2019 Coordinated Entry Self-Assessment Tool

Your Name: __________________________________________
Your Title: __________________________________________
Your Email: _________________________________________
Your Phone Number: __________________________________
Agency Name: _________________________________________
Project Name: _________________________________________

**Introduction**

The intent of this self-assessment is for the project to honestly evaluate the current state of their use of Coordinated Entry. The information will be used by the project and All Chicago to generate individualized technical assistance (TA) plan that will be an effective resource for the project. Possible types of technical assistance that could be included in the plan include referrals to workshop or training opportunities, sample tools or templates, HMIS guidance, and referrals to articles and outside experts. Each project that receives TA will complete one survey.

**Instructions**

The project completes the self-assessment tool in SurveyGizmo prior to the onsite TA visit. It is suggested to review the questions ahead of time. Please allow at least 30 minutes to complete the survey. During the onsite TA visit a minimum of 45 minutes will be set aside for project staff and All Chicago staff to review the self-assessment submission responses, address questions or clarifications, and develop a TA plan, if needed.
1. Please explain any barriers that prevent the project from utilizing CE for openings 100% of the time.

2. Does CE have the most up to date eligibility criteria for your project? (Yes / No)

3. Current eligibility on file:

4. What strategies does your project use to ensure low vacancy rates? Please explain if your project has made any changes due to coordinated entry processes.

5. Tools this project uses in the CES matching process include: (select all that apply)
   - [ ] Reaching out to current providers the client is enrolled with
   - [ ] Reaching out to the skilled assessor when we can't locate a client
   - [ ] Reaching out to client's alternate contact
   - [ ] Reaching out to the client via means other than phone and email
   - [ ] Reaching out to the outreach team when we can't locate a client
   - [ ] Regularly updating a client's need status in HMIS
   - [ ] Assisting a client with obtaining documentation to ensure access to housing
   - [ ] Uploading client documentation into HMIS
   - [ ] Coordinating with a housing system navigator
   - [ ] Having a housing locator on staff
   - [ ] Having case managers who are able to assist with obtaining documents
   - [ ] Having case managers who are able to assist with housing location
   - [ ] Other - Write In: ________________________________

6. Is your project requesting support for matches that are declined by participants? (Yes / No)

7. Is your project requesting support for matches that are declined by your project? (Yes / No)

8. Please explain the most common reasons for match refusals.
9. Please share what standard language is used, if any, for a client who is found to be ineligible for your project as part of how you communicate this with the household?

10. Who completes the match requests for the project/program and who completes the needs status updates for the matches? Please share whether this is working well for your project.

11. Who is responsible for contacting clients who are matched to the project? Is the same staff responsible for completing intake?

12. How quickly can an intake appointment occur after receiving the match?

13. Please rate how well the project adheres to the standard of updating needs status within 2 days after receiving the initial match.

   ( ) Very well (i.e., this always occurs)
   ( ) Average (i.e., this occurs regularly but not always)
   ( ) Low (i.e., this doesn’t occur frequently)

14. Please rate how well the project adheres to the standard of updating the needs status once the referred participant is deemed eligible or ineligible for the program.

   ( ) Very well (i.e., this always occurs)
   ( ) Average (i.e., this occurs regularly but not always)
   ( ) Low (i.e., this doesn’t occur frequently)

15. Please rate how well the project understands when to use the different Need Status options

   ( ) Very well (i.e., this always occurs)
   ( ) Average (i.e., this occurs regularly but not always)
   ( ) Low (i.e., this doesn’t occur frequently)

16. Please answer Yes or No to the following questions:
   • We are aware of how and when to request a transfer (Yes / No)
     
     PSH projects only:
• We are aware of how and when to request a bridge unit (Yes / No)

17. Would it be helpful to have an HMIS staff member onsite during the TA visit? (Yes / No)

18. If yes, please briefly describe what areas of HMIS your staff need support with

19. Please rate how well the project uses the HMIS helpdesk for CE questions and answers

   () Very well (i.e., this always occurs)
   () Average (i.e., this occurs regularly but not always)
   () Low (i.e., this doesn’t occur frequently)

20. Please rate how well your staff understand what Housing Navigation System is

   () Very well (i.e., very familiar with)
   () Average (i.e., not very familiar with)
   () Low (i.e., not familiar at all)

21. Please rate your project’s understanding of the purpose of navigation supports

   () Very well (i.e., very familiar with)
   () Average (i.e., not very familiar with)
   () Low (i.e., not familiar at all)

22. If you’ve had the opportunity to collaborate with Housing System Navigators, how beneficial do you feel the navigation supports were to your project on a scale of 1 to 10? (1 being not helpful at all and 10 being extremely helpful)

   1   2   3   4   5   6   7   8   9   10

23. Please provide a brief description to help us understand what is going well and what is not going well with Housing System Navigation Supports
24. Please rate how well the project uses the CE trainings and CE website for CE information, questions and answers.

() Very well (i.e., this always occurs)
() Average (i.e., this occurs regularly but not always)
() Low (i.e., this doesn’t occur frequently)

25. Please rate how well the project is aware of CE workgroups that staff are available to participate

() Very aware (i.e., knows all workgroups available)
() Somewhat aware (i.e., is aware of a few workgroups)
() Not aware (i.e., is not aware of any workgroups)

26. If you would like to make specific technical assistance requests, please explain

27. Are there any other areas of concern for your project, or the overall system, pertaining to Coordinated Entry that you would like to provide feedback on?