



Coordinated Entry System Report

Compiled by Idaho Housing and Finance Association

For the period July 2024 – June 2025

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Background

This report covers activities of the House Idaho Collaborative's Coordinated Entry System (CE System) for the period of July 1, 2024 to June 30, 2025. Coordinated Entry is carried out by regional Access Points (APs), which are entities designated to coordinate system referrals for their region. This report contains a one-page overview for each of the HIC's six APs in Idaho, as well as survey feedback about the CE System from participants, system providers, and other partners. Survey data was collected by the Coordinated Entry Lead Agency, Idaho Housing and Finance Association (IHFA).

When reviewing the data in this report, please be aware that the policies and procedures for the CE System were overhauled in June 2025 and a new workflow was established for entering assessment data into HMIS. Prior to these changes, assessment types were not being defined or entered in a standardized way across all regions. As a result, data for the reporting period on assessments completed is not comparable across regions. Additionally, guidelines for how referrals should be processed between APs and project staff were updated and clarified as part of this process.

Coordinated Entry System Report

During the reporting period, the CE System worked through significant challenges, realized several successes, and made some important changes.

The two most significant challenges that the CE System addressed were outdated policies and procedures (see Background), and concerns with the prioritization scoring model. APs reported that the most vulnerable households were not being sufficiently prioritized in the existing system. As a result, many vulnerable households had longer wait times than was warranted by their level of need.

The CE System realized several successes during the reporting period, including:

- Established new *CE Policies and Procedures*, which will be reflected in the next reporting period. Significant changes include:
 - Increased standardization of data-entry workflows and referral protocols system-wide to improve partner coordination and data tracking
 - Updated monitoring and evaluation processes
 - Revisions made to the Grant Agreement MOU to better clarify the roles and requirements of all subrecipients in the CE System
- Began work on improving the prioritization scoring formula by removing the Quality of Life screening and collecting feedback from AP staff and other HIC members

- Increased awareness of APs by both participants and mainstream agencies
- Improved scope and effectiveness of Case Conferencing following AP staff training in May 2024, as evidenced by the following:
 - AP staff in Regions 3 and 5 updated their processes and increased regional participation
 - AP staff in Regions 2 and 4 began facilitating monthly meetings
 - Initial feedback from housing providers and other partners has been positive
- Refined referral process with IHFA Branch Offices and established partnership with the Dept. of Health and Welfare to divert households from the CE prioritization queue utilizing mainstream and Foster Youth to Independence (FYI) vouchers. The number of mainstream vouchers leased increased in every region during the reporting period.

The following are major goals and opportunities we anticipate for the next reporting period (July 2025 – June 2026):

- Implement the new priority scoring model (late 2025)
- Identify CE System improvements for victims and survivors of domestic violence, sexual assault, stalking, and human trafficking
- Provide Trauma-Informed skills training for APs and other system partners
- Expand Case Conferencing efforts to cover the entire HIC and include additional partners

Regional Data-Sheets

This section contains one-page overviews of each regional Access Point for the reporting period July 2024 – June 2025.

Data points reported:

- Housing Needs Assessments Completed
- Percent of Assessments Conducted In Person vs By Phone
- Percent of Households Prioritized
- Number of Households on Queue
- Total RRH Referrals Recorded*
- Total of successful RRH referrals
- Total PSH/Other PH referrals recorded
- Total of successful PSH/Other PH referrals
- Individuals housed in PH projects**

*Region 6 does not have any RRH projects

**Permanent housing projects required to fill openings through the CE system, as reported in HMIS only. Does not include projects administered by domestic violence subrecipients.

