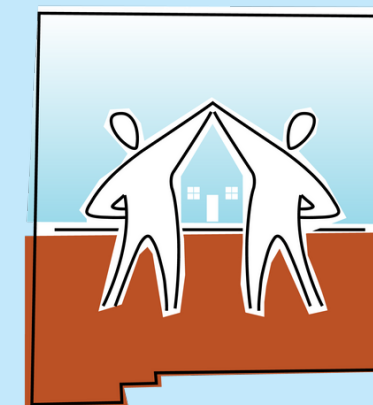


Coordinated Entry System: Streamlining Access & Enhancing Equity in Homeless Services

Alexandra Paisano, Coordinated Entry System Director

Lisandra Tonkin, CES Navigation Manager

September 18, 2025



**New Mexico
Coalition to End
Homelessness**

WHAT IS COORDINATED ENTRY?

The **Coordinated** Entry System (CES) is a process through which people experiencing homelessness can access quick and streamlined services, have their needs promptly assessed and can get connected to appropriate and situation-specific housing services.



WHY DO WE USE CES?

Efficiency

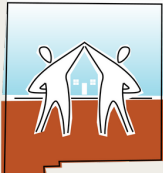
Helps people move through the system more efficiently and reduces duplication of efforts.

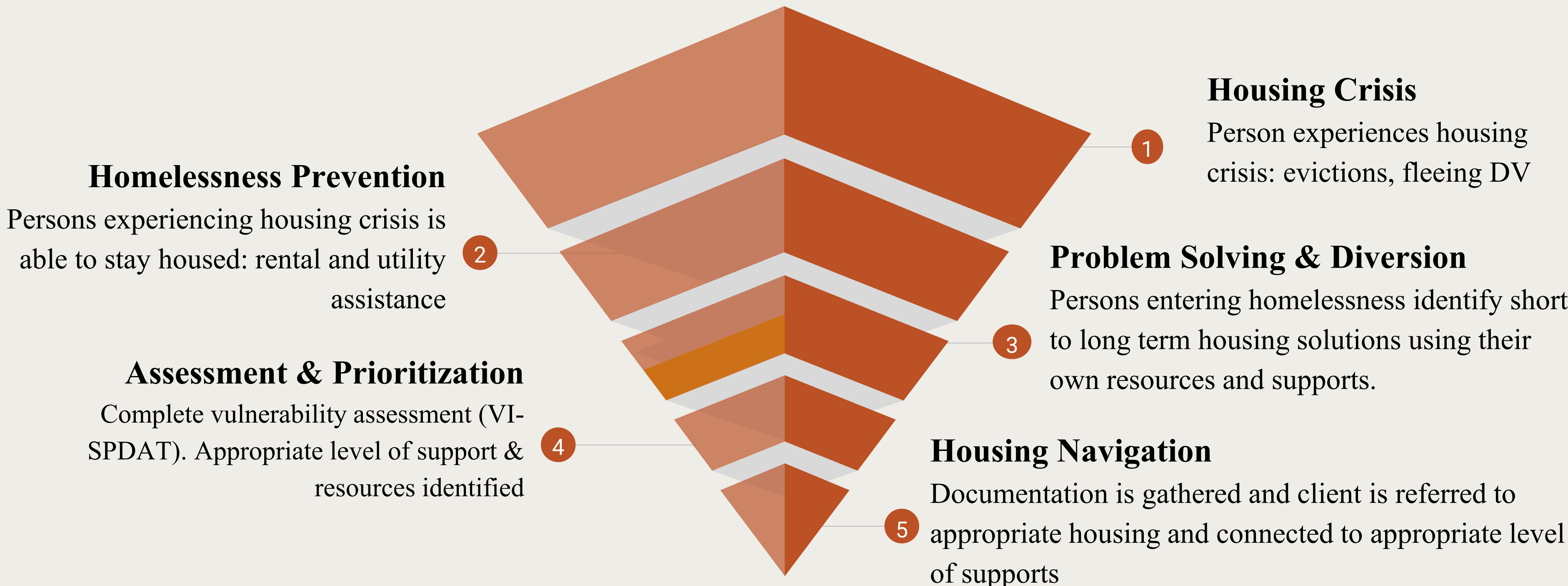
