

SAN JOAQUIN CONTINUUM OF CARE

Workforce Development Training Series

Coordinated Entry System (CES)

Building a shared understanding of Coordinated Entry in San Joaquin County



1

INTRODUCTION

How We Got Here: Building a Stronger Homeless Response System



2

INTRODUCTION

Learning Objectives

By the end of this training, participants will be able to:



Explain why Coordinated Entry exists and the role it plays in our homeless response system.



Describe the client journey through Coordinated Entry.



Explain how assessment, prioritization, and matching and referral work.



Recognize how Coordinated Entry supports both housing and non-housing needs.



Identify how providers strengthen Coordinated Entry and improve system effectiveness.

3

INTRODUCTION

When you hear Coordinated Entry, what comes to mind?

Community-
Wide Process

Housing
Referrals

Guarantees a
Housing Outcome

Standardized
Assessment

HUD
Requirement

First-Come
First-Served

Matching to
Housing

Document
Preparation

Housing
Waitlist

Prioritization

211



4



MODULE 1

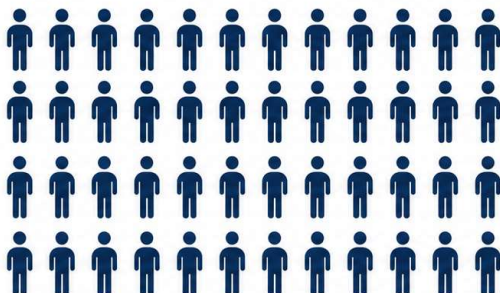
Understanding Coordinated Entry

GUIDING QUESTION *What is CES and why does it exist?*

5

MODULE 1 • UNDERSTANDING CES

The Reality: Why Coordinated Entry Exists



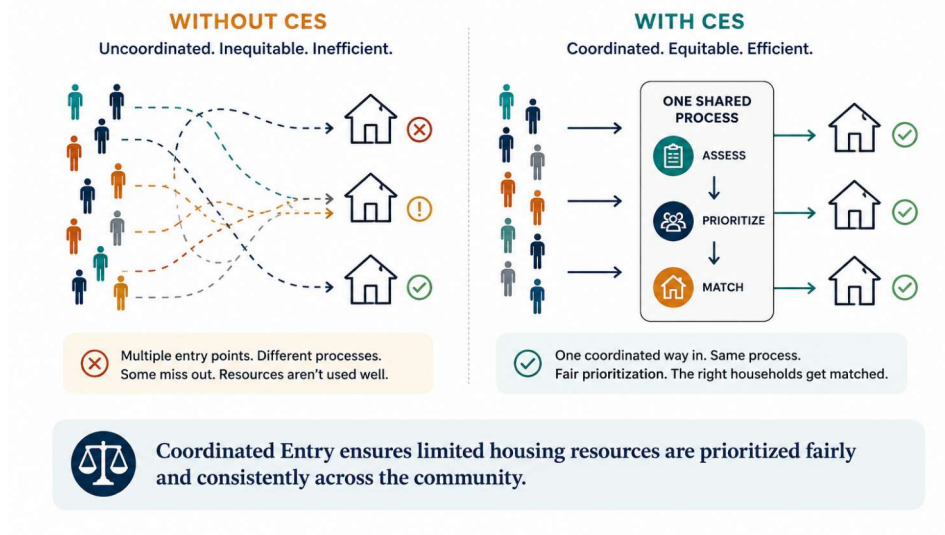
VS.



There are more households experiencing homelessness than there are housing resources.

6

Creating a Fair Process for Limited Resources



7

What is Coordinated Entry (CES)?

Coordinated Entry is a standardized, community-wide process that assesses household needs, prioritizes limited housing resources, and connects households to the most appropriate housing interventions.



**Community-Wide
Process**



No Wrong Door



HUD Required

Coordinated Entry is NOT a first-come, first-served waiting list.

8

CES Creates Value For...



One coordinated process
for accessing housing
resources.



A shared framework for
making referrals and
coordinating care.



A fair and transparent
approach to prioritizing
limited housing
opportunities.

The Four Core Elements of Coordinated Entry





MODULE 2

CES Through the Client's Eyes

GUIDING QUESTION *What does Coordinated Entry look like from a household's perspective?*

11

MODULE 2 • CES THROUGH THE CLIENT'S EYES

Core Element 1: Access



12



Let's Listen

Listen to a fictional conversation between a client and a 211 Specialist as the client first reaches out for help.