Region 1

Counties

Benewah, Bonner, Boundary,
Kootenai, Shoshone

Access Point

St. Vincent de Paul
Coeur d'Alene

Population*

Total: 270,654
Households In Region: 108,344
Households Served By AP: 291



*Regional totals taken from 2023 ACS 5 yr, Service totals compiled from data in HMIS

Assessment & Prioritization

Housing Needs Assessments Completed	127	A household may be assessed multiple times during a program year.
Assessments In Person / By Phone	99% / 1%	
Percent of Households Prioritized	97%	Percent of assessed households who were placed on the priority queue
Number of Households on Queue	109	Average per month during report period

Referrals & Placement

Total RRH referrals recorded	12	RRH - Rapid Rehousing (by household)
Total of successful RRH referrals	10	Referrals accepted by RRH project
Total PSH/Other PH referrals recorded	4	PSH - Permanent Supportive Housing (by household)
Total of successful PSH/Other PH referrals	2	Referrals accepted by PSH/PH project
Individuals housed in PH projects	25	Permanent projects in HMIS only

Region 2

Counties

Clearwater, Idaho, Latah,
Lewis, Nez Perce

Access Point

Sojourner's Alliance
Moscow

Population*

Total: 112,482
Households In Region: 44,982
Households Served By AP: 192



*Regional totals taken from 2023 ACS 5 yr, Service totals compiled from data in HMIS

Assessment & Prioritization

Housing Needs Assessments Completed	48	A household may be assessed multiple times during a program year.
Assessments In Person / By Phone	2% / 98%	
Percent of Households Prioritized	72%	Percent of assessed households who were placed on the priority queue
Number of Households on Queue	20	Average per month during report period

Referrals & Placement

Total RRH referrals recorded	9	RRH - Rapid Rehousing (by household)
Total of successful RRH referrals	3	Referrals accepted by RRH project
Total PSH/Other PH referrals recorded	5	PSH - Permanent Supportive Housing (by household)
Total of successful PSH/Other PH referrals	5	Referrals accepted by PSH/PH project
Individuals housed in PH projects	39	Permanent projects in HMIS only

Region 3

Counties

Adams, Boise, Canyon, Elmore,
Gem, Owyhee, Payette, Valley,
Washington

Access Point

CATCH
Nampa

Population*

Total: 380,694
Households In Region: 133,814
Households Served By AP: 318



*Regional totals taken from 2023 ACS 5 yr, Service totals compiled from data in HMIS

Assessment & Prioritization

Housing Needs Assessments Completed	301	A household may be assessed multiple times during a program year.
Assessments In Person / By Phone	7% / 93%	
Percent of Households Prioritized	99%	Percent of assessed households who were placed on the priority queue
Number of Households on Queue	160	Average per month during report period

Referrals & Placement

Total RRH referrals recorded	47	RRH - Rapid Rehousing (by household)
Total of successful RRH referrals	40	Referrals accepted by RRH project
Total PSH/Other PH referrals recorded	33	PSH - Permanent Supportive Housing (by household)
Total of successful PSH/Other PH referrals	15	Referrals accepted by PSH/PH project
Individuals housed in PH projects	123	Permanent projects in HMIS only

Region 4

Counties

Blaine, Camas, Cassia, Gooding,
Jerome, Lincoln, Minidoka,
Twin Falls

Access Point

SCCAP
Twin Falls

Population*

Total: 213,781
Households In Region: 76,946
Households Served By AP: 665



*Regional totals taken from 2023 ACS 5 yr, Service totals compiled from data in HMIS

Assessment & Prioritization

Housing Needs Assessments Completed	19	A household may be assessed multiple times during a program year.
Assessments In Person / By Phone	80% / 20%	
Percent of Households Prioritized	32%	Percent of assessed households who were placed on the priority queue
Number of Households on Queue	66	Average per month during report period

Referrals & Placement

Total RRH referrals recorded	43	RRH - Rapid Rehousing (by household)
Total of successful RRH referrals	40	Referrals accepted by RRH project
Total PSH/Other PH referrals recorded	22	PSH - Permanent Supportive Housing (by household)
Total of successful PSH/Other PH referrals	10	Referrals accepted by PSH/PH project
Individuals housed in PH projects	120	Permanent projects in HMIS only

Region 5

Counties

Bannock, Bear Lake, Bingham,
Caribou, Franklin, Oneida, Power

Access Point

Aid for Friends
Pocatello

Population*

Total: 180,477
Households In Region: 63,986
Households Served By AP: 262



*Regional totals taken from 2023 ACS 5 yr, Service totals compiled from data in HMIS

