

# **Alameda County Health Housing and Homeless Services**



**Alameda County Health**

# Coordinated Entry

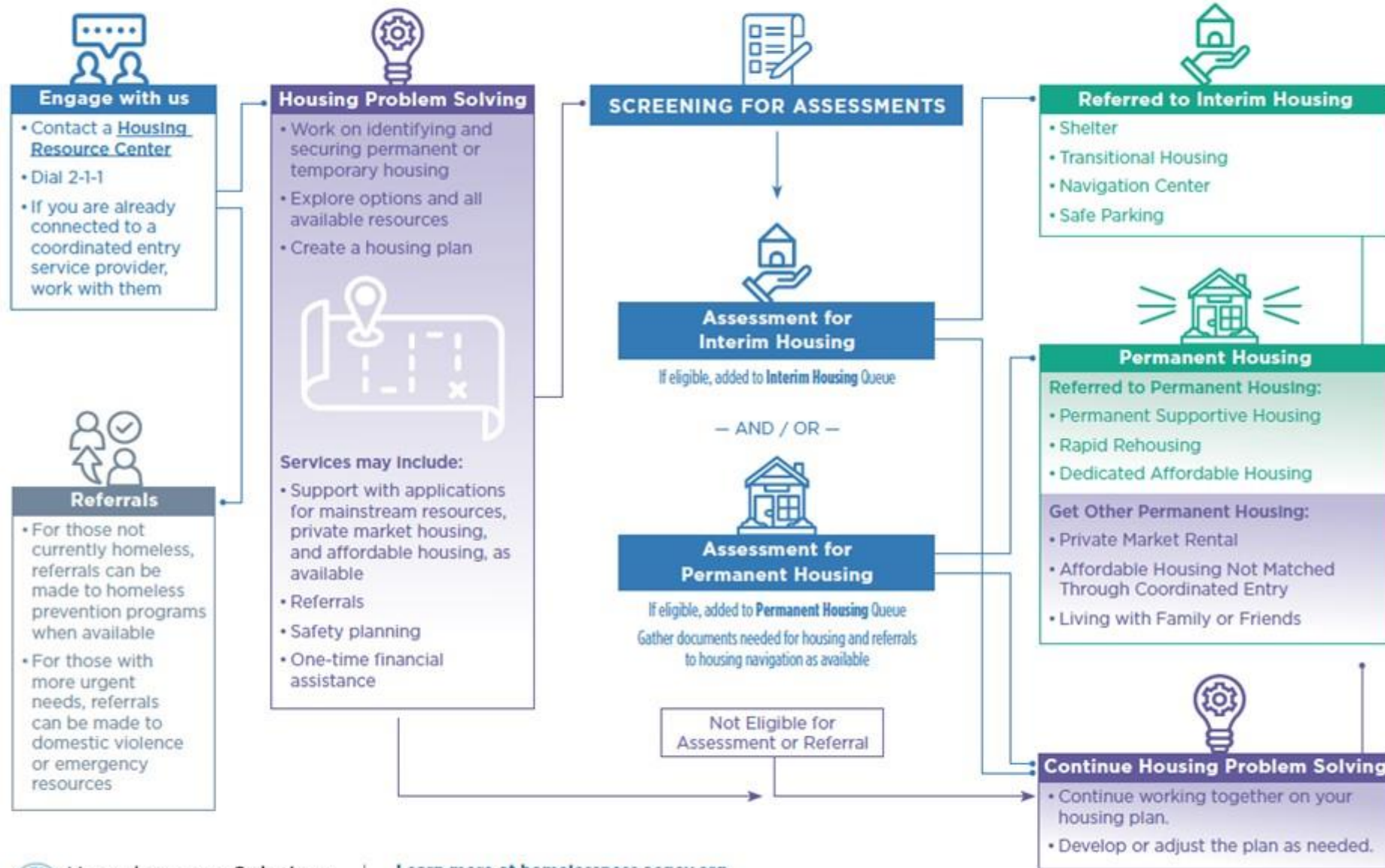
**The Coordinated Entry** process is an approach to coordination and management of the crisis response system's resources that allows users to make equity consistent decisions from available information to connect people efficiently and effectively to interventions that will end their homelessness.

## **AC Coordinated Entry components:**

- Access
- Housing Problem Solving
- Assessment
- Prioritization for available resources
- Referral/Matching to Housing/Homelessness Resources
- Grievances

# FROM HOMELESSNESS TO HOUSING

## Alameda County Coordinated Entry Workflow



Homelessness Solutions  
in Alameda County

Learn more at [homelessness.acgov.org](https://homelessness.acgov.org)  
If you are looking for housing or services,  
please call 2-1-1

# Who is Involved in Coordinated Entry?

## Access Points & Housing Operators

- Housing Resource Centers (HRCs)
- Street Health Outreach Teams
- 211 (Eden I&R)
- Regional Coordinators - part of ACH
- Emergency Shelters and navigation centers
- Housing and Homelessness Services – Part of Alameda County Health