Accuracy

Better identification and matching of needs to services

Equity

Ensures those with highest need are prioritized first





Permanent Supportive Housing

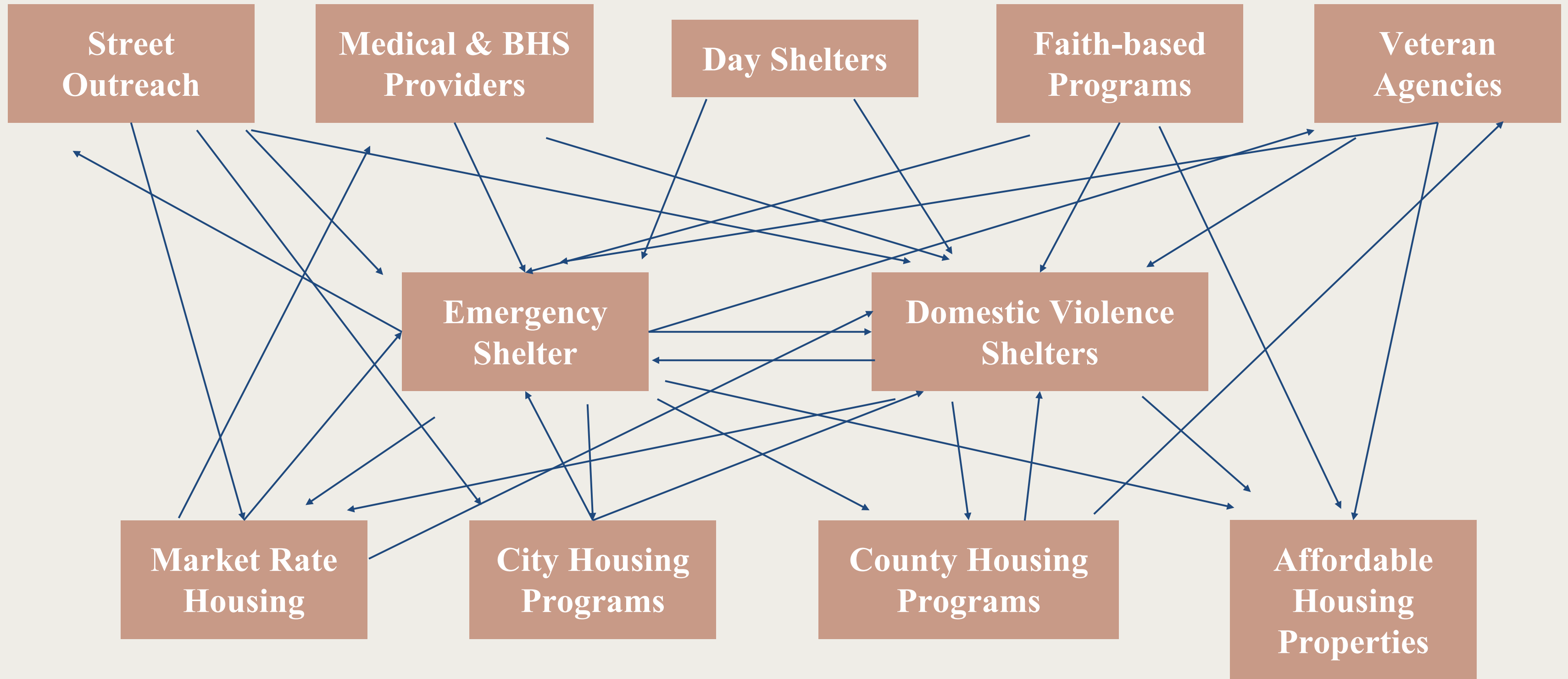
Rapid Rehousing

Market Rate Housing

Subsidized Housing

Friends and Family

Housing System without CES



REFERRAL PROCESS

- Housing agencies submit referral request to CES
- CES navigators pull priority list and contact eligible households
- Navigators submit referral packet to housing program
- Housing agency reviews packet for HUD compliance
- Housing agency contacts household for intake
- Voucher issued to household and case manager assigned
- Housing agency assists client in finding and securing housing



WHAT'S GOING WELL WITH CES?