Assessment & Prioritization

Housing Needs Assessments Completed	257	A household may be assessed multiple times during a program year.
Assessments In Person / By Phone	89% / 11%	
Percent of Households Prioritized	35%	Percent of assessed households who were placed on the priority queue
Number of Households on Queue	60	Average per month during report period

Referrals & Placement

Total RRH referrals recorded	82	RRH - Rapid Rehousing (by household)
Total of successful RRH referrals	42	Referrals accepted by RRH project
Total PSH/Other PH referrals recorded	8	PSH - Permanent Supportive Housing (by household)
Total of successful PSH/Other PH referrals	4	Referrals accepted by PSH/PH project
Individuals housed in PH projects	35	Permanent projects in HMIS only

Region 6

Counties

Bonneville, Butte, Clark, Custer,
Fremont, Jefferson, Lemhi,
Madison, Teton

Access Point

CLUB, Inc.
Idaho Falls

Population*

Total: 258,987
Households In Region: 83,811
Households Served By AP: 118



*Regional totals taken from 2023 ACS 5 yr, Service totals compiled from data in HMIS

Assessment & Prioritization

Housing Needs Assessments Completed	103	A household may be assessed multiple times during a program year.
Assessments In Person / By Phone	86% / 14%	
Percent of Households Prioritized	46%	Percent of assessed households who were placed on the priority queue
Number of Households on Queue	18	Average per month during report period

Referrals & Placement

Total RRH referrals recorded	0	RRH - Rapid Rehousing (by household)
Total of successful RRH referrals	0	Referrals accepted by RRH project
Total PSH/Other PH referrals recorded	32	PSH - Permanent Supportive Housing (by household)
Total of successful PSH/Other PH referrals	20	Referrals accepted by PSH/PH project
Individuals housed in PH projects	20	Permanent projects in HMIS only

Survey Background

Each year IHFA conducts a survey of participants, providers, and mainstream partners to collect feedback on Access Point performance and the CE system. The survey was sent via email in May 2025 to three primary groups:

- Participants - individuals who were assessed by an AP
- Providers - agencies who work with APs for CE/referrals and/or participate in Case Conferencing
- Mainstream Partners - other organizations in the community that provide housing services and/or related resources or assistance to CE participants

A general breakout of the number of responses by region and respondent type is provided below. Note that not every survey respondent answered every question. The number of responses received for individual questions is provided with the graphics for those questions. For a regional breakout of individual questions, please contact IHFA.

2025 Survey Respondents by Region and Type

Region	Participants	Providers	Mainstream Partners
1	5	2	8
2	2	2	1
3	38	6	0
4	18	7	4
5	26	5	2
6	3	3	5
7	0	3	1

Question Key

Each survey contained a variety of questions, not all of which are covered in this report. Below are the questions included in this report, along with the shortened title for each question used in the corresponding graphs.

Participant Questions

How were you treated by Access Point Staff? (Level of Agreement)

- **Clear Next Steps:** They clearly explained the "next steps".
- **Clear Assessment Process:** They clearly explained the assessment process.
- **Clear Service-Referral:** They clearly explained the service-referral process.
- **Connect With Assistance:** They connected me with services and assistance quickly.

- **Knowledgeable Staff:** They were knowledgeable about local resources.
- **Polite & Nonjudgemental:** They were polite and not judgmental.

How was the assessment process at the Access Point? (Level of Agreement)

- **Good Follow -Up:** After my assessment, they continue to follow up with me.
- **Clear Questions:** Assessment questions were easy to understand.
- **Comfortable Answering:** I felt comfortable answering the assessment questions.
- **Easy to Reach:** It was easy to reach them to schedule an assessment.
- **Quick to Schedule:** My assessment was scheduled quickly.
- **Fit My Schedule:** There were times available for my assessment that fit my schedule.

