Flint/Genesee County CoC Coordinated Entry System Survey - Agencies

HUD requires each CoC to conduct an annual evaluation of its Coordinated Entry System, focusing on the quality and effectiveness of the entire coordinated entry experience, including intake, assessment, prioritization, and referral processes-for both clients and agencies.

HUD recommends that the annual assessment include, at a minimum, review of the effectiveness and efficiency of the overall process, feedback regarding the ease of use from those who experienced a housing crisis and and an analysis of referral outcomes.

* Indicates required question

AGENCIES WHO INTERACT WITH COORDINATED ENTRY (CE)

Providers who interact with coordinated entry process were surveyed to help understand: local training needs, jointly problem solve, technical assistance, better implement and understand all partners' perspectives on if CE is meeting its goals

1. **How do you identify your role as it relates to the coordinated entry system?**

Check all that apply.

- [ ] Rapid Re-housing provider
- [ ] Permanent Supportive Housing provider
- [ ] Homeless Prevention Provider
- [ ] Emergency Shelter Provider
- [ ] Outreach
- [ ] Other homeless service provider
- [ ] Does not specifically serve clients experiencing homelessness

2. **What housing programs and services does your agency provide?**

Check all that apply.

- [ ] Homelessness prevention funds
- [ ] Emergency Shelter beds
- [ ] Hotel/motels stays
- [ ] Street Outreach and other Supportive Services Only
- [ ] Safety planning for victims of domestic violence, dating violence sexual assault, or stalking
- [ ] Shelter for victims of domestic violence, dating violence, sexual assault or stalking
- [ ] Transitional housing
- [ ] Rapid-Rehousing
- [ ] Permanent Supportive Housing
- [ ] Community Mental Health
- [ ] Substance use Services
- [ ] Affordable Housing
- [ ] HCV, EHV, PBV

3.   **Do you feel the VI-SPDAT accurately reflects the needs of the people you assess?**   *

Mark only one oval.

◯ Yes - the VI-SPDAT usually accurately reflects the needs of the people my organization serves

◯ The VI-SPDAT is accurate about half the time

◯ No - the VI-SPDAT rarely accurately reflects the needs of the people my organization serves

4.   **Do you feel that clients are referred to permanent housing that is appropriate to their needs, based on their VI-SPDAT score?**   *

Mark only one oval.

◯ Yes

◯ No

5.   **What, in your experience, are the strengths of the VI-SPDAT?** *

_____

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6.   **What, in your experience, are the weaknesses of the VI-SPDAT?** *

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RECEIVING REFERRALS

7. **When you are referred a potential client how easy or difficult is it to coordinate with CES?** *

Mark only one oval.

◯ Very easy, the process is clear

◯ Somewhat easy, the process is mostly clear bur there are sometimes issues

◯ Difficult, I have multiple problems connecting with the referring agency

◯ Very difficult , at times it feels impossible to connect with the referring agency

8. **Do you receive eligible referrals from the coordinated entry system?** *

Mark only one oval.

◯ Yes, I usually receive eligible referrals

◯ No, I rarely recieve eligible referrals

9. **How long do you usually keep slots open before the CES refers you an eligible clients?** *

Mark only one oval.

◯ 1 week or less

◯ 2 weeks

◯ 3 weeks

◯ 1 month or more

10. **If you do not receive enough referrals to fill your open slot in a timely manner, can you describe any barriers you have experienced?**   *

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_____

_____

_____

_____

RATING COORDINATED ENTRY

Please rank the different components of the Coordinated Entry System (CES), with 1 being the least satisfied and 5 being the most satisficed.

11. **The overall functionality of the CES and processes**   *

Please rank with 1 being the least satisfied and 5 being the most satisfied.

Mark only one oval.

○ 1

○ 2

○ 3

○ 4

○ 5

12. **The CES Access points**   *

Please rank with 1 being the least satisfied and 5 being the most satisfied.

Mark only one oval.

○ 1

○ 2

○ 3

○ 4

○ 5

13.   **The VI-SPDAT assessment tool**   *

Please rank with 1 being the least satisfied and 5 being the most satisfied.

Mark only one oval.

- ( ) 1
- ( ) 2
- ( ) 3
- ( ) 4
- ( ) 5

14.   **The prioritization, matching, and referral processes in CES**   *

Please rank with 1 being the least satisfied and 5 being the most satisfied.

Mark only one oval.

- ( ) 1
- ( ) 2
- ( ) 3
- ( ) 4
- ( ) 5

15.   **The countywide geographic coverage of the CES**   *

Please rank with 1 being the least satisfied and 5 being the most satisfied.

Mark only one oval.

- ( ) 1
- ( ) 2
- ( ) 3
- ( ) 4
- ( ) 5

16. **The manner in which data or information is shared within the CES system** *

Please rank with 1 being the least satisfied and 5 being the most satisfied.

Mark only one oval.

( ) 1

( ) 2

( ) 3

( ) 4

( ) 5

17. **The marketing and communication received regarding the CE system** *

Please rank with 1 being the least satisfied and 5 being the most satisfied.

Mark only one oval.

( ) 1

( ) 2

( ) 3

( ) 4

( ) 5

18. **The clarity and implementation of the CES policy and procedures**   *

Please rank with 1 being the least satisfied and 5 being the most satisfied.

Mark only one oval.

( ) 1

( ) 2

( ) 3

( ) 4

( ) 5

19. **The leadership, coordination and oversight of the CES processes** *

Please rank with 1 being the least satisfied and 5 being the most satisfied.

Mark only one oval.

1

2

3

4

5

20. **The training and technical assistance to partners** *

Please rank with 1 being the least satisfied and 5 being the most satisfied.

Mark only one oval.

1

2

3

4

5

21. **The Infrastructure Organization (Lead Agency) ensuring that all partners are** *
    involved in and informed of evaluation and reporting aspects of CES?

Please rank with 1 being the least satisfied and 5 being the most satisfied.

Mark only one oval.

1

2

3

4

5

22. What additional or training assistance you would like to see? *

Check all that apply.

☐ Coordinated Entry overview training
☐ Prioritization and referrals
☐ HMIS Coordinated Entry Workflow
☐ Client notice and grievance process
☐ Client communication about Coordinated Entry
☐ Homeless prevention and coordinated entry

23. Where, if at all, are you experiencing roadblocks or bottlenecks in the CE process? *

_____
_____
_____
_____
_____

24. If there was anything that could be done to make CE work better for your agency, what would it be? *

_____
_____
_____
_____
_____

25. If there was anything that could be done to make CE work better for clients what   *
     would it be?

     _____

     _____

     _____

     _____

     _____

26. Are there any suggestions or comments you would like to make? *

     _____

     _____

     _____

     _____

     _____

AGENCY DETAILS

27. **Agency Name** *

     _____

28. **Your Name** *

     _____

29. **email address** *

     _____

30.   **Thank you for taking the time to complete this survey. We appreciate your time and feedback! Your feedback will help improve your experience with Coordinated Entry.**

_____

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