Coordinated Entry System Overview

October 7, 2025

Hunter Scott
Kaitlin Johnson-Carney

HOMEFIRST
Where Homelessness Ends™

Agenda

1. What is the Coordinated Entry System (CES)
2. The Scope of the CES
3. Eligibility vs Prioritization
4. Housing Match Referrals
5. New Housing Providers
6. Contact the CES Team

HOMEFIRST
Where Homelessness Ends™

Sonoma County Coordinated Entry System

Access Points

Assessment

By-Name-List

Housing Referrals Prioritized by Need

HOMEFIRST
Where Homelessness Ends.

Coordinated Entry Vision

The vision of the CES is to provide assessment, prioritization, and matching of people experiencing homelessness to housing and supportive services in the most **transparent**, **person-centered**, **equitable**, and **trauma-informed** way possible.

31 CES Access Point Partners

Role of HomeFirst as the CES Operator

- Facilitate housing placement process –
  - Screen for project eligibility
  - Implement community prioritization procedure
  - Facilitate CES Case Conference and HMIS Referrals
- CES communications (housing packet and newsletter, flyers)
- Partnership development
- Maintain Dynamic Housing Roster
- CES data quality
- CE Quarterly System Performance Evaluation
- CoC strategic planning engagement
- System-wide training and technical assistance
- CES Grievances, Reasonable Accommodations, and Appeals

- **Does not** refer to shelter
- **Does not** provide homelessness prevention
- **Does not** have control over housing opportunity inflow
- **Does not** have control over housing program eligibility

CES Training– 50 attendees on average

Basic CES Trainings:

- CES Access Point Training - in person
- Enhanced Assessment
- CES Overview
- CES Housing Provider

Sample Monthly Training Series Topics:

- Trauma Informed Care
- Harm Reduction
- Mainstream Services
- Housing Problem Solving/Diversion
- Person-Centered Assessment
- Sonoma County Behavioral Health Access