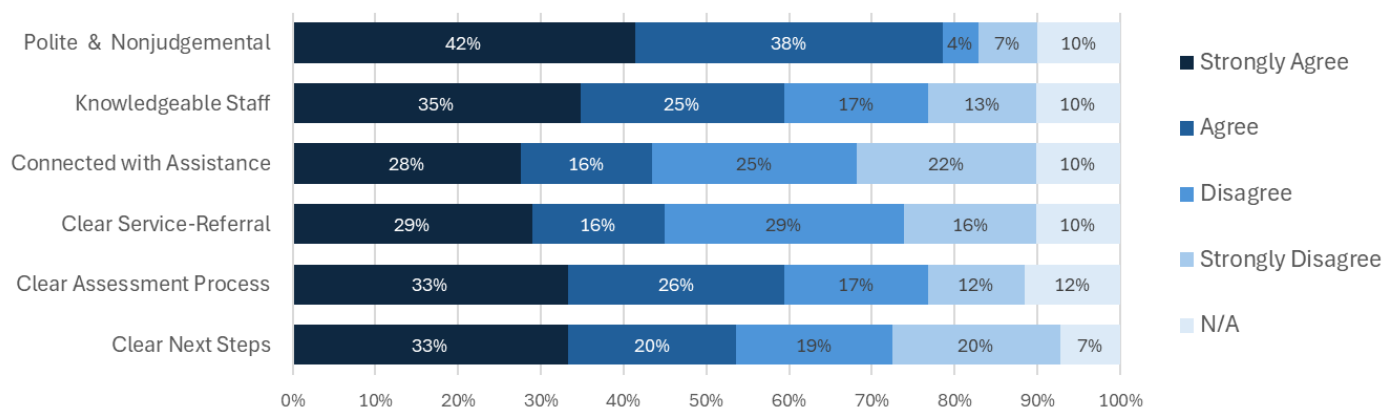
Provider & Mainstream Partner Questions

Please rate the effectiveness of the Access Point in your region on the following:

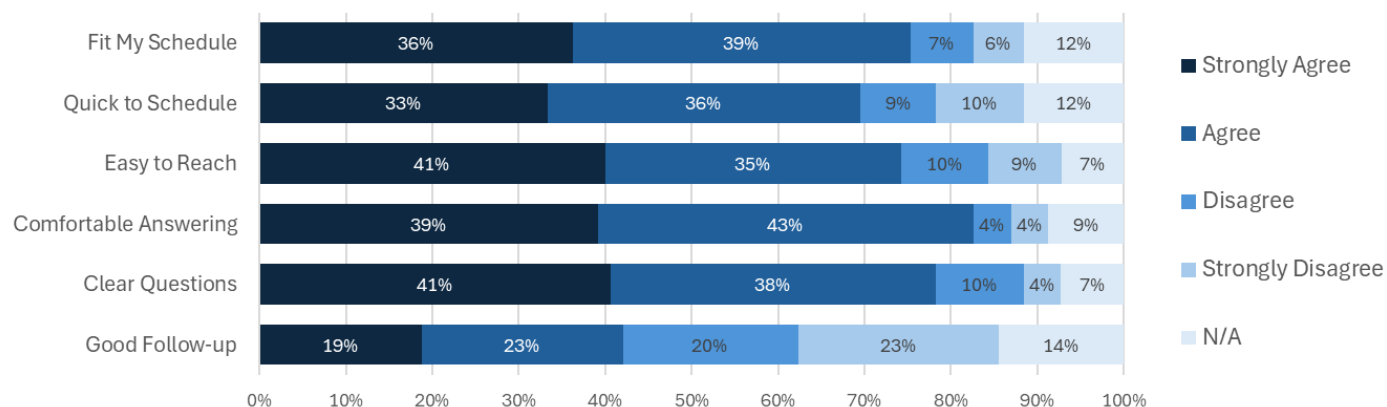
- **Responsiveness:** Easy to contact and phone calls are returned in a timely manner.
- **Hours of Operations:** Hours of operation are convenient and meet client's needs.
- **Knowledge:** Staff are well-versed in program eligibility and regional resources.
- **Consistency:** Staff consistently provide accurate information to clients, directing them to relevant resources.
- **Client Interaction:** Staff are "trauma-informed" and clients are comfortable seeking assistance.
- **Client Communication:** The Coordinated Entry process is clearly outlined for clients.
- **Accessibility:** Building accommodates individuals with physical disabilities (accessible doorways, ramps, bathrooms); Access to interpreters, TTY and language lines, translated forms; Assessment provided over the phone and in-person.
- **Collaboration (Referrals):** Communication about clients and referrals is clear. They are responsive to assisting shared clients.
- **Collaboration (Frequency):** Connects with partners regularly to collaborate and/or update resources.
- **Reputation:** Referred clients report that they have been connected to HUD housing assistance or diverted to other housing options.
- **Streamlined Process:** Their streamlined process for clients helps obtain housing/homelessness assistance.
- **Standardized Assessment:** Their standardized assessment process helps clients seeking assistance.
- **Fair and Equitable:** Methods are fair and equitable for prioritizing client assistance.

