

**COORDINATED ENTRY SYSTEM COORDINATOR
MEMORANDUM OF UNDERSTANDING
OF THE
GREATER RICHMOND CONTINUUM OF CARE**

This Memorandum of Understanding ("MoU") outlines the expectations the Greater Richmond Continuum of Care (CoC) has with respect to the role and responsibilities of Homeward as the Coordinated Entry System (CES) Coordinator for homeless services. This Memorandum seeks to delineate responsibilities and clarify expectations.

PURPOSE AND BACKGROUND

The coordinated entry process is an approach to coordination and management of a crisis response system's resources that allows users to make consistent decisions from available information to efficiently and effectively connect people to interventions that will rapidly end their homelessness. (Coordinated Entry: Core Elements, HUD)

The day-to-day operation of coordinated entry involves staff, recordkeeping documentation, technology, and other infrastructure that supports the implementation of coordinated entry at the Coe or homeless system level. Managing these functions is usually carried out by an organization, committee, or other entity designated by the CoC.

Attributes of an effective management entity include the following:

- Technical acumen to perform the activities required for management of the coordinated entry process in compliance with HUD regulations and the CoC's written policies and procedures, and at a specified level of quality
- Capacity to support coordinated entry within the timelines and processes of the CoC's implementation plan
- Demonstrated respect and trust for other stakeholders in the coordinated entry process
- Commitment to objectivity and transparency in managing coordinated entry
- Procedures to disclose any conflicts of interest and to maintain participant privacy and confidentiality

HUD guidance further describes the following roles and responsibilities of the Coordinated Entry System Coordinator:

- Establishing day-to-day management structures
- Establishing a clear, accessible communication plan
- Promoting standardized screening and assessment process
- Developing and delivering trainings
- Conducting monitoring

SERVICES PROVIDED

Guided by the HUD Coordinated Entry Notice, HUD Coordinated Entry Management and Data Guide, and Core Coordinated Entry Policies and Procedures, Homeward, as CES Coordinator will be responsible for:

Marketing, Advertisement, Communication

- Creating and widely distributing marketing and access materials for the CES. These materials will include information about access to and services available through the CES.
- Advertising the CES, including special efforts to reach potential clients with the highest needs or barriers including (but not limited to) individuals with limited English proficiency, individuals with disabilities, LGBTQIA populations, and survivors/those fleeing domestic violence.
- Updating and sharing the CES map/flow chart.
- Responding to public and media inquiries about the CES.
- Responding to provider, organization, stakeholder, funder, and client questions about the CES.
- Providing notice and information to stakeholders, partners, clients, and the public about changes to the CES.
- Facilitating stakeholder input and feedback on potential changes to the CES.

Operations

- Facilitating case conferences to resolve issues raised by program/organization rejections of client referrals, client rejection of multiple referrals, clients who provide limited assessment information, and/or clients who would otherwise benefit from a collaborative approach to developing a housing plan.
- In partnership with providers participating in the CES System, implementing CoC- developed policies, such as prioritization of shelter and housing resources.
- Troubleshooting issues that arise in the CES around access, assessment, prioritization, referral, and/or other related topics.

Training, Performance, and Analysis

- Coordinating training on a regular basis for staff of Access Points and Receiving Providers, including (at least) annual assessor and assessment tool training.
- Regularly conducting data-informed analyses of the CES and its components in order to assess performance and identify areas of improvement for relevant committee(s) and/or the Coe Board.
- Facilitating quality control and performance monitoring activities in relation to the CoC Performance Measurements, program standards, and policies and procedures.
- Facilitating an annual CES evaluation.

Committees and Funding

- Facilitating the work of the System Policy and Process Committee.
- Acting as the grant recipient for all coordinated CES funding, where appropriate and feasible (as determined by Homeward in consultation with the System Policy and Process and Ranking Committees). This funding includes-but is not limited to-Coordinated Entry, Prevention, Diversion, and Outreach. Funding may be sub-granted to other organizations, as appropriate.

EXPECTATIONS

- Homeward will provide the aforementioned services and supports as outlined by the relevant program standards and in accordance with HUD requirements. Services provided by Homeward

will also follow the relevant CoC Coordinated Entry Policies and Procedures, and other CoC documents and guidance, as provided to Homeward.

- Homeward will collaboratively work with Access Points and Receiving Providers for the benefit of clients.
- Homeward will provide accurate information about access and services to clients.
- Homeward will provide advanced (at least 30 days) notice of any changes in aforementioned services and supports to the CoC System Policy and Process (SPP) Committee and/or the CoC Board.

This MoU is made by and between the Greater Richmond Continuum of Care and Homeward. The duration of this MOU shall last until it is terminated by either Party. This MOU must be reviewed annually and updated as needed.

Adopted by the Greater Richmond Continuum of Care as of the 15th day of September 2025.

GREATER RICHMOND CONTINUUM OF CARE

By: 
Print: Jovan Burton
It's: Board Chair

Accepted by Homeward as of the 16th day of September 2025.

By: 
Print: Kelly King Horne
It's: Chief Executive Officer