LGBTQ CONNECTION Napa • Sonoma Community Driven Action

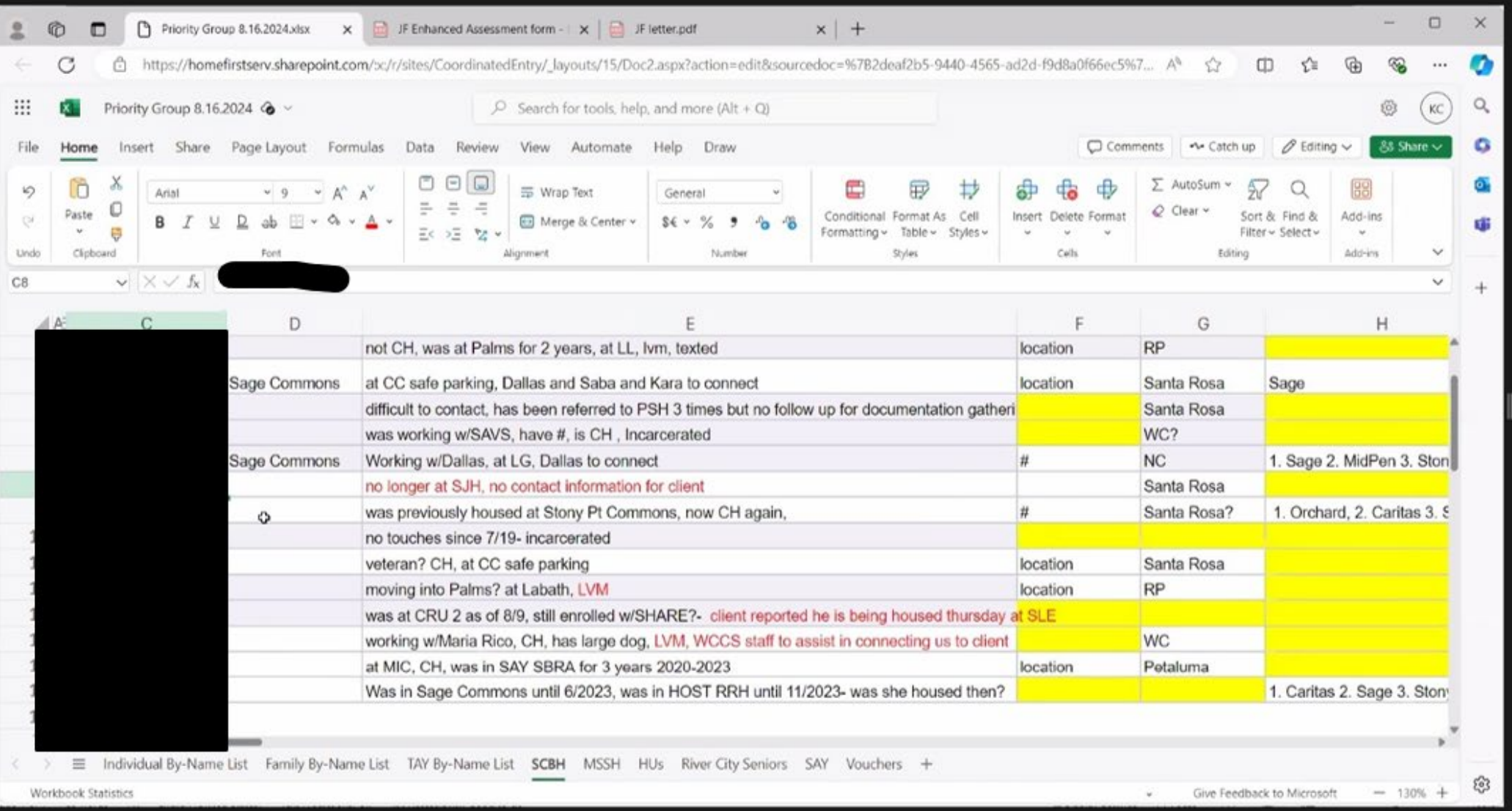
CENTER for PEACE RESTORING DIGNITY & HOPE