## Regional Coordinators

- Oakland Lynette Ward  
[Lynette.Ward@acgov.org](mailto:Lynette.Ward@acgov.org)
- Mid County: Phil Clark  
[Phil.Clark@acgov.org](mailto:Phil.Clark@acgov.org)
- North County: Andrea Zeppa  
[Andrea.Zeppa@acgov.org](mailto:Andrea.Zeppa@acgov.org)
- East/South County: Hanna Toda  
[Hanna.Toda@acgov.org](mailto:Hanna.Toda@acgov.org)

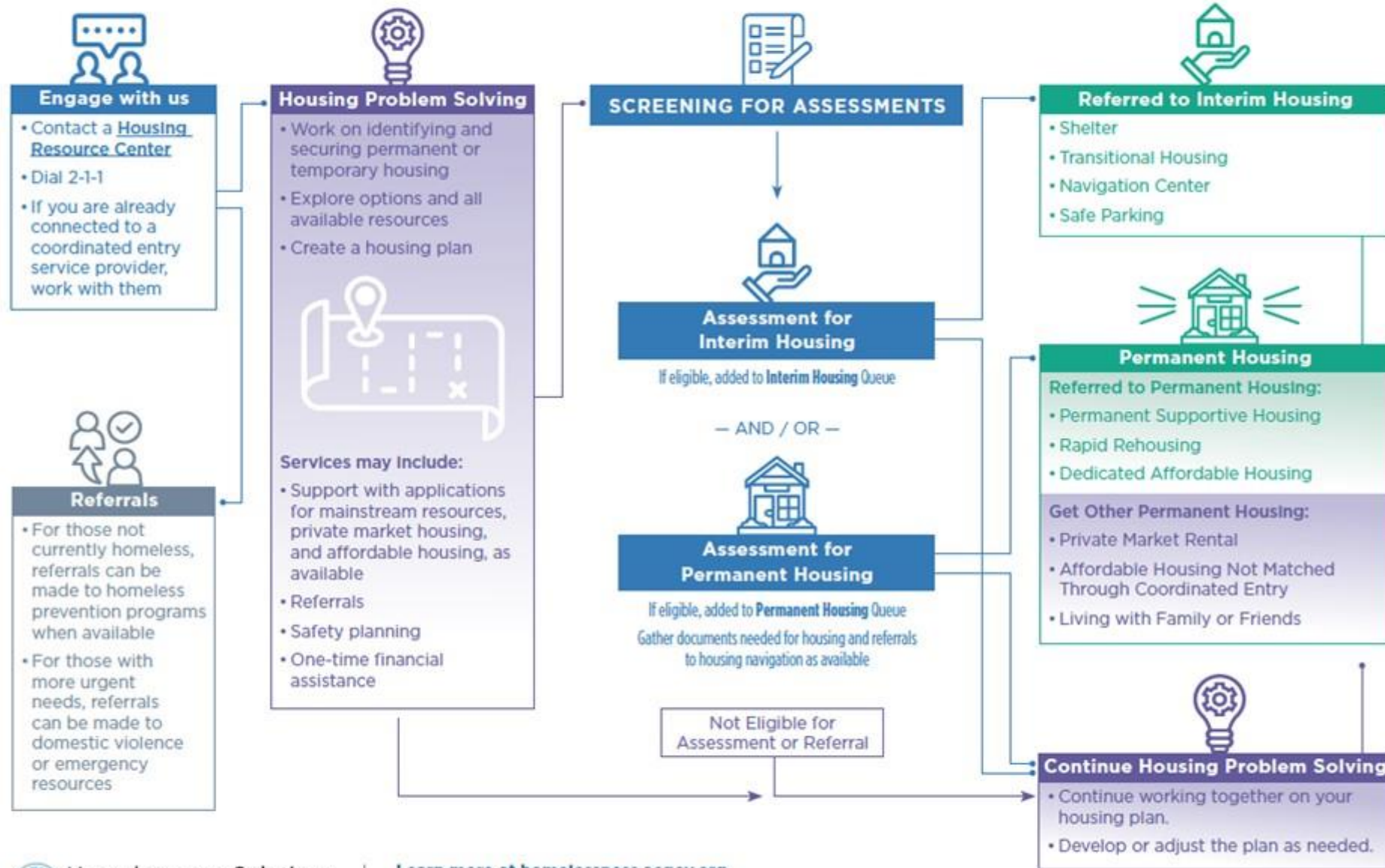
# Alameda County Housing Resource Centers

