

SECTION 7: EVALUATION

Once the Local Coordinated Entry Partnership has been implemented, the local CoC and the VCEH will regularly evaluate its effectiveness. Lessons derived from these evaluations will be used to further improve the coordinated entry process.

VCEH will evaluate the coordinated entry process primarily through local CoC implementation, but will also consider aggregate data.

At least annually, each Local CE Partnership will:

- Survey all local Partners to solicit feedback on how well the Local CE Partnership is being implemented, and
- Collect feedback on the coordinated entry process from consumers through a focus group or survey.

The VCEH will establish uniform questions to support this evaluation process.

Every 6 months, the VCEH Coordinated Entry Committee will review the following data points for each local CoC and the aggregate Balance of State CoC:

- The number of Coordinated Entry Partners, and type (by services provided, not unduplicated: Outreach, Prevention, Emergency Shelter, Transitional Housing, Rapid Re-housing, Permanent Supportive Housing; and by Coordinated Entry Role: Lead, Assessment, Referral);
- # of referrals received by the Lead Agency
 - #/% of households with an initial outreach date within 3 days
 - Average # of days between referral and initial outreach
- The number of assessments completed (e.g, the number of households placed on the Master List during the time period), including:
 - #/% of assessments completed by Lead Agency
 - Average # of days between referral to Lead Agency and assessment
 - #/% of assessments completed by Assessment Partners
 - the number who were literally homeless (category 1)
 - the number of households returning to the Master List;
- The number of households on the Master List, including the number that are unsheltered (point in time);
- The number (and %) of households on the Master List more than 3 months, including
 - the # who are chronically homeless
 - the # who were rejected or not referred to a project and a summary of the reasons;
- The average length of time a household (HH) is on the Master List (date of assessment to date exit due to being inactive or housed) during the reporting period for: (LEAVERS)
 - all HH
 - all HH, compared as identified as needing long-term, medium-term or short-term assistance
 - all HH, compared by race, family status, age (head of household), disability status
- The average length of time a household is on the Master List (date of assessment to date of report) during the reporting period for” (STAYERS)
 - all HH
 - all HH identified as needing long-term assistance
 - all HH identified as needing medium-term assistance
 - all HH identified as needing short-term assistance
 - all HH, by comparison of race, family status, age and disability status
- The number of households exiting coordinated entry:
 - To a Permanent Housing Destination
 - Removed to the inactive list, and a summary of the reasons
 - Removed self from list
 - Transferred to another Continuum of Care

The VCEH Coordinated Entry Committee will provide an annual summary report and analysis to the VCEH Board.

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