FHANC

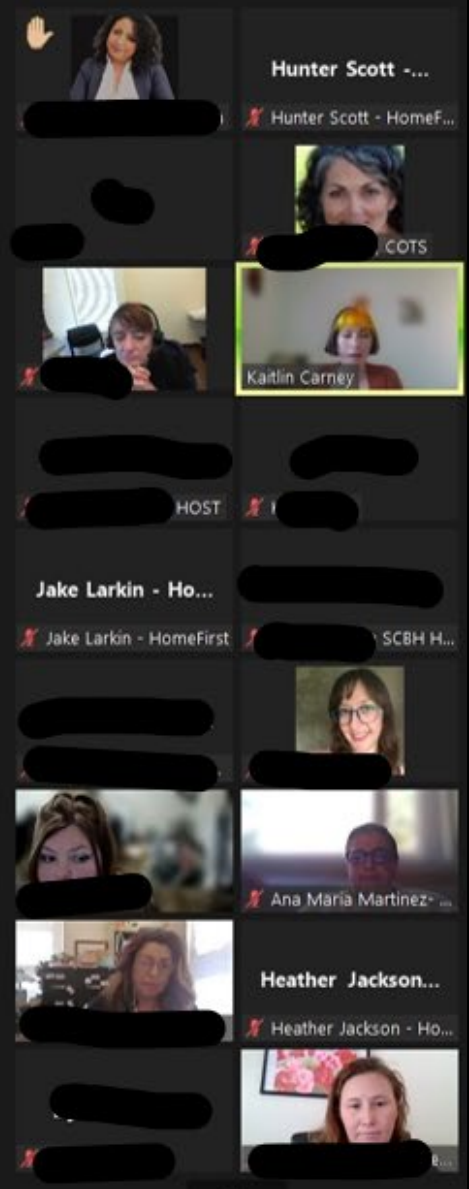
LegalAid OF SONOMA COUNTY

Buckelew Programs

CES Case Conference – on average, 74 people from 44 agencies weekly



	D	E	F	G	H
		not CH, was at Palms for 2 years, at LL, lvm, texted	location	RP	
	Sage Commons	at CC safe parking, Dallas and Saba and Kara to connect	location	Santa Rosa	Sage
		difficult to contact, has been referred to PSH 3 times but no follow up for documentation gatheri		Santa Rosa	
		was working w/SAVS, have #, is CH , Incarcerated		WC?	
	Sage Commons	Working w/Dallas, at LG, Dallas to connect	#	NC	1. Sage 2. MidPen 3. Ston
		no longer at SJH, no contact information for client		Santa Rosa	
		was previously housed at Stony Pt Commons, now CH again,	#	Santa Rosa?	1. Orchard, 2. Caritas 3. S
		no touches since 7/19- incarcerated			
		veteran? CH, at CC safe parking	location	Santa Rosa	
		moving into Palms? at Labath, LVM	location	RP	
		was at CRU 2 as of 8/9, still enrolled w/SHARE?- client reported he is being housed thursday at SLE			
		working w/Maria Rico, CH, has large dog, LVM, WCCS staff to assist in connecting us to client		WC	
		at MIC, CH, was in SAY SBRA for 3 years 2020-2023	location	Petaluma	
		Was in Sage Commons until 6/2023, was in HOST RRH until 11/2023- was she housed then?			1. Caritas 2. Sage 3. Ston



