 minutes.

Monday



Towne House
Wellness Center

629 Oakland Ave,
Oakland, CA 94611

Tuesday



Berkeley Food and
Housing Project

1901 Fairview St,
Berkeley, CA 94703

Wednesday



Hedco
Wellness Center

590 B Street,
Hayward, CA 94541

Thursday



Valley
Wellness Center

3900 Valley Ave #B,
Pleasanton, CA 94566

Friday



South County
Wellness Center

40965 Grimmer Blvd,
Fremont, CA 94538



HOUSING
Solutions

There will be time for individual counseling after the classes. Join us for one class, four classes, or all the classes—you will get something out of it, however many you attend!

Classes include: How to fill out applications (even if you are homeless), available housing today, adjusting to permanent housing, good relationships with landlords, and more!

For more information, call us at 510-613-0330, or visit us online at bayareacs.org.



**BAY AREA LEGAL AID
LEGAL ADVICE LINE
1-800-551-5554**

HOUSING PROBLEM SOLVING

Anyone can do it

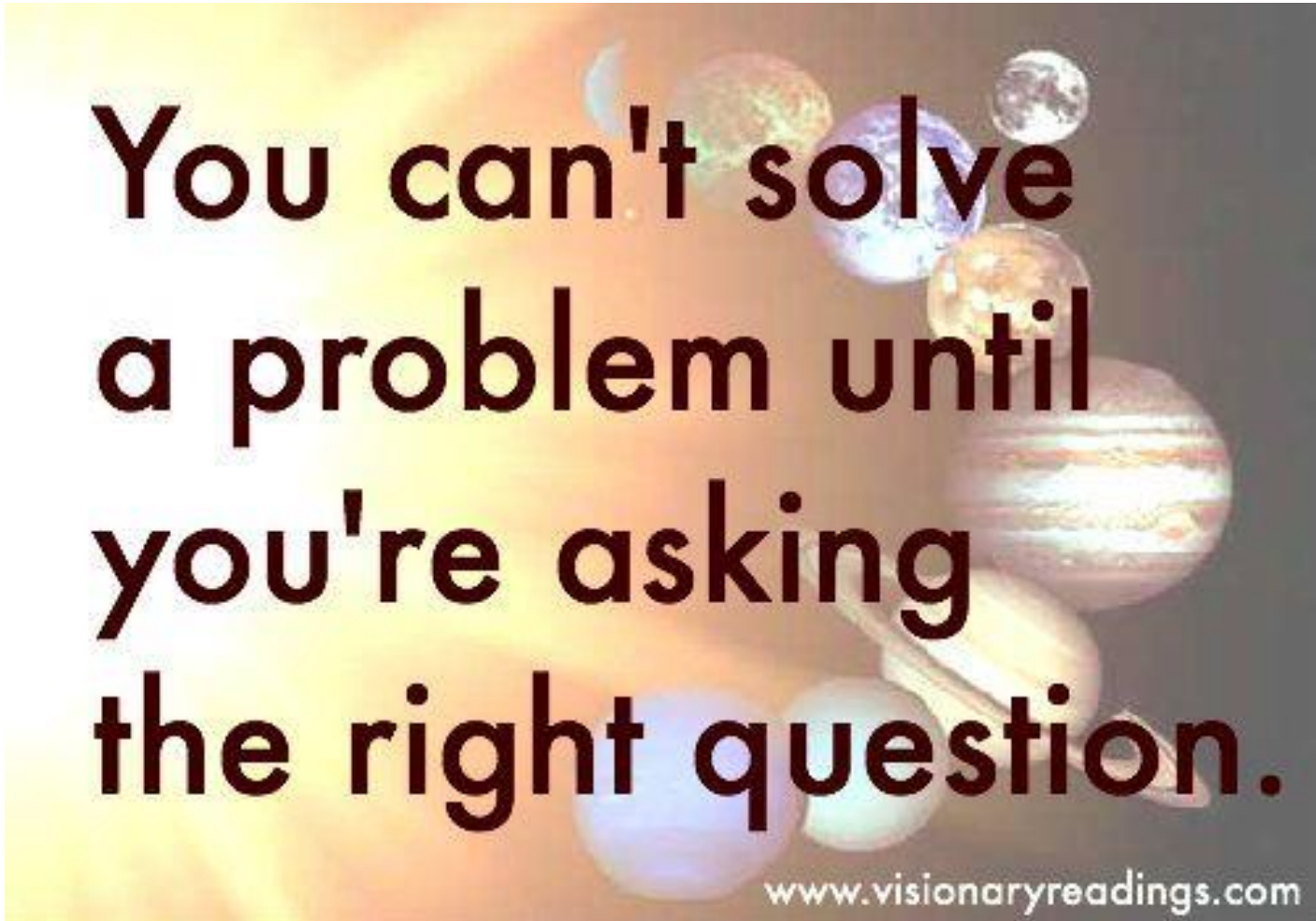


Q: What's most important about **HOUSING PROBLEM SOLVING?**

- MOBILIZING ALL RESOURCES
- Explore household's current housing crisis, provide concrete problem solving support and motivation, think creatively about housing options, honor all ideas
- Be real about housing crisis, shelter availability, and affordable housing resources (wait times to get bed, realities of shelter living, likelihood of subsidized housing)

Q: What kinds of outcomes result from housing problem solving?

- Reunification with friends or family
- Addressing specific barriers to sustainable housing – unpaid medical bills or previous evictions
- Employment opportunities or additional sources of income such as SSI
- Shared housing – bringing in a roommate

A background image showing various planets and moons in space, including Jupiter, Saturn, and Earth, set against a bright, glowing yellow and orange light source.

**You can't solve
a problem until
you're asking
the right question.**

www.visionaryreadings.com

How can you help?

- Provide context on CES
- Help manage expectations: NOT enough housing resources
- Explain what 2-1-1 can and can't do, e.g., “Call 2-1-1 to get shelter” or “Call 2-1-1 to get housing” without helping to set expectation can cause confusion and frustration. 2-1-1 refers to existing resources, does not create resources.
- Understand the differences between LH and NLH



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