Participant Survey Results

How were you treated by the Access Point Staff?



How was the Assessment Process at the Access Point?



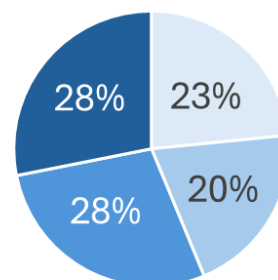
How would you rate the services you received at the Access Point?

Total Number of Responses by question:

Assessment Process Questions = 69

Overall Rating of Services = 64

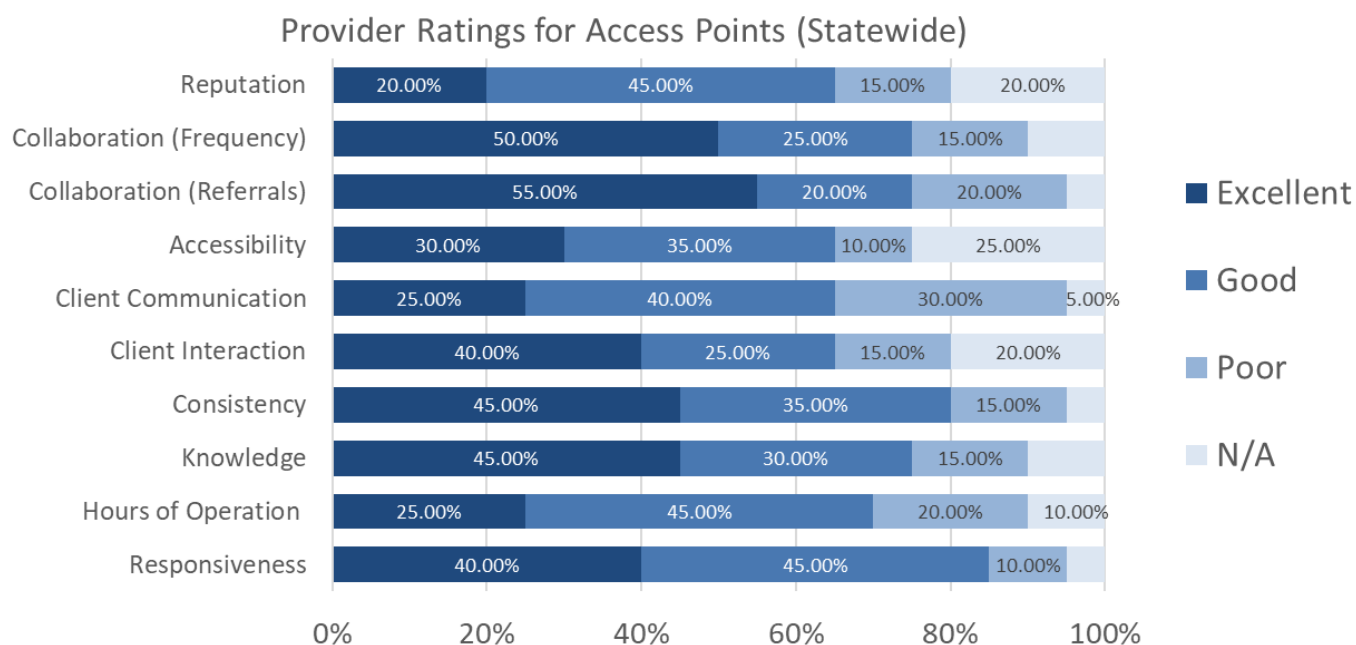
*Note – No participant responses were received on these questions for Region 2.