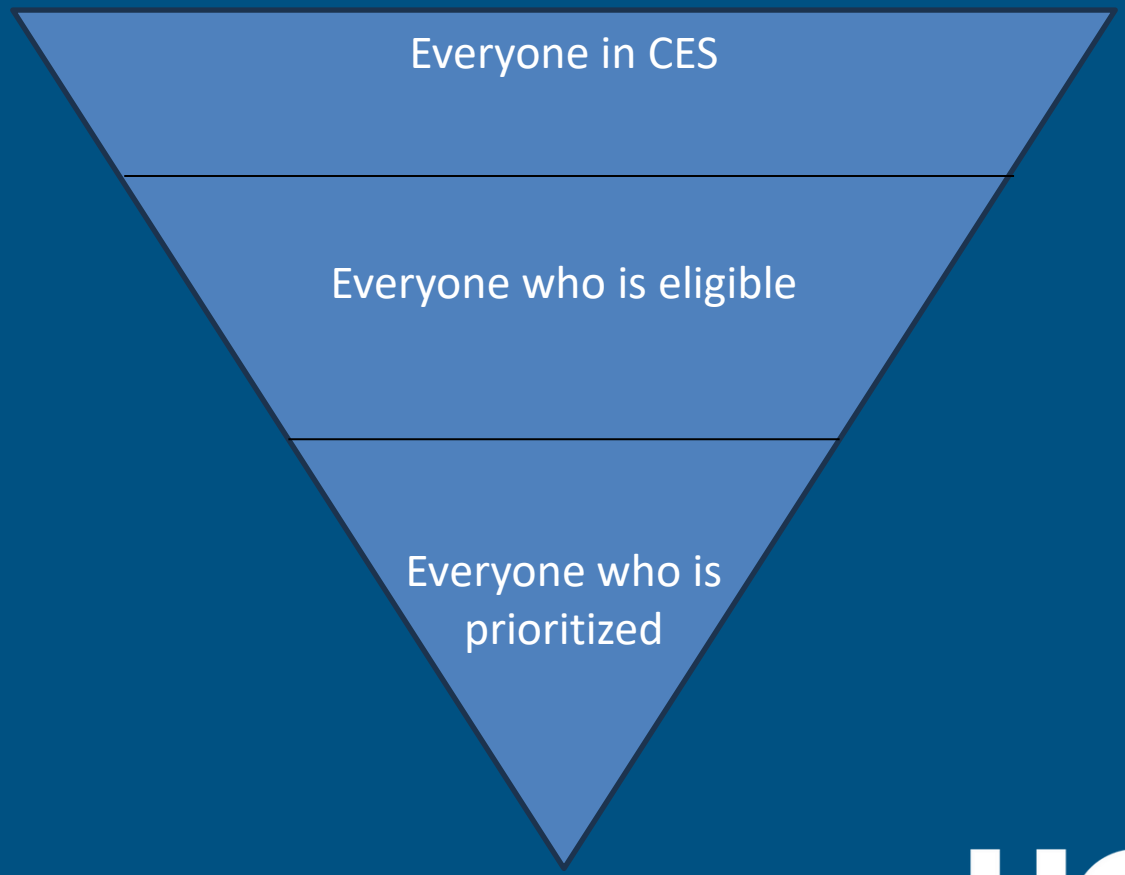
Eligibility vs Prioritization

Eligibility- The criteria that individual housing projects set to screen in prioritized households. CES does not set eligibility criteria.

Prioritization- The order that households are ranked in, which is used to match people with housing interventions. Prioritization is determined using assessments conducted by CES Access Points.

HOMEFIRST
Where Homelessness Ends™

Eligibility vs Prioritization



HOMEFIRST
Where Homelessness Ends™

Eligibility

Each housing provider has their own list of eligibility criteria based on:

- Chronic Homelessness requirement- required eligibility for PSH, which is the highest level of housing intervention within the system. This requirement is set by HUD.
- Property management criteria- background check status, income limits
- Funding stream contract criteria- some funding sources have their own eligibility criteria. Local funding could, for example, requires all referred matches to be high emergency service utilizers or enrolled in Sonoma County Behavioral Health services.

HOMEFIRST
Where Homelessness Ends™

Prioritization

Ranks households based on urgency and vulnerability to allocate housing resources

Current Coordinated Entry Vulnerability Factors:

- Length of time homeless
- Increased risk of death/ severe health conditions
- Increased risk of victimization
- Institutional utilization

HOMEFIRST
Where Homelessness Ends™

Housing Match Referrals

At CES Case Conference the proposed referral is reviewed and confirmed based on prioritization and known eligibility.
Providers present at meeting, including clinicians, help assign staff for eligibility coordination.
Prospective referral rejections are reviewed for approval.

CE staff send referral to housing provider in HMIS.
CE staff send referral connection email, connecting all assigned staff with housing provider.

Housing providers contact assigned staff and participant with referral, to offer opportunity and collect remaining eligibility documentation.

If participant with referral is found ineligible or there is a challenge with referral - housing provider brings this to Case Conference to problem-solve.

If participant is found eligible, referral is in HMIS and participant moves in.

New Housing Providers

- CES and HMIS Training, sometimes Chronic Homelessness training
- CES Housing Provider Checklist
- Housing Packet
- Lease up support

Gravenstein Commons

3-6 months before lease-up:

- CES assists housing provider to complete Housing Checklist steps
- SVDP sends eligibility criteria and details regarding units being filled
- CES creates Housing Packet entry
- CES contacted to start identifying potential housing match referrals

1-3 months before lease-up:

- CES collects preference and contact information for each identified referral
- CES identifies staff assigned to coordinate each household matched to collect documents
- CES begins sending housing match referrals
- CES assists with problem solving referrals not working out
- CES replaces ineligible referrals

