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# Coordinated Entry Progress Report- FY 25, Q2

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## Goal

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The goal of this project is to make Coordinated Entry more accessible, equitable and efficient for staff and clients.

Strategies within this goal include:

1. Regionalize visibility of participant data
2. Align assessment questions
3. Regionalize approaches to prioritization for racial equity
4. Regionalize approach to case conferencing

More information about this plan available at:

[https://www.oregonmetro.gov/sites/default/files/2024/11/21/Coordinated-Entry-Regional-Implementation-Plan\\_0.pdf](https://www.oregonmetro.gov/sites/default/files/2024/11/21/Coordinated-Entry-Regional-Implementation-Plan_0.pdf)

## Deliverables and Milestones

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### Regionalize visibility of participant data

- List of potential data visibility changes complete by *October 2025*
- Implement changes to HMIS, relevant RIOs and privacy notices *between August 2026 and February 2027*

### Align assessment questions

- Create draft of proposed assessment changes- draft of common assessment questions by *August 2025*
- Once all necessary approvals have been made, implement changes in HMIS, train staff, make necessary changes to reporting *between August 2026 and February 2027*

### Regionalize approaches to prioritization for racial equity

- Finalized proposed list of prioritization factors to pilot *by July 2025*
- Updated prioritization policy adopted by counties and full implementation *between December 2026 and June 2027*

### Regionalize approach to case conferencing

- Statement of shared purposed for case conferencing, co-created by the three counties, and approved by coordinated entry partners and other interested parties in each county *by June 2025*
  - Implementation of strategies *between August 2026 and February 2027*
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## Status updates

**Major accomplishments/milestones in current reporting period Q2 (October 1 2024-Dec 31, 2025) and planned for next reporting period Q3 (Jan 1, 2025- Mar 31, 2025):**

### *Strategy #1: Regionalize visibility of participant data*

Q1	
Q2	<ul style="list-style-type: none"><li>• CE Regional Implementation Plan approved by TCPB</li><li>• Confirmed the current data visibility capabilities between counties</li></ul>
Q3	<ul style="list-style-type: none"><li>• Draft language to propose changes to the existing visibility policies</li><li>• Begin discussions with regional HMIS governance boards</li></ul>
Q4	

### *Strategy #2: Align assessment questions*

Q1	
Q2	<ul style="list-style-type: none"><li>• CE Regional Implementation Plan approved by TCPB</li><li>• Gathered detailed data on all existing County assessment questions, including specific information in HMIS and drop-down list options</li><li>• Map assessment questions so the information is in an actionable format</li></ul>
Q3	<ul style="list-style-type: none"><li>• Gather for in-person meeting to make decisions about direction in aligning similar and unique questions currently being asked by counties</li><li>• Discuss and explore how people needing services may access CE systems across the counties</li></ul>
Q4	

### *Strategy #3: Regionalize approaches to prioritization for racial equity*

Q1	
Q2	<ul style="list-style-type: none"><li>• CE Regional Implementation Plan approved by TCPB</li><li>• Reviewed and analyzed existing racial equity analyses previously conducted by each county</li><li>• Identified common threads among these analyses</li></ul>
Q3	<ul style="list-style-type: none"><li>• Share between counties about existing prioritization strategies</li><li>• Consider whether to build on aspects of existing prioritization strategies or to begin anew to determining prioritization approach</li></ul>
Q4	

### *Strategy #4: Regionalize approach to case conferencing*

Q1	
Q2	<ul style="list-style-type: none"><li>• CE Regional Implementation Plan approved by TCPB</li></ul>
Q3	<ul style="list-style-type: none"><li>• Counties share dates for own county case conferencing meetings and sign up for case conferencing meetings in other counties to gather information about what is happening</li><li>• Counties track questions and learning from observing these meetings</li></ul>
Q4	

## Metrics and Outcomes

*Strategy #1: Regionalize visibility of participant data: Because this goal is largely in support of the other goals articulated in this plan, the metrics associated with those goals also serve as success measures for this goal. Additionally, due to the effort required to agree upon and implement changes to HMIS in multiple counties, the end date of **February, 2027**, can serve as the primary benchmark for the success of this goal. As the plan develops, additional metrics may be added to support this goal.*

