CES Refinement Process

February 2020

Coordinated Entry Outcomes

- Align our housing and other resources AS A SYSTEM to meet the needs of those that are experiencing housing instability
- Match people to the right intervention to end their experience with homelessness
- Assist people in exiting our system as quickly as possible
CES Refinement Process

Map the Current System → Develop a Refined System Vision → Define the Refinements

Create Implementation Infrastructure ← Develop Workplans ← Prioritize Refinements

Begin Phased Implementation

CES Refinement Workshop Design

- 7 days of workshops
- Adult, Youth, Family and Family Co-Located Services
- Approximately 360 participants
- CES infrastructure staff, CES staff supervisors, system partners (e.g. DCFS, DMH, LACOE, etc.), people with lived experience, and LAHSÅ staff

Workshop Objectives:
- Identify challenges faced by providers, agency staff, system partners, and households experiencing homelessness when utilizing the current CES
- Generate solutions to the identified challenges
- Produce a refined system design that will serve as the next iteration CES
- Produce workplans to drive the implementation of refinement and redesign recommendations
Common Themes/Participant Recommendations

Standardize or achieve more consistency in CES processes and client experience
• Generalized consistency of steps in the process and client experience
• Access Centers
• Dedicated Assessors
• Refine and standardize phased assessment process

More intentional management of the inflow into the Homeless Response System and CES
• Upstream electronic triage tool
• Massive expansion of Problem Solving/Diversion internally and externally

Common Themes/Participant Recommendations

More intentionality in assessing and matching to achieve throughput
• Development of a lower service need pathway that supports self-resolution
• Scaling moderate service need and higher service need exit pathways
• Dedicated Housing Navigation

More comprehensive management of inventory
• Actively managing inventory in real time
• Push versus pull system function
Next Steps & Community Engagement

Socializing & Pre-Implementation:
• Consulting Team reports released in January
• Socialization and Pre-Implementation Sessions
  • Expand on system visions
  • Expand on recommendations
  • Organizing phased implementation

Implementation & Experimentation:
• Development of an Implementation Infrastructure
  • Identify Project Management Leads to guide implementation and experimentation
  • Organize workgroups made up of relevant stakeholders to drive the work of implementation

Sample Implementation Infrastructure
Questions?