Coordinated access and coordinated entry system processes in the housing and homelessness sector: A critical analysis of current practices

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Highlighting objectives
- To present findings from a literature review on coordinated access/entry.
- To provide an understanding of each component of coordinated access/entry, how coordinated access can impact Housing First programs, and highlight strengths and weaknesses of each component of coordinated access/entry.
- Identify considerations for successful implementation of coordinated access/entry.

Research or practice-based evidence
- Despite widespread implementation, the evidence base for coordinated systems is limited.

Implications for practice
- People with lived experience should be involved in the development and implementation of coordinated access systems.
- Applying a “no wrong door” approach that includes active outreach to promote awareness of the coordinated system and population-specific access points is needed.
- Assessment tools should be just one part of the assessment process.
- Communities should be transparent with the limitations of prioritization strategies and how prioritization strategies were developed.

Areas of needed policy change
- Our review highlighted that there is a clear need for more research and evaluation on coordinated access systems in Canada and the United States.

Related resources
- Reaching Home Coordinated Access Guide

The conference is hosted by the Ontario Housing First Regional Network Community of Interest (OHRFN-Col). The OHRFN-Col is supported by Evidence Exchange Network (EENet) at the Centre for Addiction and Mental Health. The OHRFN-Col assists communities across Ontario to develop, evaluate, and improve Housing First programs based on the Pathways model tested, adapted, and shown to be effective in the At Home / Chez Soi Demonstration Project. For more information, visit www.eenet.ca/housing-first.