

Coordinated Entry's Impact on Rapid Rehousing Occupancy

Tarrant County Homeless Coalition (TCHC) holds the Continuum of Care (COC) Lead and Homeless Management Information System (HMIS) Lead, and in 2017 was awarded a HUD Coordinated Entry (CE) grant. The CE implementation was proceeding smoothly until June 2017 when there was a change in process of how RRH projects received referrals.

An organization called the Day Resource Center for the Homeless (DRC) received a sub-grant from our TCHC's CE entry grant. This grant funds six Navigator positions. These Navigators are responsible for engaging individuals experiencing homelessness, preparing them to apply for apartments, then referring them to local RRH projects to be housed. All new enrollments in RRH projects would need to be referred to the agency by the Navigators. In our COC, this was known as "closing the side doors" and meant to streamline the housing process.

Several months into the Navigation program's operations the CE director received some concerns from the Presbyterian Night Shelter (PNS). The PNS was not receiving enough referrals from Navigation to fill the RRH projects they operated and would possibly have to send money back to HUD, as they could not spend it. In efforts to support the implementation of CE I wrote a R script which looks at the occupancy rates of all Rapid Rehousing programs, by program name and organization name.

[Function for Generating CSVs for Project Occupancy Rates](#)

After generating occupancy rates, I moved the data into Tableau to visualize the trends.

[Rapid Rehousing Project Occupancy by Project Name](#)

[Rapid Rehousing Project Occupancy by Organization Name](#)

Shortly into viewing the graphs it was apparent there were issues with the data.

- The bed counts were incorrect for many programs, as the software vendor did not allow for more than one bed count by household type.
- The average occupancy rate *did* drop at the beginning of July, when the Navigator program was implemented.
- Occupancy rates by program were too noisy to derive much meaning.

However, when looking at RRH occupancy rates by organization an interesting anomaly emerged.

The DRC had several RRH programs as well as the Navigation program. Unlike the PNS' occupancy rate, the DRC occupancy rate had climbed quickly starting in July.

I submitted these findings to our CE director with the following interpretation.

The DRC, whether intentional or not, appeared to be preparing individuals identified by the CE system, then referring them to a RRH program within their own agency. I encouraged the CE director to open a dialog with the Navigation director on how they could more equitably refer clients into housing throughout all RRH projects

Rapid Rehousing Occupancy Average

