**VCEH Coordinated Entry Partnership Overview**

Facilitator’s Guide

This facilitator guide, activities, and slides have been developed by the VCEH Coordinated Entry Committee to support Local Lead Agencies in organizing and carrying out local “Coordinated Entry Partnership Overview Training” with local Coordinated Entry (CE) partner staff. This training is meant to coincide with the local rollout of the CE Process, in addition to being offered to new CE partner staff on an ongoing basis, as determined by the Local CE Partnership. Lead Agencies are welcome to invite others in the Local Coordinated Entry Partnership to support in the planning and facilitation of this training.

**Audience:**

This training is required for all CE partner staff (Local Lead Agency, Assessment Partners and Referral Partners), including: those in direct service positions who serve clients who enter the Coordinated Entry System, as well those in agency leadership positions.

**Learning Objectives:**

At the end of this training, participants will:

* Understand the value of implementing Coordinated Entry in their communities.
* Know what it means to be part of the local Coordinated Entry Partnership and their agency’s role and responsibilities as a partner.
* Have a working knowledge of the four primary steps of Coordinated Entry process: Screening & Access, Assessment, Master List and Referral to Housing Program.
* Be familiar with the local housing programs that use Coordinated Entry to fill openings and the process by which they fill those slots.
* Be familiar with how assessors determine the Level of Assistance and Complex Service Needs score, as well how prioritization works in Coordinated Entry.
* Understand the local Coordinated Entry process for survivors of domestic violence.

**Materials:**

* *VCEH Coordinated Entry Partnership Overview* Powerpoint template
  + Trainers must customize the *VCEH Coordinated Entry Partnership* Powerpoint to their local Continuum of Care. **Within the powerpoint, areas that should be customized are in red.**
  + Includes Facilitator’s Notes
* Projector and access to wifi (or webpages already opened)
* Whiteboard or Flip Chart (and Marker) - *optional*
* Activity Materials - See *Menu of Activities*
* Handouts:
  + VCEH Coordinated Entry Outreach Flyers, customized for your Local Continuum of Care
  + VCEH Housing Crisis Referral Form
  + VCEH Housing Assessment
  + VCEH Confidentiality Principles & Policies (from Partnership Agreement)
  + VCEH Participant Info & Complaint Process

**Training Agenda:**

This agenda includes all the activities and discussion questions listed in the *Menu of Activities* and *Menu of Discussion Questions*. Facilitators may choose to customize the agenda to include less activities or discussion questions in accordance with the needs of their communities, or include additional relevant ones.

TOTAL TIME: 3.5 hours, not including any time allotted for breaks. Time can be adjusted in each section, as needed.

1. Welcome & Coordinated Entry Overview – 35 minutes total
   1. Welcome, Introductions, and Agenda Overview slides (10 min)
   2. Discussion Questions #1 and #2 (15 min)
   3. Coordinated Entry Overview: What is CE & Goals of CE slides (10 min)
2. Local Coordinated Entry Partnership – 15 minutes total
   1. Geographic Area & Population, VCEH Committee and Local Coordinated Entry Partnership Slides (15 min)
3. Coordinated Entry Steps – 60-70 minutes total
   1. Screening & Access slides (5 min)
   2. Assessment slides (10 min)
   3. Activity #1: Scenarios (15 min)
   4. Master List slides (10 min)
   5. Referral to Participating Housing Programs slides (5 min)
   6. Discussion Question #3 (5 min)
   7. Activity #2: Mock Master List (12 min)
   8. Declined Referrals slide (2 min)
   9. Local Process to take off master list slide (5 min)
4. Information and Data Sharing – 20 minutes total (or more)
   1. Information & Data Sharing slides (5 min)
   2. Activity #3: Confidentiality (15 min)
5. Domestic Violence and Coordinated Entry – 10 minutes total
   1. Domestic Violence and Coordinated Entry slides (10 min)
6. Emergency Shelter and Coordinated Entry – 5 minutes total
   1. Emergency Shelter and Coordinated Entry slides (5 min)
7. Outreach & Advertisement – 30 minutes total
   1. Outreach & Advertisement, Equal Access, and the Complaint Process slides (12 min)
   2. Discussion Question #4 (3 min)
   3. Pass out and share *Coordinated Entry Outreach Flyer* with group
   4. Activity #4: Introducing Coordinated Entry to Clients (15 min)
8. Training & Evaluation – 10 minutes total
   1. Training Slides (3 min)
   2. Discussion Question #5 (5 min)
   3. Evaluation Slide (2 min)
9. Closing – 10 minutes total
   1. Discussion Question #6 (10 min)

**Menu of Activities**

**Activity #1: Scenarios**

**Objective:** Participants become familiar with how clients screen in for different lengths of assistance and how to calculate complex service needs scores.

