



Service Matching in Coordinated Entry

Service matching is a complex topic. This one pager is not meant to be a comprehensive overview, but rather a guide for Coordinated Entry (CE) assessors wanting to ensure they are making responsible matches. The data we have available to us in HMIS to reflect whether someone is an appropriate service match comes from the Coordinated Entry System Program (CESP) enrollment and Housing Needs Form (HNF). It is important for CE assessors and housing navigators to: understand how these data are used for service matching, keep the data as accurate and up to date as possible, and remember that data entry depends on client self-report.

Housing Needs Form

Location preferences

Client preference is important; however, there is a limited amount of housing in some regions within King County. When discussing location, it can be helpful to identify where the client receives services. Please also keep in mind that if you nominate a household for a resource and their form indicates they would not accept placement in that location, CE will not send the referral.

Housing intervention and preferences

This section includes preferences like sober living, mixed gender housing, and other residential preferences or special needs. Please keep in mind that “Single Room Occupancy” does not refer to a unit where the client does not have roommates, but to a specific style of apartment that typically does not have a full bathroom or kitchen for the unit. Instead, the style of apartment has shared bathrooms and kitchens in a common space for multiple units. If your client is nominated for this type of project and has not expressed a preference for this accommodation, CE will not send the referral.

Barriers to Housing and ADA Supports

Please report whether your client has any of the indicated barriers to housing (convictions for methamphetamine production on a federally subsidized property, arson convictions, need to report as a sex offender). When reporting ADA needs, please keep in mind that this section is



used to determine whether your client needs a unit specially designed for folks living in wheelchairs (lowered counter tops and door handles, raised outlets, etc.).

Documentation

The CE team will use the information from the forms to decide whether to send a referral. If it is known that a unit will require the applicant to have a social security card, and the household has not indicated they are able to provide one, we will not send the referral.

Service Match

The data should be more precise than what type of resource the household would accept to resolve their episode of homelessness; it should reflect which type of intervention would be the most appropriate match for a client. Service supports in Permanent Supportive Housing (PSH) are dramatically different than Rapid Re-Housing (RRH) programs, so it does not make sense to say that someone is an appropriate service match for both. The CE team must have a clear understanding of the appropriate service match for a client in order to make a referral for them.

Coordinated Entry System Program Enrollment

Prior Living Situation

The CE team uses the data from this section to validate the reported figure for someone's current homelessness episode in their Smartsheet nomination form. HMIS program history is also considered.

Domestic Violence Inquiry (Yes/No)

DV status can be used in the multi-tiered tiebreaking structure. If a resource cannot be filled by determining who has the longest current episode of homelessness, the CE team will look at whether the household is fleeing or attempting to flee DV/IPV.

Disabling Conditions

Information in this section should be the same as the service-matching information in the Housing Needs Form. For example, if a CE assessor nominates a client to a permanent supportive housing project that requires a severe mental health diagnosis, data about this diagnosis should also be reflected in the Disabling Conditions section of the CESP enrollment form.

Monthly Income and Sources

The CE team will use this data when validating service matches for Rapid Re-Housing and Permanent Supportive Housing resources. For example, if there is a household who has been



repeatedly nominated for PSH, has other data points in their HMIS profile indicating that they would be a good fit for PSH (long-term disability, chronic homelessness history), and they have no reported income, CE may conclude that this is a poor match and not make the referral.

