

2018 LGFCU Excellence in Innovation Award Project Evaluation

Project ID	PIP-4
Title of Program	Wake Network of Care: Coordinated Entry System for Persons Experiencing Homelessness
Program Category	
Submission Date	5/31/2018 9:31:11 AM
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Implementation Date	Jan. 2, 2017
FLSA Designation	Exempt
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Description of Productivity Improvement

Wake County Human Services and Alliance Behavioral Healthcare, a multi-county governmental entity, collaboratively developed, launched, and maintain the Wake Network of Care (WNOC) website. This resource directory provides comprehensive information for 1,789 local agencies. The site was launched in October 2016 and is used by residents and the agencies who assist them.

The WNOC vendor worked with us on a specific enhancement that differentiates the Wake County version from the company's own standardized platform and from multiple other online resource directories. In January 2017 a customized portal within the site was created to provide easier access to information, education, resources, and services for persons and families experiencing a housing crisis. It also offers a secure system for service providers to conduct and document Coordinated Entry Assessments, share information, and make referrals.

Leveraging the existing WNOC database for this coordinated system enables us to provide a higher level of service to multiple stakeholders at the same cost, using a sustainable resource that is already part of our infrastructure. Government and community agency staff save time by having one up-to-date database to use and update. Members of the Raleigh/Wake Partnership to End and Prevent Homelessness are able to eliminate the need for duplicated data entry by using the Coordinated Entry Portal to complete assessments, generate referrals, and share information with other system users.

Residents benefit from the ability to identify and access resources without having to go to multiple locations and navigate multiple complex systems.

Description of why this project was initiated

According to the Point in Count (PIC) survey, there are approximately 884 individuals experiencing homelessness in Wake County on any given day. Many members of this population have complex needs and have difficulty finding out about and accessing the supports and services for which they are eligible. They often experience challenges with transportation, and there is currently no single geographical location where they can learn about, and be directed to, multiple avenues of assistance. This results in individuals and families having to navigate across the county to find services. The Coordinated Entry Portal gives these individuals a simple tool that they can use to find information about the 27 service categories most likely to be relevant to them. It also gives service providers the ability to seize the opportunity when they are working with an individual to also identify and share information about other services they need; the provider does not need to learn about all of these additional services and their requirements, (s)he can go to the Coordinated Entry Portal and quickly find up to date information.

Quantifiable results (sustainability, cost savings, cost avoidance and/or a higher level of service).

Indication of what resources were used and what was done with any accrued time savings

The Wake Network of Care site was viewed 2,829 times in January, and steadily increased to 12,798 views in the month of December. This is a greater than 400% increase without any change in cost. It is also important to note that the average engagement time for each user is 8 minutes and 3 seconds, indicating that viewers are finding what they need and not quickly clicking off the site to continue their search.

The Coordinated Entry Portal is also used by the Raleigh/Wake Partnership to End and Prevent Homelessness, and has helped them meet HUD's Continuum of Care Program requirements, leveraging federal resources for our local community.

Other descriptive information

This model has already been so successful that a similar portal has been created for food related services and agencies to address food insecurity.

The software developer plans on replicating this multi layered portal innovation across the country.