13

Access: Key Takeaways



- 1 Explored the client's immediate needs.
- 2 Explored the client's housing concerns.
- 3 Determined the appropriate next step.
- 4 Explained the next step.

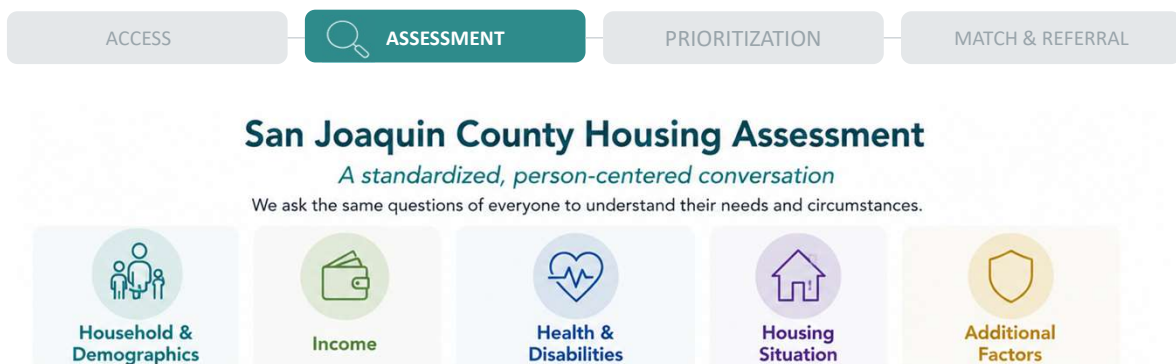
14

Why 211 is San Joaquin's Primary Access Point



15

Core Element 2: Assessment



16



Let's Listen

Listen as the client continues their Coordinated Entry journey with a CES Homeless Navigator, who conducts the San Joaquin Housing Assessment.

17

Assessment: Key Takeaways

ACCESS



ASSESSMENT

PRIORITIZATION

MATCH & REFERRAL

1

Uses the San Joaquin Housing Assessment to gather standardized information.

2

Is a guided, person-centered conversation that explores a client's housing needs, strengths, barriers, and circumstances.

3

Provides every client the opportunity to share their story through a consistent assessment process.

4

Provides information that informs Prioritization—it does not determine housing placement.

18



MODULE 3

Behind the Scenes: What Happens After the Assessment?

GUIDING QUESTION What is happening operationally behind the scenes after the assessment?

19

MODULE 3 • BEHIND THE SCENES

What Happens to the Assessment?

ACCESS ASSESSMENT PRIORITIZATION MATCH & REFERRAL

PROFILE HISTORY SERVICES PROGRAMS ASSESSMENTS NOTES FILES CONTACT LOCATION

ASSESSMENTS

No results found

ASSESSMENT HISTORY

Assessment Name	Completed	Details
San Joaquin County Homeless Housing Assessment Tool	07/29/2026	San Joaquin HAT : 10
Coordinated Entry		ELIGIBILITY

HAT=Homeless Housing Assessment Tool

20

From Assessment to Prioritization



Homeless Management Information System (HMIS) applies local standardized prioritization methodology using:



The exact method varies depending on the type of housing intervention.

21

The Community Queue



Dashboard	Pending	Community Queue	Analysis	Completed
REFERRAL: ASSIGN				
Client	Barney Rubble			
Referred to	Community Queue			
Referring Agency	Coordinated Entry			
Referred Date	07/29/2026 02:00 PM			
Days Pending	0 day(s)			
Qualified	Yes			
San Joaquin HAT score	10			

Dashboard	Pending	Community Queue	Analysis	Completed	Denied	Sent
Community Queue						
Client	[REDACTED]		Referral Date	Days Pending		
Referred by:	Coordinated Entry		09/21/2023 09:04 AM	1050		
Client	[REDACTED]		Referral Date	Days Pending		
Referred by:	Coordinated Entry		09/21/2023 09:14 AM	1050		
Client	[REDACTED]		Referral Date	Days Pending		
Referred by:	Coordinated Entry		09/21/2023 01:14 PM	1049		

HAT=Homeless Housing Assessment Tool

22

Match and Referral

ACCESS

ASSESSMENT

PRIORITIZATION

MATCH & REFERRAL

The Match and Referral process begins when a participating housing provider reports an available housing opening.



Housing Opening Reported

Participating housing provider reports an available opening.



Eligible Households Identified

HMIS identifies eligible, prioritized households for the specific housing opportunity using the county's prioritization methodology.



Referral Sent

Coordinated Entry sends referral(s) to the housing provider for review.

