

Coordinated Entry Events FAQs

When will these changes go live for the ES/SO/RRH/PSH staff?

Monday, August 17, 2026

Is this training primarily meant for people who use the "Coordinated Access - Network" role? or does it fully apply to all HMIS users? I'm asking because I'm not seeing some of the options on the left that you are showing.

No, the training applies to all HMIS users.

The additions to the HUD Universal portion of the assessment only applies to At Entry assessments? Or will they also be on During and Annuals?

At Entry Assessments

Is a Match to a housing resource, (PSH/RRH) considered a CE event?

Yes

If a person is doing an intake aren't they automatically placed on the BNL? Why would we mark not prioritized at any point?

Depends on the program type.

Can you please clarify what program types need to enter these referral outcomes? Is the expectation that shelters will need to enter results for folks entering shelter? Will outreach need to use this if CAN staff are making referrals to outreach? Or is it really just RRH and PSH programs accepting housing referrals where this is relevant?

Projects who receive any of the following referral types should be updating the referral outcome:

- 10 - Referral to **Emergency Shelter** bed opening
- 11 - Referral to **Transitional Housing** bed/unit opening
- 12 - Referral to **Joint TH-RRH** project/unit resource opening
- 13 - Referral to **RRH** project resource opening
- 14 - Referral to **PSH** project resource opening
- 15 - Referral to **Other PH** project/unit/resource opening

Would the Entry Team and CAN Navigator use the "Crisis" tab?

It will more than likely be a Crisis Needs Assessment but each person can have different needs. The descriptions for both are below:

- **Crisis Needs Assessment**
Assessment conducted for immediate, crisis-based needs; initial, short, focused assessment to help case workers identify immediate resolutions to address emergency needs, including shelter.
- **Housing Needs Assessment**
Assessment conducted for housing needs; more in-depth, housing focused assessment to help case workers direct clients to resources for stabilization of their housing situation

Who makes the determination regarding a client being placed on the BNL?

Program Enrollments, CLA Status and CE Events affect a client's placement on the BNL.

For PSH, are we doing this instead of the old way of doing a Program Enrollment?

The PSH workflow does not change, the 4 CE questions have simply been added to the Entry workflow.

For PSH, when we enter a client into our program, the only changes would be the four questions at the top? The greatest operational impact would more so benefit shelter case managers, and CAN navigators?

Yes, the PSH providers will be expected to update the CE Referral Status. The impact benefits the entire system as it will reflect better referral and outcome data in the local and HUD reports.

Nothing is changing for PSH case managers, correct?

PSH providers will be expected to update the CE Referral Status

So as a Can Exit Manager, upon matching to a PSH program, my process really does not change from what I am currently doing ,correct?

Correct.

If this assessment is being done w/in 30 days of a client moving into a PSH unit, will the answers skew the data regarding the homeless status?

The assessment should reflect the client's current situation and circumstances at the time the assessment is completed. Moving into a PSH unit does not change the client's historical homeless experience. For PSH, the CE assessment is intended to support the referral/prioritization process, so providers should answer based on the client's circumstances rather than trying to preserve a particular homeless status.

When submitting a CE event for a PSH referral, do we still only use the Coordinated Event or can we now use the program the client is enrolled in?

You can use the program the client is enrolled in

Does this mean we no longer need the CAN Referral Form in the file?

As of today, RRH providers only need to use the CE Event for verification that the referral was made through the CAN process. The BNL manager in your CAN is responsible for completing the CE Event to identify the referral to the RRH program. PSH providers still need to receive the paper form uploaded to HMIS.

Should an SSVF case manager who is enrolling a client in SSVF know about the prioritization status? Do they have access to putting someone on a prioritization list?

The SSVF case manager should have access to the CE information that is relevant to their program and referral. However, SSVF providers are not responsible for determining or managing the community prioritization list unless that responsibility has specifically been assigned to them by the CAN. Prioritization should continue to be managed through the established CE/CAN process.

How does this work for outreach enrollments?

Same as all projects, the 4 CE Assessment questions will show in the workflow for the At Entry assessments and the CE Events form will be available via the left menu so that referrals can be made/reviewed.

What is the assessment level for street outreach?

It will more than likely be a Crisis Needs Assessment but each person can have different needs. The descriptions for both are below:

- **Crisis Needs Assessment**
Assessment conducted for immediate, crisis-based needs; initial, short, focused assessment to help case workers identify immediate resolutions to address emergency needs, including shelter.
- **Housing Needs Assessment**
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Will these changes affect service-only programs as well, or only enrollment-for-entry programs?

Yes, Service Only programs will be impacted as well

Could the "prioritization list" also be referring to the emergency shelter prioritization?

Yes

For an emergency shelter- when we use the smartsheet to contact an individual to offer an available bed-would we utilize the coordinated entry event referral feature? is that correct?
Correct.

When I previously check with nutmeg, I was told HUD guidelines stated ES shouldn't do CLA unless they were in a hospital or other location during the ES enrollment. Can you go into more detail of what ES responsibility is for the CLA?

Night-by-Night shelters should only record a Current Living Situation if the interaction between the shelter personnel and client goes beyond a basic provision of shelter services. ***A Current Living Situation for emergency shelter does not include activities of daily sheltering (e.g., bed registration, request for personal care items, dinner sign-up, meals, etc.), nor should it be redundant with data element 4.14 Bed-Night Date.***

Will a CE report be available for backbones to review data quality and assist with TA?

Yes, the CE Event reports are located under the CAN role

What is the best way to find and track referrals to SO? Will there be a dashboard?

There will be a view that displays all CE Events for a program.

Do receiving agencies / programs have a workflow to 'proofread' incoming referrals or at least see incoming requests?

There will be a view that displays all CE Events for a program.

If we run a CE report- does it only give us access to data tied to programs we have access to? As a backbone, we can't assist with data clean up or check for accuracy unless the CE Report lets us run across all orgs/programs.

Depends on the report. The CE APR is a system-wide CoC report. The Coordinated Entry Assessments Not Yet Prioritized Coordinated Entry Events Without Results (Org) can be filtered by program.