HOMEFIRST
Where Homelessness Ends™

Contact the CES Team

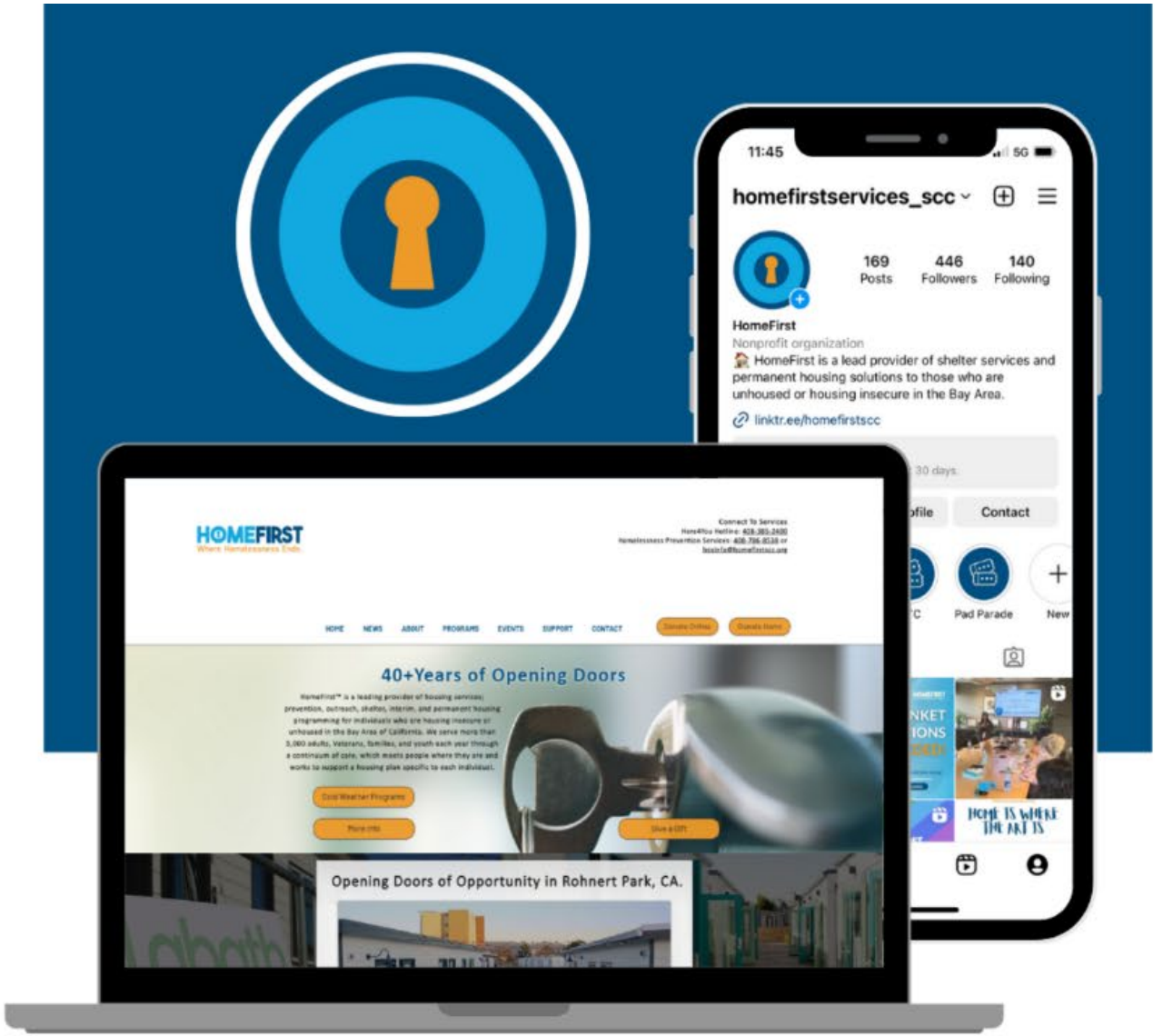
Coordinated Entry Director	Kaitlin Johnson-Carney	Kaitlin.carney@homefirstscc.org	408-655-6915
CE Data Analyst and System Administrator	Manny Galvan	Manny.galvan@homefirstscc.org	707-890-0290
CE Training Coordinator	Claud Rios	claud.rios@homefirstscc.org	707-787-0919
Housing Systems Coordinator	Janae Capeto	Janae.capeto@homefirstscc.org	707-298-8557

HOMEFIRST
Where Homelessness Ends™

Stay connected with us!

www.homefirstscc.org

@HomeFirstServices

@homefirstservices_scc

@HomeFirstServices