Housing Openings in HMIS

ACCESS

ASSESSMENT

PRIORITIZATION

MATCH & REFERRAL

Open Unit Report

The Open Unit Report will only include program openings that have not received a referral.

	Agency Name	Program Name	Project Type	Description	Program Opening ID	Program Opening Note	Program Opt Date
11	Central Valley Housing	Shelter Plus Care - combined	PH - Permanent Supportive Housing (disability required for entry)	Permanent supportive housing; tenant based assistance	99		2026-07-14
12	Central Valley Housing	Shelter Plus Care - combined	PH - Permanent Supportive Housing (disability required for entry)	Permanent supportive housing; tenant based assistance	100		2026-07-14
13	Central Valley Housing	SPICE	PH - Permanent Supportive Housing (disability required for entry)	Permanent supportive housing in a shared housing environment	49	SPICE - Single individuals with a permanent disability, working with BHS,	2025-04-21

Matching Eligible Households

ACCESS

ASSESSMENT

PRIORITIZATION

MATCH & REFERRAL

Community Queue

☒ Eligible Clients Only

Date07/29/2026 01:30 PM🕒

Search

Active AgencyCentral Valley Housing

ProjectESG-SJC Rehousing

ModeSan Joaquin County Homeless Housing Assessment Tool

Characteristic-- Select --

Score Range-- All Ranges --

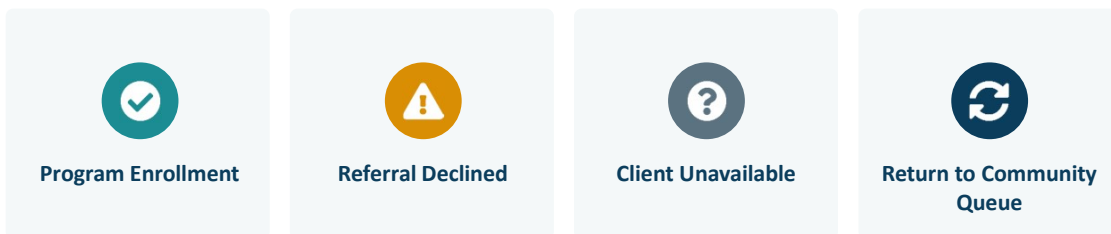
Sort ByDefault

SEARCH

Client	Referral Date	Days Pending	Score
██████████ Referred by: Coordinated Entry ⓘ	📅 06/17/2026 01:45 PM	41	27
██████████ Referred by: Coordinated Entry ⓘ	📅 03/27/2025 04:15 PM	488	25
██████████ Referred by: St. Mary's Community Services	📅 09/23/2025 02:00 PM	308	25

25

Housing Provider Review & Referral Outcomes



26

Beyond the Core Elements – Ongoing CES Support



27



MODULE 4

Understanding the Housing Opportunity Landscape

GUIDING QUESTION *How is San Joaquin's CES performing, and where can it be strengthened?*

28

Housing Demand Exceeds Available Openings



Source: San Joaquin HMIS – Community Queue and Project Openings Reported by Participating Projects (January-June 2026)

29

Where do Housing Opportunities Come From?



30

How Housing Opportunities Reach CES



31

CES Housing Program Participation Across San Joaquin County

Community	CES - Required or Eligible Projects	→ Participating in CES	→ Reported an Opening
Countywide	17	9	4
French Camp	1*	0†	—
Lodi	0	—	—
Manteca	0	—	—
Stockton	10‡	2	1
Tracy	1	0	—
Unknown location	1	0	—
TOTAL	30	11	5

Sources: 2025 Housing Inventory Count (HIC); HMIS Lead, CES participation; CES Lead, housing opening data.

Note: Includes CES-Required and CES-Eligible projects only. Projects using separate referral processes are excluded. "—" indicates not applicable because no projects are participating in CES.

* Project identified as "partially participating" in CES.

† Project accepts referrals countywide; housing is located in French Camp.

‡ Two projects accept referrals countywide; housing is located in Stockton.

32

CES Housing Program Participation Across San Joaquin County

Community	CES - Required or Eligible Projects	→	Participating in CES	→	Reported an Opening
Countywide	17		9		4
French Camp	1*		0†		—
Lodi	0		—		—
Manteca	0		—		—
Stockton	10‡		2		1
Tracy	1		0		—
Unknown location	1		0		—
TOTAL	30 Eligible		11 Participating		5 Reported Openings

Sources: 2025 Housing Inventory Count (HIC); HMIS Lead, CES participation; CES Lead, housing opening data.

