## What Is Coordinated Entry?

Coordinated Entry (CE) is a process that connects people in need with appropriate resources as swiftly as possible. This connection starts with finding housing first and then case management. Priority for resources is based on an assessment tool given to everyone. This process is often compared to a medical triage system where those with higher needs are connected with appropriate assistance.

	Access	Assess	Connect	
Coordinated Entry Process Data is collected to measure how effective this process is and shows us how and where we can improve service delivery.	People experiencing homelessness access Coordinated Entry (CE) at Points of Entry (POE). These points can be Emergency Shelters, Homeless Outreach, or CE staff.	Everyone is assessed with the appropriate assessment tool and prioritized based on the result that tool provides.	Coordinated Entry (CE) staff then tries to connect individuals in need with the appropriate referral to an agency or resource.	
	Step 1	Step 2	Step 3	
HMIS Data Entry Process Homeless Management Information System (HMIS) is where Coordinated Entry data is recorded and stored.	Data is collected and recorded in HMIS at the Point Of Entry (POE) so that a file for that person can be built. The system also records which agency is currently working with that person and their VI-SPDAT result. This data is then accessible by other agencies in HMIS.	Once the person's file is in HMIS, the system can then analyze and report on who needs prioritization. This information is then used to make referrals to the appropriate resource or agency.	Once a referral is made, an HMIS user will record that data in HMIS and which agency they get referred to. The referred agency will then add data to the file including dates worked with. This data is then used to assess the effectiveness of the CE process so that it can be improved as needed.	

## Main Points of Entry

Erie County				Genesee-Orleans-Wyoming Counties			
Coordinated Entry Central Library Office	1 Lafayette Square Buffalo, NY 14203	(716) 367-8188		Independent Living of WNY Genesee Region	319 W Main Street Batavia, NY 14020	(585) 815-8501	
Coordinated Entry Harbor House Office	241 Genesee Street Buffalo, NY 14204	(716) 842-4184		Genesee County DSS	5130 E Main Street Rd Batavia, NY 14020	(585) 344-2580	
Erie County DSS	158 Pearl Street Buffalo, NY 14202	(716) 858-8000		Orleans County DSS	14016 Route 31 West Albion, NY 14411	(585) 589-7000	
Niagara County				Wyoming County DSS	466 N Main St	(595) 796 9000	
Heart, Love, & Soul	939 Ontario Ave	(716) 282-5681		Wyoming County DSS	Warsaw, NY 14569	(585) 786-8900	
	Niagara Falls, NY 14305			Entire CoC			
Niagara County DSS	301 10th Street Niagara Falls, NY 14302	(716) 278-8400		211 Hotline	n/a	2-1-1	

The Homeless Alliance of WNY, 2020