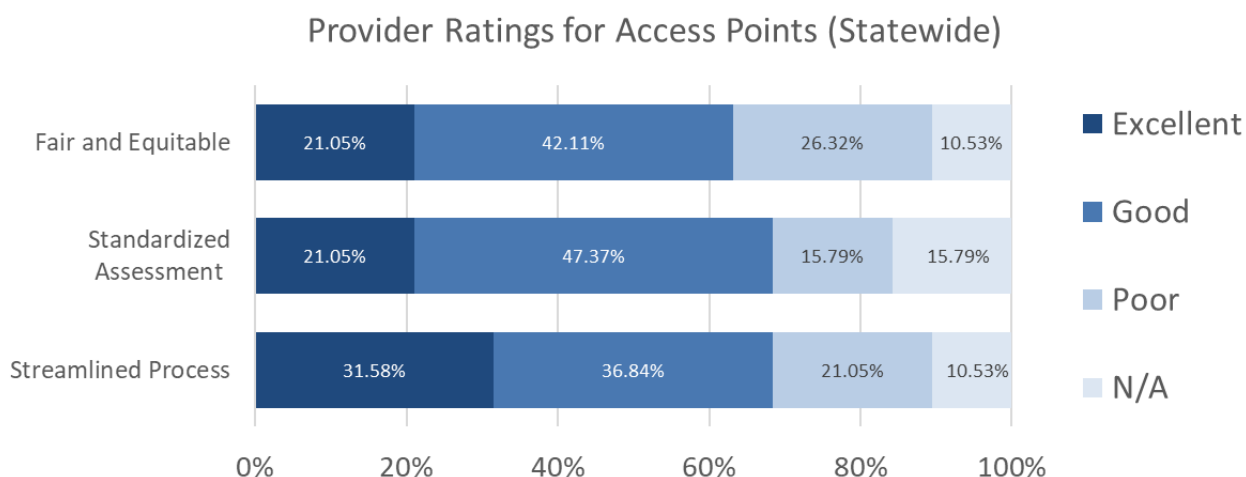
■ Poor ■ Fair ■ Good ■ Excellent

Provider Survey Results

Please rate your experience with the Access Point in your region on the following:



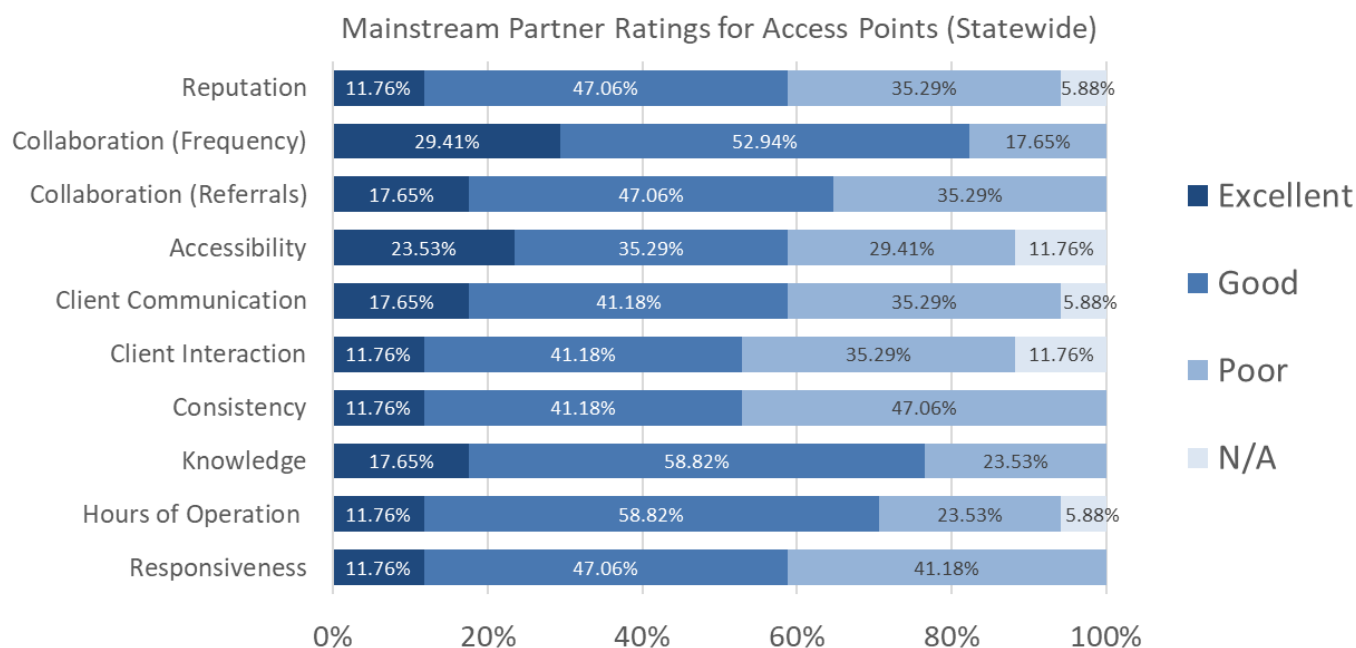
Please rate your experience with the Access Point in your region on the following:



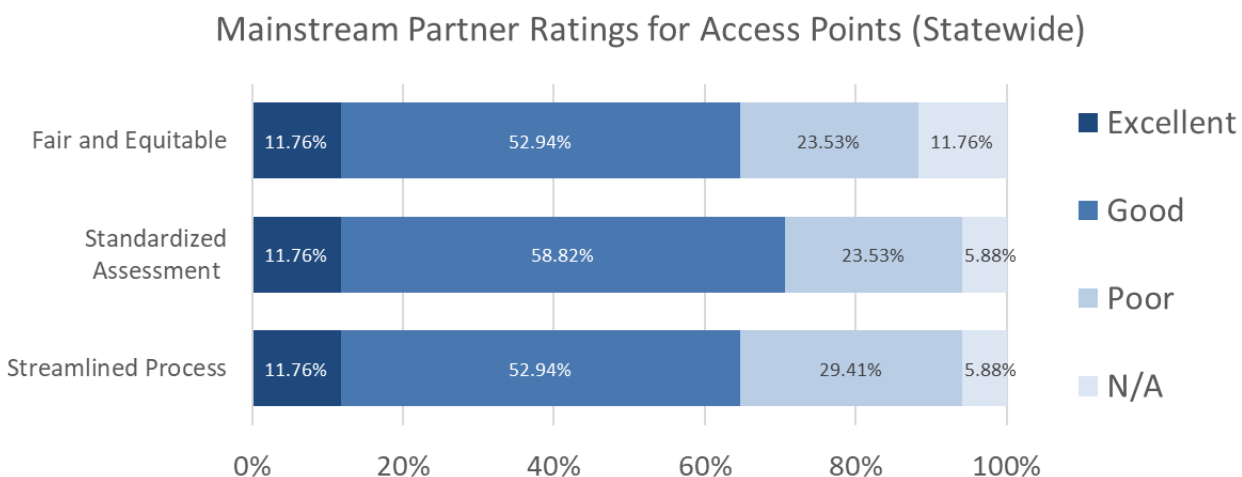
Total Number of Survey Responses = 19

Mainstream Partner Survey Results

Please rate your experience with the Access Point in your region on the following:



Please rate the effectiveness of the Access Point in your region on the following:



Total Number of Survey Responses = 17