



Coordinated Entry Nominations: Continuous Quality Control and Improvement Plan

Background

Coordinated Entry (CE) unit posting, care conferencing and housing nominations happen through digital formats with Microsoft Teams and Smartsheet. In 2025, the Coordinated Entry Team (CE Team) produced a series of “Nomination Quality Training” webinars with accompanying quick reference guides covering three topics: document preparedness, service matching and making nominations with the Smartsheet form. These webinars and guides are meant to support CE Assessors in the role they play as part of an effective and efficient housing referral and placement system. The following policy is meant to improve the quality of nominations to housing in CE and highlight the role of CE Trainers in continuous quality improvement.

Stakeholders

The KCRHA Coordinated Entry Team (CE Team)

Coordinated Entry Trainers (CE Trainers)

Coordinated Entry Assessors (CE Assessors)

HMIS Leads

Policy

Housing nominations made to CE through the Smartsheet nomination form will be monitored monthly by the CE Team. Any CE Assessor who receives two or more nomination denials in a month due to the quality of the nomination will require corrective action. This means they will be unable to submit nominations in Smartsheet until they complete a corrective action check-in with their CE Trainer. To return to good standing the Assessor must either view a recording of the appropriate Nomination Quality Training webinar, review the content of the appropriate

Nomination Quality Training webinar (completing the learning checks, etc.), or attend a Nomination Quality Training webinar.

Timeline

The policy will be shared with CE Trainers, HMIS Leads, and CE Assessors in October 2025. The KCRHA Research and Data team will develop the appropriate monitoring tools by the end of October 2025. The CE Team will begin reviewing Smartsheet nominations with the intent to give corrective feedback starting in January 2026.

Process

1. The CE Team will review housing nominations once a month.
2. Any assessor that has more than two or more nomination denials due to the quality of the nomination will be unable to submit nominations in Smartsheet. Factors impacting the quality of nominations include:
 - a. Nomination denials because their client(s) were not enrolled in the Coordinated Entry System Program (CESP)
 - b. Nomination denied because the reported homelessness episode length does not match HMIS records
 - c. Nomination denials because their client(s) either do not have a Housing Needs Form (HNF) or Housing Triage Tool (HTT) completed, or their HNF does not align with the selected resource
 - d. Nomination denials because the client's age or gender does not align with requirements of the program
 - e. Nomination denials because the Assessor indicated the client had a Mobility Request even when this is not applicable
 - f. Nomination denials because the nomination was for a Single Adult resource and the Assessor did not use the Single Adult drop-down list
3. The CE Team will inform the Assessor and their CE Trainer that the Assessor requires corrective action. This means their nominations will not be considered.
4. The CE Trainer will ensure the Assessor has either:
 - a. Viewed a recording of the applicable Nomination Quality Training
 - b. Reviewed the applicable Nomination Quality Training with the CE Trainer, or
 - c. Attended the next regularly scheduled applicable webinar

The CE Trainer is responsible for ensuring the Assessor understands the content and process.
5. Once the corrective action is complete, the CE Trainer will inform the CE Team, and the Assessor's nominations will be accepted again.

