

Salt Lake County CoC Coordinated Entry Implementation Guide

I. Access

a. Outreach Team Coordination

- i. There are multiple homeless outreach teams operating within Salt Lake County, providing basic needs services and case management to persons experiencing unsheltered homelessness. These teams' scope of work is primarily funder-determined by regional area or specialty population (families, trafficking survivors, veterans, people who use substances, etc). Each program operates by its own specific operating policies.

All outreach teams are encouraged to participate in monthly Street Outreach Task Group meetings put on by the Salt Lake Valley Coalition to End Homelessness (SLVCEH) to coordinate services, identify system gaps, and share resources. Staff at system access points throughout the CoC are aware of the outreach teams operating throughout the CoC, and will refer unsheltered people in need of services to the appropriate team. Outreach teams will also make appropriate referrals to other outreach teams most appropriate to serve individuals/households they encounter in their work, as needed.

b. Shelter Intake

- i. Prioritization
- ii. Diversion
- iii. Overflow Shelter

II. Assessment

- a. Providers will use a phased assessment process to gather pertinent information from people seeking services at each phase of their Coordinated Entry process, including:
 - i. Emergency services intake (shelter/outreach)
 - ii. Diversion
 - iii. Housing Needs Assessment (VI-SPDAT and/or full SPDAT)
 - iv. HMIS Coordinated Entry Enrollment
 - v. Housing Program Eligibility Process (after prioritization)
 - vi. Ongoing assessment of needs once in housing program

III. Prioritization

IV. Referral

V. Grievance Process

- I. **Coordinated Entry Enrollment Purpose:** The Coordinated Entry Enrollment in HMIS is utilized as the By Name List (BNL) for the Salt Lake County CoC. The BNL is used for all housing prioritization and is intended to be the singular active list of everyone who is currently in need of housing within the CoC. This means that anyone who is in need of housing should be enrolled in CE in HMIS.
- II. **Data Quality:** All existing Utah HMIS end user expectations (including privacy and data sharing, training and recertification, data quality error rates, timeliness of entering data, etc) are the same for work within the Coordinated Entry enrollment.
- III. **When to Enroll:** Service providers are expected to enroll households in HMIS CE at the following points:
 - i. Shelter intake
 - ii. If not already enrolled, at initiation of any housing-related work with outreach, shelter, or other emergency service provider.
 - iii. When a household is housed but at imminent risk of homelessness (see [HUD definition](#) of imminent risk of homelessness)
 - iv. When household is enrolled in a Transitional Housing Program and will need connection to additional housing support after their Transitional Housing placement.
- IV. **Exiting Enrollments:** CE enrollments should be exited when a person stops engaging with a service provider in their work toward housing, due to either loss of contact or successful housing placement, as follows:
 - i. Service providers are expected to close a household's CE enrollment when the household is placed in housing. This is required to capture successful exits from homelessness.
 - ii. Providers are encouraged to close the enrollments of anyone who stops engaging with them in working toward housing and will not be re-engaging for more than 65 days (including extended stay in jail, prison, hospital, treatment program, or other institutional facility, moving out of Salt Lake County, death).
 - iii. For all others whose engagement with a service provider ends, a 65 day auto-exit is in place on the CE Enrollment, which will automatically close all CE Enrollments that do not have a Service logged for 65 days or longer. (See section V for more information on logging Services within CE Enrollments.)
- V. **CE Enrollment Services:** In order to keep the BNL accurate to those in our community currently in need of housing, service providers assisting households in working toward housing are expected to ensure households are enrolled in CE in HMIS, and then keep their enrollment open by logging a HMIS Service in the CE Enrollment every 64 days or more frequently. Households that do not receive a Service for 65 days or longer will be automatically exited and will no longer be included in the pool used for housing prioritization.

Discretion is left to individual programs to determine when/how to log CE Services, however the "SLVCEH - Continued Coordinated Entry Engagement" service has been created for the purpose of keeping these enrollments open, and providers

have the option to batch-upload services for everyone they are engaging with to minimize redundant data entry. Contact Coordinated Entry Program Manager or HMIS Lead Agency (Utah Office of Homeless Services) for training on Service Batch Uploads.

- VI.** Updating CE Enrollment information
 - a. Pop-out menu