**Materials:** Copies of page 1-3 of *Scenarios Activity*; one copy of page 4 answer sheet for facilitator.

**Time Needed:** 15 minutes (10 mins in small groups, 5 mins to review answers as large group)

**Method:** Pass out copies of the *Scenarios Activity* to all participants. Explain that the Level of Assistance and Complex Service Needs Sections are parts of the VCEH Housing Assessment. As is explained on the activity sheet, have participants work in groups to first identify the Level of Assistance for each scenario, followed by the Complex Service Needs Score for each scenario. Remind participants that the Complex Service Needs Score does not need to be calculated for any households that screen into Short Term Assistance, as that is given on a first come, first-served basis. Tell participants that they should only go off of the information presented in the scenario and make no further assumptions in their determinations.

**Activity #2: Mock Master List**

**Objective:** Participants become familiar with how clients on the Master List are prioritized for different housing programs.

**Materials:** Copies of page 1 of *Master List Activity* for all; one copy of page 2 answer sheet for facilitator

**Time Needed:** 12 minutes (7 mins in small groups, 5 mins to review answers as large group)

**Method:** Pass out copies of *Mock Master List Activity* to all participants. Review aloud what each column on the Master List means, and then have them work in groups to answer the questions on the sheet. Come back together as a group to review the answers using the answer sheet.

**Activity #3: Client Confidentiality**

**Objective:** Participants become familiar with how confidentiality is protected through coordinated entry.

**Materials:** Copies of the VCEH Coordinated Entry Confidentiality Principles and Policy (from Partnership Agreement), Copies of the Confidentiality Principles and Policy Quiz, the Answer page may be copied and shared with all or just used by the facilitator

**Time Needed:** 15-20 minutes (7-10 minutes to complete the quiz and 7-10 minutes to review the answers). Providing copies of the answer sheet can shorten discussion time.

**Method:** Pass out copies of the Confidentiality Quiz and the VCEH Coordinated Entry Confidentiality Principles & Policy. Participants can either complete the quiz on their own or in small groups. Regroup and read the questions asking for answers. Invite questions and clarifying discussion from the group, if needed. This activity is helpful if confidentiality is raised as a significant concern to participating agencies.

**Activity #4: Introducing Coordinated Entry to Clients**

**Objective:** Participants gain practice in articulating what Coordinated Entry is to clients, including client rights as they relate to Coordinated Entry.

**Materials:** Copies of *VCEH CE Participant Info & Complaint Process* form for all

**Time Needed:** 15minutes (10 mins practicing in pairs, 5 mins having one or two people share with group)

**Method:** Pass out the *VCEH CE Participant Info & Complaint Process* for to all participants. Ask participants to review the form silently and then in pairs, using the information already presented as well as the form as a guide, practice explaining what Coordinated Entry is to a client. After practicing in pairs, ask one or two people to share their explanation with the group.

**Menu of Discussion Questions**

Depending on the group size and time constraints, the facilitator may choose to discuss the following questions as a large group, in small groups, or in pairs, followed by sharing out. Optional discussion questions are listed in the powerpoint notes.

1. What burning questions do you have about Coordinated Entry?

*This is a helpful question to ask at the start. Record the answers. Review at the end of training. If there are still questions that have not been answered, discuss those questions or offer to bring back answers to the training attendees at a later time.*

1. What does the system *currently* look like for a person to get housing in your community? What works well with this system? What doesn’t work well?

*OR* What did the system look like *prior to Coordinated Entry* for a person your organization serves to get housing? What works well with this system? What doesn’t work well?

*This is a helpful participant activity early in the training (Slide 3). This slide may be helpful for partners or groups that are fairly new to Coordinated Entry or want to understand the value of coordinated entry better.*

1. What other housing projects/programs in our area could potentially fill openings from the master list that are not required to?

*This question pairs nicely with Slide 30, Housing Programs that enroll from the Master List.*

1. What other community partners do you feel need to know about or participate in Coordinated Entry?  Who else in your organization needs to understand Coordinated Entry?

*This can be a helpful discussion question at the end. Or after Slide 51, Outreach and Advertisement.*

1. As a local Coordinated Entry Partnership, what would an effective training plan to ensure that we train new Coordinated Entry staff and partners?

*Slide 56 - Training*

1. What are three things that your organization might need to change to participate in Coordinated Entry?

*End of Slides*