Coordinated Entry System (CES) Fact Sheet- Documentation and Prioritization

How does CES prioritize clients?

CES prioritizes clients for housing based on whether they fall within any of 4 priority groups. All groups are sorted **by the date their current homelessness began**, starting with who has experienced homelessness the longest. Sheltered clients receive a preference within groups 2 and 3 to increase flow of clients from shelter to permanent housing.

Priority Group	Priority Group Definition
1: Clients Experiencing Chronic Homelessness	Clients with a chronic disability who are currently experiencing sheltered or unsheltered homelessness and who have been experiencing homelessness (a) for at least the last 12 months straight **or** (b) on at least 4 separate occasions in the last 3 years for a combined minimum 12 months. (**HUD'S CHRONIC HOMELESSNESS DEFINITION**)
2: Clients with a Chronic Disability	Clients who are experiencing homelessness (sheltered or unsheltered), but who don't meet the length of time requirements to be experiencing chronic homelessness but who have a disabling condition that is expected to be ongoing, substantially impedes their housing stability, and could be improved by more suitable housing. (**HUD'S DISABILITY DEFINITION**)
3: Clients without a Disability	Clients experiencing literal homelessness (sheltered or unsheltered) who do not have a disabling condition.
4: Clients At Risk of Homelessness	Clients at risk of homelessness are not eligible for many of the opportunities prioritized through CES, but if eligible will generally be the last priority group.

How do CES prioritization and project eligibility work?

Clients are prioritized for housing using these priority groups, and they are filtered for specific housing opportunities by additional project-level or funder-required eligibility criteria, such as:

- Jurisdiction
- Household size and whether they have children
- Mental health disability status
- MHSA certification by County Behavioral Health Services
- Age (senior- and TAY-specific opportunities)
- Veteran status (verified by the VA)
- Clients fleeing domestic or other forms of violence

What documents affect a client's priority on the CQ?

DATA ENTERED IN HMIS
Must be complete and include:
- **Profile** (age, TAY/veteran status)
- **CES program enrollment** (homelessness and disabling condition info, length of homelessness)
- **Housing needs/current living assessments** (city, housing preferences).

DOCUMENTATION ATTACHED IN HMIS
Must include:
- **Homelessness verification** (see below)
- **Disability verification,** *if applicable* (see below)

NOTE: Staff should help clients obtain other documents needed after match (driver's license/ID, social security card, birth certificate, immigration documents, income verification)

Homelessness Verification

Required for: all participants

Pro tips: Verification should:
- Account for all time periods participants have experienced homeless **in the last three years**
- Match the CES program enrollment

Use any method(s) below to complete homelessness verification

All links available here:

- **Third Party Homelessness Verification form** (or letter on agency letterhead with the same information) **filled out by a housing or service provider.** As an access point, you can fill this out, but only for the length of time your agency has served the client. *See right*

- **HMIS record** or **record from a comparable database** showing dates of enrollment in a program that requires literal homelessness

- **Third Party Homelessness Verification form** **filled out by a community member that is engaging with the client in a professional capacity** (e.g., doctor, business owner, etc.). *See right*

- **Self Certification by client** only to be used to account for periods of up to three months.

- **At-risk of Homelessness certification** if client is at risk of homelessness (*note that resources in CES are very limited for this population).*

NOTE: Select file type "Chronic Homelessness Verification" if client is experiencing chronic homelessness

Disabling Condition Verification (if applicable)

Required for:
- Any client self-reporting a disability during the CES program enrollment.
- Any client who needs to be prioritized as chronically homelessness.

Use one of the methods below to complete disability verification

- **Written verification form** from a **professional licensed by the state to diagnose and treat the disability.** *See 2-page form to left*

- **Written verification** from the **Social Security Administration.**

- The **receipt of a disability check** (e.g. SSDI check or Veteran Disability Compensation).