- Identifying households experiencing homelessness
- Identifying client needs & barriers to housing
- Increasing equity



SYSTEM ISSUES

- Lack of supportive services
- Non-compliance with Housing First model
- Lack of participation in HMIS
- Outdated assessment tool

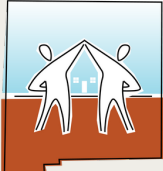


SOLUTIONS

- Education & training
- New assessment tool
- Advocating for policy changes
- Easier access to HMIS

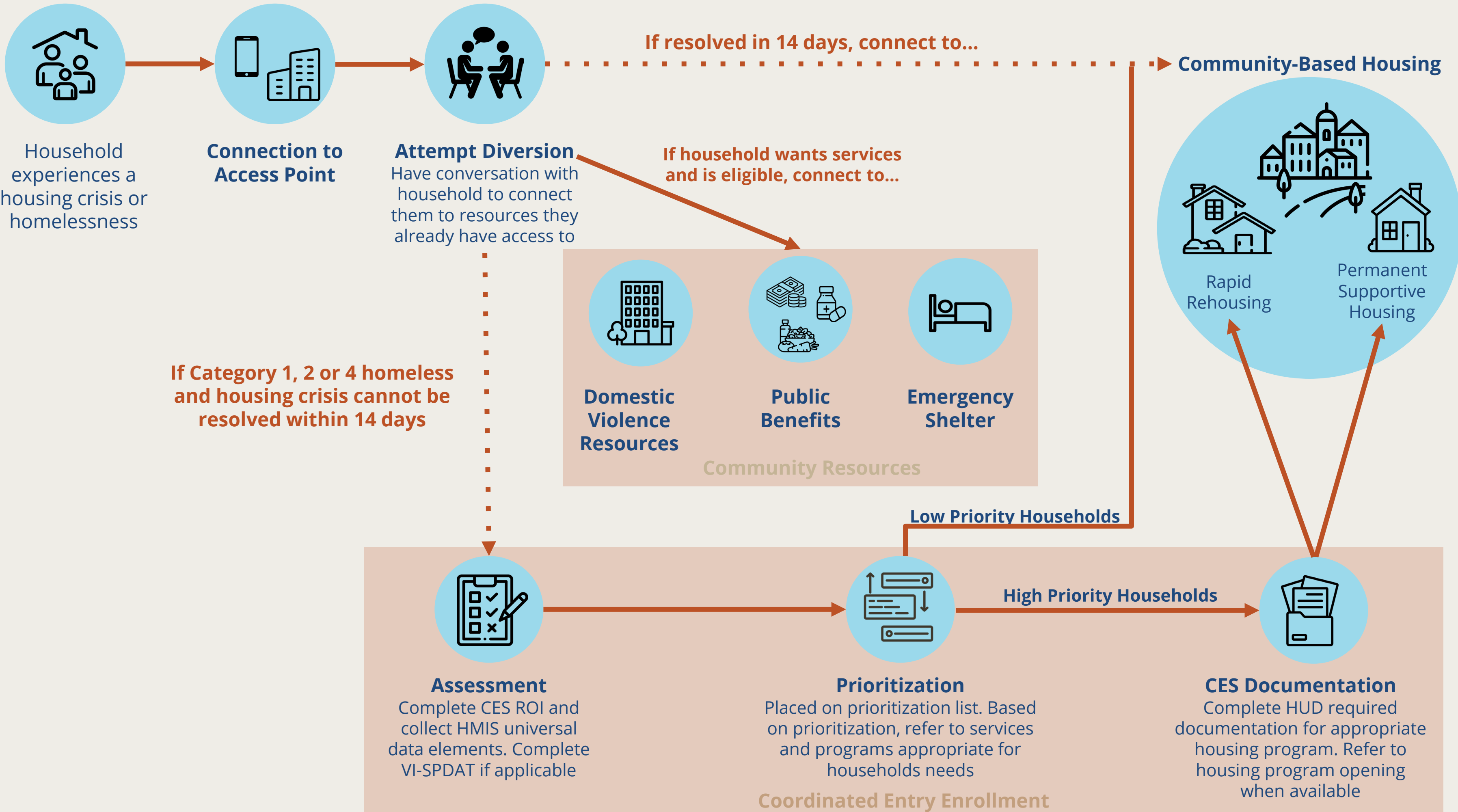


SUCCESS STORY

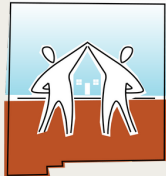


-
- Dedicated documentation staff
 - Diverse access points
 - Simple and equitable assessment tool
 - Trauma-informed and person centered practices
 - Follow Housing First principles
 - Utilize case conferencing





QUESTIONS?



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Homelessness

Thank you!

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NMCEH

September 18, 2025