Note: Includes CES-Required and CES-Eligible projects only. Projects using separate referral processes are excluded. "—" indicates not applicable because no projects are participating in CES.

* Project identified as "partially participating" in CES.

† Project accepts referrals countywide; housing is located in French Camp.

‡ Two projects accept referrals countywide; housing is located in Stockton.

CES Housing Program Participation Across San Joaquin County

Community	CES - Required or Eligible Projects	→	Participating in CES	→	Reported an Opening
Countywide	17		9		4
French Camp	1*		0†		—
Lodi	0		—		—
Manteca	0		—		—
Stockton	10‡		2		1
Tracy	1		0		—
Unknown location	1		0		—
TOTAL	30		11		5

Sources: 2025 Housing Inventory Count (HIC); HMIS Lead, CES participation; CES Lead, housing opening data.

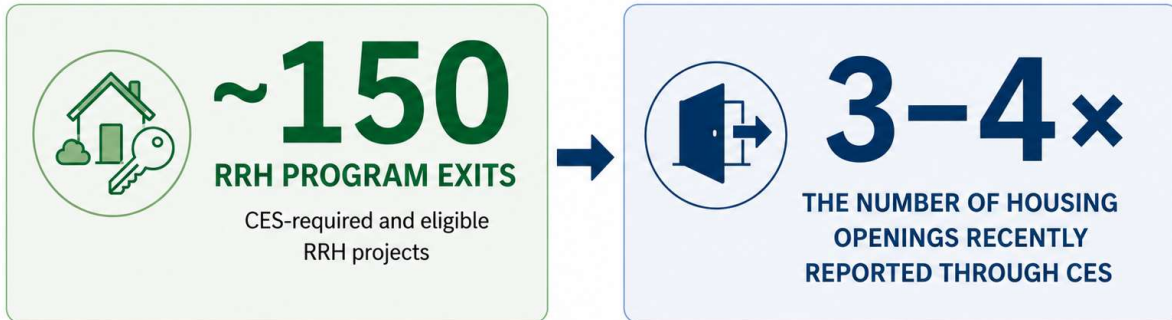
Note: Includes CES-Required and CES-Eligible projects only. Projects using separate referral processes are excluded. "—" indicates not applicable because no projects are participating in CES.

* Project identified as "partially participating" in CES.

† Project accepts referrals countywide; housing is located in French Camp.

‡ Two projects accept referrals countywide; housing is located in Stockton.

Housing Turnover Suggests Additional Opportunity for CES



Notes: RRH = Rapid Re-Housing.
Reporting period for program exits: July 2025 – June 2026.
Does not include Permanent Supportive Housing or Other Permanent Housing.
Program exits and CES-reported housing openings are not directly equivalent and reflect different reporting periods.
An exit does not necessarily result in an available housing opening.

When Housing Opportunities Aren't Reported





MODULE 5

Strengthening Coordinated Entry Together

GUIDING QUESTION *How can we strengthen Coordinated Entry together?*

37

MODULE 5 • STRENGTHENING COORDINATED ENTRY TOGETHER

Every Organization Plays a Role



CoC=Continuum of Care

38

Strengthening Coordinated Entry



Already Underway

Workforce Development

(Training • Shared learning • Technical assistance)

Domestic Violence CES Integration

(Comparable process • HMIS integration)



Funder Participation Requirements

(Participation expectations • Consistent implementation)

Opportunities for Continued Improvement

Strengthen the CES Sub-Committee

(Case conferencing • Continuous Quality Improvement • Policies & Procedures)

Expand System Participation

(211/CES referrals • Access Points • Housing Providers)

Key Takeaways

More than a Housing Queue.

No Wrong Door.

Prioritization is Standardized.

Households Can Only be Matched to Reported Housing Opportunities.

Every Organization Plays a Role.

Now, when you hear Coordinated Entry, what comes to mind?

Community-
Wide Process

Housing
Referrals

Guarantees a
Housing Outcome

Standardized
Assessment

HUD
Requirement

First-Come
First-Served

Prioritization

Document
Preparation

Housing
Waitlist

Matching to
Housing

211



41

Next Steps

Take Action Today



Download the
211 San Joaquin App



Continue Strengthening Coordinated Entry



Share what you learned
with your team.



Explore how your organization
can strengthen Coordinated Entry.



Stay engaged through
CES meetings and future trainings.

42

Thank You

Questions and Discussion

CES Contact Information
ces@frcsj.org

