



3 County CoC Coordinated Entry

What is the 3 County Continuum of Care (CoC)?

The 3 County CoC is a collaborative effort to reduce and end homelessness. It brings together organizations that provide services and housing to people who are homeless in Berkshire, Franklin and Hampshire Counties. CoC program funding comes from the U. S. Department of Housing and Urban Development (HUD), although not all CoC providers are HUD-funded. CoC's are established to promote community-wide commitment to the goal of ending homelessness.

What is Coordinated Entry? (HUD definition)

Coordinated entry is a new process through which people experiencing, or at risk of experiencing, homelessness can access services in a streamlined way, have their strengths and needs assessed, and more quickly connect to appropriate, tailored housing and mainstream services within the community. Standardized assessment forms provide the ability for households to gain access to more options, incorporating participants' choice, rather than being evaluated for a single program within the system. The most intensive interventions are prioritized for those with the highest needs.

How does it work?

All CoC funded programs and their community partners will use the same assessment tool to create a client list for the region, with those with the greatest needs being ranked highest on the list for any housing units or housing resources which become available. Conversely, any open housing unit will be offered to the eligible client highest on the prioritized list rather than the agency's proprietary waiting list, thus creating cross-agency cooperation in serving all clients in the region.

Each CoC funded agency will assess their own clients and enter some basic client information and the assessment score into the ETO HMIS database set up for Coordinated Entry. Soldier On has grant funding to assist agencies with assessments if staff resources are a barrier to completing assessments. In addition, Soldier On operates and publishes a toll free number, 1-888-413-WMAS (9627), to supplement the outreach effort to getting all assessed for services.

If you are not a funded CoC agency and would like to have a client assessed and added to the list, complete a form from <https://3countycoc.wikispaces.com>.

Does this mean everyone who is assessed will get housing?

Unfortunately, Coordinated Entry does not add any additional housing units or emergency shelter beds into the system. ***Agencies should continue to pursue all housing options for their clients who are seeking housing assistance.***

What are the benefits to getting assessed and on the Coordinated Entry list?

Benefits include more cooperation and collaboration amongst service providers and agencies to move the most vulnerable persons into vacant units as efficiently as possible. It also provides our CoC with a fuller picture of the needs and gaps in our system to advocate for more resources.

How does the 3 County CoC handle and protect confidential client information?

The prioritized list protects client's identity with first name, last initial or client identifier, and age will be listed rather than DOB. Intake agency and case manager name may be masked as well for case conferencing in some instances. All providers participating in Coordinated Entry are included in the Release of Information signed by the client at time of assessment. All client information is protected according to existing HMIS policies and procedures.

If a housing unit or voucher becomes available, who works with the client through the process to move-in?

In most cases, the agency who encounters the client and/or assesses them will navigate them through the process and housing offers will be made through that case manager. The CoC expects that case manager to continue to follow the client into housing through a transition period of at least six months. If there is no case manager working with the client, one will be assigned to them at the weekly case conferencing meeting.