

Coordinated Entry System (CES) Process Map Flow

Walk communities through this process mapping exercise to prioritize problem-solving efforts.

Theory

The exercise of mapping out a community's Coordinated Entry System with them offers several benefits:

1. It helps communities who have a variety of potential bottlenecks to address--whether around infrastructure, or programming--narrow down which areas to focus on as they start testing change ideas.
2. It helps communities learn to spot opportunities for improvement within their own system, by clearing the path to problem identification.
3. It helps you, as a coach, get in the weeds with the community, so that you're better informed when offering feedback.
4. It helps track system-level improvements over time, as you revisit and update the map throughout the user's journey to zero.

Objectives

- Identify 1 primary system barrier for teams to solve for.
- Identify key stakeholders in the community that need to be brought into the work.
- Help teams feel equipped to begin testing solutions **today**.

Suggested Strategy

Work your way across the system, from identification to housing placement. For each section, use icons to note any areas that need a deeper look, and take a note of which program in each category is most highly utilized. If you're covering multiple municipalities, differentiate between programs by region. To get as specific as possible, it's helpful to map the system for just one subpopulation at a time.

BEST PRACTICE: BE PRESENT

Try to keep all notes inside of the process mapping document, for you and the community to reference in the future. This exercise is intended to help communities practice problem-solving in their own communities, so it helps to keep the process as transparent as possible.

Facilitation Flow

Starting at **Access**, use open-ended questions to help the team identify the process by which people are first flagged in the system.

Under **Assessment**, document who is conducting assessments, and through what process. Between these first two sections, make sure to note at what point someone is added to the By-Name List (BNL).

Use the **Matching/Referral** section to identify how clients get enrolled in a program. If there are known side doors into the system, such as a program that houses clients without them ever being added to the BNL, make a note of that.

Under **Housing Navigation**, list out which programs are able to help clients identify and view rental units. If each agency does their own housing navigation, or the clients are expected to find housing on their own, make sure to document that. Even if something seems obvious, write it down in order to make sure you have a comprehensive representation of the system.

Unless communities are in Last Mile, Sustain, or they express specific interest, it's not necessary to cover **Stabilization**. If you do move forward, use this section to identify which programs are able to offer prevention or rapid resolution assistance.

Coordinated Entry System (CES) Process Map Template

Click on the diagram and follow the link to access the template.

