



Evaluation of the Coordinated Entry System Policy

Approved November 2023

Northern Nevada Continuum of Care

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To help ensure that the Coordinated Entry System (CES) will be effective and manageable for homeless and at-risk households and for the housing and service providers tasked with meeting their needs, the Northern Nevada Continuum of Care (CoC) anticipates ongoing adjustments to the policies and procedures described in the Coordinated Entry Policy document. To inform those adjustments, a periodic evaluation of the CoC's CES will be conducted to ensure that improvement opportunities are identified, that results are shared and understood, and that the CoC's CES is held accountable. The CoC Coordinator will be responsible ensuring the evaluation of the system is completed. Specifically, the CoC Coordinator is responsible for:

- Leading periodic evaluation efforts to ensure that the CES is functioning as intended. Such evaluation efforts shall happen at least annually.
- Leading efforts to make periodic adjustments to the CES process and revisions to the CES Policies and Procedures manual as determined necessary. Such adjustments shall be made at least annually based on the findings from the evaluation efforts.
- Ensuring that the evaluation, adjustments to the CES process, and revisions to the CES Policies and Procedures are informed by feedback from a broad and representative group of stakeholders and program participants.
- Ensuring that the CES and corresponding policies and procedures are updated as necessary to maintain compliance with all local, state, and federal statutory and regulatory requirements.

Methodology

A variety of data sources will be collected and utilized to inform the CES evaluation.

1. Coordinated Entry System Policies and Procedures
2. HMIS and Coordinated Entry Data
3. CoC System Performance Data
4. Surveys and/or Interviews with Key Stakeholders
5. Surveys and/or Interviews of Program Participants

The CES evaluation shall be informed by the metrics established and reviewed on an annual basis by the CoC Coordinator in conjunction with the Northern Nevada Continuum of Care Leadership Council (NNCLC). These metrics will be used during the evaluation process and shall include indicators on the effectiveness and functioning of the CES system itself, such as:

- Wait times for initial contact
- Extent to which expected timelines described in this manual are met
- Number/ percentage of persons who do not maintain contact with CES every thirty (30) days and lose their active status on the Community Queue
- Number/ percentage of referrals that are accepted by receiving programs
- Number/ percentage of persons declined by more than one (1) participating provider
- Number/ percentage of eligibility and referral decision appeals

- Number/ percentage of program participants newly enrolled into a participating program that were not referred by the CES
- Data quality completeness on intake and CHAT assessments

These metrics shall also include indicators of the impact of the CES on system-wide CoC outcomes and individual CoC funded project outcomes, such as:

- Reduction in the length of time persons remain homeless once referred to a housing project (system and project level)
- Reduction in the number of persons experiencing homelessness for the first-time (system and project level)
- Increase in the number of placements into permanent housing (system and project level)
- Reduction in the number of persons that return to homelessness within six (6) to twelve (12) months after exiting a housing project to a permanent housing destination (system)
- Reduction in the number of homeless persons identified in the CoC region (system)
- Reduction in the number of persons experiencing long term chronic homelessness (system)
- Reduction in family homelessness (system)

Other programs participating in the CES such as ESG funded programs will be included in the evaluation as well, as applicable.

In addition to the metrics identified above the CES evaluation process will evaluate the effectiveness of the CES using participant feedback gathered via a web-based survey that each CE project must request participants complete at the time of entry and exit from the project. Indicators measured via the participant feedback survey will include:

- Appropriateness of marketing and access to CES
- Appropriateness of questions asked on the CES assessment
- Understanding of the CES process and next steps after completing an assessment
- Effectiveness of the CES referral process
- Satisfaction with program placement
- Household living situation after exit from the housing program (Exit Destination)

At least one representative from each CES participating agency along with other non-participating stakeholders will be sent a web-based survey. Indicators measured via the stakeholder survey will include:

- Familiarity and understanding of CES
- Appropriateness of marketing and access to CES
- Effectiveness of the CoC's CES process
- Strengths of the CoC's CES process
- Areas of opportunity
- Overall satisfaction with the CES process

Participating agencies play a crucial role in the evaluation of CES. Participating agencies will collect accurate and meaningful data on persons served by CES. In addition, participating agencies will review the evaluation results and offer insights about potential improvements to CES processes and operations. Representatives will have fifteen (15) days to review and

provide feedback on the evaluation results. While reviewing the data, agency representatives are encouraged to communicate directly with the CoC Coordinator about any concerns or questions that they have, and to be detailed in their suggestions to the CoC Coordinator about how best to interpret and use the evaluation results.