Keeping Our Front Door Open: Equitable Coordinated Entry

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Melanie Alvarez, Friendship Service Center
Diana Berube, Salvation Army Marshall House
Kelly Craft, New Opportunities

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Coordinated Entry

Annual Training Institute
Kelly Craft (MMW), Diana Berube (GH), Melanie Alvarez (Central)
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HUD Mandated language

- Housing instability vs. Homeless Definitions
- Homeless Definitions
- Housing first & harm reduction
Coordinated Entry

SIMILARITIES
- Housing
- 1st Housing Plans
- Flexible Funds
- BAN Policies
- Specials
- CAN Assessment
- Low Barrier Collaboration

DIFFERENCES
- HUB or Spoke Staffing Structure
- Leveraged Services
- Internal workflow
- Funding $$$
- Timelines
- Language needs
- Community culture
- Fair Rent Commissions
- In person vs. Virtual
- Capacity for f/u

Outreach
Best Practices

- Inclusivity and equity in access
- Professional Development
- Rapport & relationship building with community providers and unhoused individuals
- Person-centered stability planning
- Crisis response with compassion
- Exploring natural supports & family reunification
- Mediation & relationship repair
- Fair Rent Commissions
- Tenant’s rights education/referral to counsel
- Effective outreach
- Coordination with homeless response system to eliminate silos
- Case conferencing and leveraging resources
- Excellent documentation to tell the client’s story so they do not need to retell
Opportunities

- Resources to prevent homelessness
- Availability of resources
- Criminalization policies
- Encampment mitigation strategies
- Resource mapping maintenance
- Educating community on how to use and access Fair Housing Resources
- Right to counsel for legal proceedings limited
- Increased collaboration between homeless response system internally & institutions
- Leveraging of multi-system resources - Interagency Council, systems education
- Medical housing & respite
- Relocation Services Support
- Limited staffing capacity
Thank you for attending this workshop!

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