Chester County’s coordinated entry system

How does it work?

Coordinated entry helps ensure that all people have fair and equal access to housing assistance. By coordinating all requests through a single point of entry, we are able to more effectively and efficiently use resources to house those experiencing or at-risk of homelessness.

**Step One**

**CALL 2-1-1**

The 211 Call Center is the single point of entry for people experiencing a housing crisis to access emergency housing resources. Needs are assessed to determine appropriate referrals for preventions, diversion and/or street outreach.

**Step Two**

**DIVERSION**

Diversion is a strategy that prevents homelessness for people seeking shelter by helping them identify immediate alternative housing arrangements and if necessary, connecting them with services and financial assistance to help them return to permanent housing. Problem solving conversations are held by providers in all phases of the coordinated entry system.

**PREVENTION**

Prevention efforts provide housing relation and stabilization services to prevent an individual or household from entering the emergency shelter system.

**Step Three**

**PERMANENT HOUSING RESOURCES**

Community-based housing without a designated length of stay includes:

- **Permanent Supportive Housing** is targeted to individuals and households with chronic illnesses, disabilities, mental health issues, or substance use disorders who have experience long-term or repeated homelessness. It provides long-term rental assistance and supportive services.

- **Rapid Rehousing** is intended to assist households in moving into permanent housing as quickly as possible with limited assistance.

Visit our website to learn more about the coordinated entry system, view a list of our partners, and see the latest performance data. All services in the Coordinated Entry System are tracked to help inform system improvements.