<b>Downtown Oakland: BACS</b> Coordinated Entry line: 510-658-9480 Walk in at 629 Oakland Ave HOURS: 9am-12pm Mon, Tues, Wed, Thur	<b>North County Adults: BACS</b> Phone: 510-495-0131 Email: <a href="mailto:housinghub@bayareacs.org">housinghub@bayareacs.org</a> Walk in at 2809 Telegraph Ave HOURS 9am-12pm, Mon, Wed, Fri	<b>East County/Tri-Valley: Abode</b> Phone: 510-371-0447 Walk in at 3311 Pacific Ave, Livermore HOURS: Wed, Thur 8am-12pm
<b>West Oakland: BOSS</b> Coordinated Entry line: 510-649-1930, ext. 1015 Walk in at 2280 San Pablo Ave. HOURS: 10am-2pm Mon, Tues, Thur, Fri	<b>North Co Families: Women's Daytime Drop-In Center</b> Phone: 510-548-2884 Email: <a href="mailto:help@womensdropin.org">help@womensdropin.org</a> Walk in at 2218 Acton St. HOURS Mon, Wed, Fri 9am-2pm	<b>South County Adults: Abode</b> Phone: 510-330-5822 Walk in at 4075 Papazian Way, Fremont HOURS: Mon and Tues 8:30am-12:30pm
<b>East Oakland: EOCP</b> Coordinated Entry line: 510-463-4601 Walk in at 7515 International Blvd. HOURS: 10am-3pm Thur, Fri	<b>Mid County West: Building Futures</b> San Leandro: 510-686-2332 Alameda: 510-201-0203 Walk in: 1840 Fairway Dr., 10am-2pm, Tuesdays or 2500 Bards Point Rd., 10am-12pm Mondays	<b>South Co Families: Fremont Family Resource Ctr</b> Unsheltered families: Drop-in hours Thurs 10-12 and 1-3pm 39155 Liberty St., Fremont, CA (Millenium Room); call Fremont Family Resource Center at 510-574-2000
<b>Oakland/Emeryville Unsheltered families (with a child under 18)</b> Family Front Door line: 510-808-7410 ext. 282	<b>Mid County East: BACS (Hayward and Unincorporated)</b> Phone: 510-247-8235 Email: <a href="mailto:HaywardHRC@bayareacs.org">HaywardHRC@bayareacs.org</a> Walk in at 590 B Street, Hayward, HOURS: 1-4pm Tue and Thur	<b>Transition Age Youth: Covenant House</b> Phone: 510-379-1010 (ask for the Wellness Center) Walk in at: 200 Harrison Street, Oakland, Tues and Thurs 1-3pm OR: 16335 E 14th Street, San Leandro, Tues and Thurs 10am-12pm



# FROM HOMELESSNESS TO HOUSING

## Alameda County Coordinated Entry Workflow



# What Resources are Matched through Coordinated Entry?

## Matched through CE:

- Housing Navigation and Tenancy Sustaining Services (Housing Community Supports)
- Year Round Publicly Funded Shelter
- Some Navigation Centers
- Transitional Housing
- Rapid Rehousing
- Permanent Supportive Housing
- Dedicated Affordable Housing
- Shallow Subsidies
- Interim and Permanent Housing for Medically Frail Individuals\*

## Not Matched through CE:

- Medical Respite
- Nightly, Seasonal and Privately-Funded Shelters
- Some Navigation Centers
- Skilled Nursing Facilities
- Board and Care Facilities
- Behavioral Health Care Facilities (substance use or mental health treatment)
- Shelters for Survivors of Domestic Violence, Gender-Based Violence, Intimate Partner Violence and Trafficking

# Assessments and Queues

## INTERIM HOUSING

- Matched through **Crisis Queue**
  - Approximately 2,500 on Crisis Queue.
  - Only people interested in shelter and/or transitional housing receive a crisis assessment.
  - Matching is regional.
  - Focuses attention on highest-needs households in the queue.
- Wait times vary significantly based on prioritization and availability of interim housing in the region.
  - Wait time is Same Day to Unlikely to be Matched
  - People are given guidance about wait time based on assessment results.
- Not all shelter resources are matched through coordinated entry.

## PERMANENT HOUSING

- Matched through **Housing Queue**
  - Approximately 3,500 on Housing Queue. Pre-questions screen for eligibility to receive a housing needs assessment. Most (approx. 2,500) are in the PSH Pool.
  - Used to match to PSH, RRH, and DAH.
  - Those who score above the threshold score for the correct sub-population are added to the queue.
- People on the queue are likely to receive a match within 6-12 months.
- Focuses on households with the highest needs, vulnerabilities and housing barriers.
- Housing Assessment Prioritization Factors: Health, Housing Barriers, Duration of Homelessness and Chronic Homelessness, Age and Household Makeup & Safety



# What can you do?

1. Housing problem solving
2. Connect individuals to Coordinated Entry System
3. Keep working on housing solutions together
4. Help individuals get “document ready”

# Document Readiness

Heads of Household (HoH) with 4 Core Housing documents uploaded in HMIS will be prioritized for matches to PSH opportunities.

All of the 4 Core Documents are required parts of a PSH housing application.

## Document Readiness: Four Core Documents

- ☐ Color copy of Government Issued Photo ID
- ☐ Color copy of Social Security Card or SSN Verification from SSA\*
- ☐ Disability Verification (*dated within 12 months*)
- ☐ Verification of Literal Homelessness