

What is Coordinated Access?

Coordinated Access (CA) is a process through which individuals and families experiencing homelessness or at risk of homelessness, are provided access to housing and support services, based on a standardized set of procedures for client intake, assessment of need, and matching and referral to housing.

Coordinated Access Process

Clients
(Homeless & at Risk)



Individuals



Families



Youth

Access Points



Shelters



Outreach



Contact

Client accesses a single entry point where they are registered.

Initial
Triage

Diversion

Assessment

Intake

Initial Assessment

Comprehensive
Assessment

The client is screened using an assessment tool to determine their needs.

Prioritization



Based on the priorities set by communities and the assessment, the client is ranked on a priority list.

Coordinated Access: Key Objectives

1. Help communities ensure fairness and prioritize people most in need of assistance.
2. Help more people move through the system faster.
3. Reduce the number of new entries into homelessness.
4. Improve data collection and quality.



Data Collection & Management

A key function of Coordinated Access is ongoing data collection and management.

Matching & Referral
HOUSING & SERVICES



Clients are matched to and offered housing appropriate for their needs.



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