*Strategy #2: Align assessment questions*

Metric	Goal	Timeline	Data Source	Result
Assessor experience is improved	A goal will be set as part of the CQI action step (#12)	Annual	Future qualitative data source to be identified	FY: n/a
People seeking housing experience is improved	A goal will be set as part of the CQI action step (#12)	Annual	Future qualitative data source to be identified	FY: n/a
Coordinated entry participants experience streamlined connections to service options fitting their needs	A goal will be set as part of the CQI action step (#12)	Quarterly	HMIS data on time between date of initial assessment to referral  Future qualitative data source to be identified	Q1: n/a Q2: n/a Q3: Q4:

**Comments on Results:** *Plan is being implemented to design changes to systems and processes. These changes have not yet been made. Once changes have been made and time has passed with these changes implemented, reporting on metrics will begin. In the meantime, we will continue to develop goals and specifics to these metrics.*

*Strategy #3: Regionalize approaches to prioritization for racial equity*

Metric	Goal	Timeline	Data Source	Result
Increase in prioritization rate for racial and ethnic groups disproportionately impacted by homelessness a (i.e., referral rate > assessment rate for disadvantaged demographics)	A goal will be set during the third phase of implementation	Quarterly	HMIS data on coordinated entry assessments and referrals disaggregated by race and ethnicity	Q1: n/a Q2: n/a Q3: Q4:
People with lived experience of homelessness support the new prioritization factors and assessment questions	80% of black, indigenous, and other people of color with lived	One-time	Survey at step 12 (closing the feedback loop)	n/a

	experience of homelessness who are surveyed support the new model			
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**Comments on Results:** *Plan is being implemented to design changes to systems and processes. These changes have not yet been made. Once changes have been made and time has passed with these changes implemented, reporting on metrics will begin. In the meantime, we will continue to develop goals and specifics to these metrics.*

*Strategy #4: Regionalize approach to case conferencing*

Metric	Goal	Timeline	Data Source	Result
Reduced length of time from assessment to match, and match to move-in for those who are case conferenced.	A goal will be set during the Design Meeting proposed in Phase 1, or beginning of Phase 2.	Quarterly	HMIS data related to average length of time in each phase of coordinated entry.  By-name list data for those who are case conferenced.	Q1: n/a Q2: n/a Q3: Q4:
Better attendance and more frequent participation in case conferencing by providers.	A goal will be set during Phase 2 of this plan.	Quarterly	Case conferencing attendance tracking mechanisms and/or participant surveys, to be identified during Phase 2 of this plan.	Q1: n/a Q2: n/a Q3: Q4:
Greater provider satisfaction with case conferencing meetings.	A goal will be set during Phase 2 of this plan.	Annual	participant surveys, to be identified during Phase 2 of this plan.	n/a

**Comments on results:** *Plan is being implemented to design changes to systems and processes. These changes have not yet been made. Once changes have been made and time has passed with these changes implemented, reporting on metrics will begin. In the meantime, we will continue to develop goals and specifics to these metrics.*

## Budget- Annual

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Item	Budget
Strategy #1: Data Visibility	\$200,000
Strategy #2: Assessment Alignment	\$50,000
Strategy #3: Prioritization	\$200,000
Strategy #4 Case Conferencing	\$745,000
<b>Total Budget</b>	<b>\$1,195,000</b>

### Financial report

Although this progress report will be provided on a quarterly basis, financial reporting will be provided on an annual basis for the following reasons:

- There is limited spending on a quarterly basis and actionable changes are difficult to implement on a quarterly basis
- SHS financial reporting includes spending on regional goals, and can be consulted quarterly: <https://www.oregonmetro.gov/public-projects/supportive-housing-services/progress>
- Annual reporting with narratives for clarification on regional goals is in alignment with financial reporting and narratives for overall SHS reporting
- When TCPB has approved all 6 identified regional goals and their strategies, quarterly financial reporting on all goals will become administratively burdensome
- Broader conversations about funding for regional strategies require resolutions before specifics on regional financial reporting can be defined
- Annual financial reporting was the recommendation from Metro housing finance manager

### Spending Narrative

In the future, this section will include a narrative on the specific funding spent to further these strategies within this goal area on an annual basis.