

## Simplifying Coordinated Entry

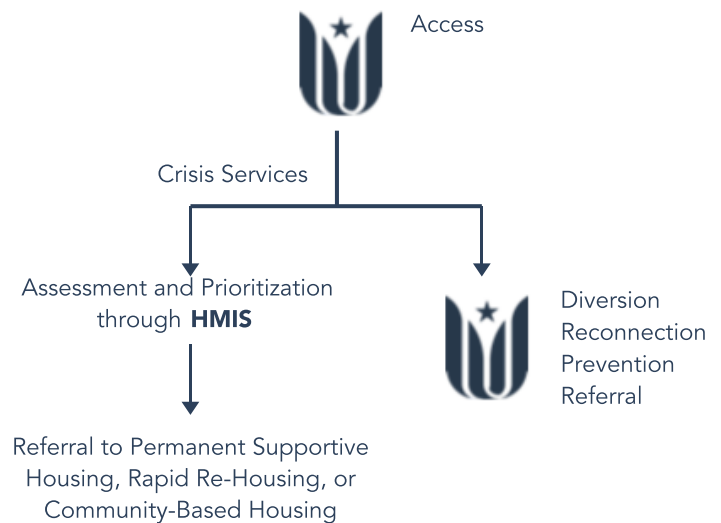
We're making it easier for people to access the services they need by simplifying the Coordinated Entry process. When it comes to housing-related needs, any network partner – housing provider or not – can intake clients through Unite Us. This system (depicted below) has proven successful in several of our networks.

There is no wrong door for anybody seeking services. Through Unite Us, network partners from any organization can:

- intake clients,
- perform the necessary screening,
- and make referrals to the organization best suited to serve the client's needs.

Diversion, reconnection, prevention, and referrals are all facilitated through Unite Us. HMIS can be used simultaneously for crisis service assessments and prioritization, followed by Unite Us referrals. Using Unite Us allows all partners to follow each client's journey from start to finish. This visibility is crucial to improving outcomes whether you use HMIS or not.

### Coordinated Entry through Unite Us



## Core Unite Us Functions

### Access

Our screening tool allows you and your partners across the community to easily identify your clients' needs and direct them to the best fit resources – whether it be shelter, other housing assistance, or other community services.

### Divert and Prevent

Send secure electronic referrals to organizations providing a variety of services addressing the root causes of housing instability before they worsen and stopping homelessness before it happens.

### Refer

Once a client has passed through HMIS, sending the resulting referrals through Unite Us ensures that they reach an accountable partner and allows you to track them through to resolution.

## How It Works: An Example

### *One Network Using Unite Us Alongside HMIS*

One of our networks in Tulsa, Oklahoma has adopted a Coordinated Entry program leveraging Unite Us. Erin Willis, their Program Coordinator, says, "We know that homelessness is a symptom of much larger systemic challenges. In order to truly move the needle from managing homelessness to ending homelessness, our work must be embedded across these systems."

They attribute the success of this "All Doors Open" program to the ability to address needs beyond housing and homelessness by engaging other sectors like mental and behavioral health, employment, jail diversion, and more. This focus on prevention and diversion – accompanied by meaningful data they use to better understand their communities – has resulted in tangible impact on client outcomes and organizational efficiency. They have used the data they've collected to improve their processes, better understand gaps in services, and more clearly see what's really happening with their clients once they leave their four walls.

"When Unite Us first came to Tulsa, I was skeptical that this could work. I've worked in Human Services for the last 20 years and have seen many things come and go. Now, we are receiving referrals in an organized, effective and efficient manner. **It has streamlined the way we are servicing our clients in a better way. It has reduced walk-ins and direct phone calls.**"

- Mack Haltom, Executive Director, The Tulsa Day Center for the Homeless

## The Future of Service Delivery

### *Transforming the Experience for People Seeking and Delivering Services*

Using Unite Us alongside HMIS allows you to:

- Securely track longitudinal data about referrals and client outcomes.
- Identify eligibility gaps that may be hindering organizations in your community.
- Proactively address a range of clients' needs beyond housing.
- Send secure and real-time referrals through our shared platform.
- Increase organizational efficiency and strengthen your community.

To learn more about how we're building coordinated care networks, visit:

[www.UniteUs.com](http://www.UniteUs.com)

