



Coordinated Entry System (CES) Priority List – Glossary

Overview: This **glossary** provides definitions of key terms related to the **CES Priority List** and is intended to provide supplemental guidance for **service providers**. The goal of the CES Priority List is to improve the success rate of CES referrals by proactively engaging participants prior to a housing referral. Participants are added to the Priority List when they are likely to receive a housing referral within the next 2-4 months, based on the CES Prioritization Plan and projected housing vacancies.

➤ Coordinated Entry Priority List

- Participants are added to the CES Priority List when they are likely to receive a housing referral within the next 2-4 months, based on the community prioritization plan and projected housing vacancies. Participants on the Priority List are proactively engaged prior to receiving a housing referral to **(1)** ensure that contact can be established, **(2)** confirm housing needs and eligibility, and **(3)** begin gathering common documentation needed to verify eligibility for housing.

➤ Supporting Provider

- Supporting Providers are direct service providers which provide case management and other supportive services to participants who are actively experiencing, or at risk of, homelessness. Common examples of Supporting Providers include street outreach, emergency shelter, and drop-in center staff.

➤ Housing Provider

- Housing Providers are direct service providers which provide housing subsidies and supportive services to participants who are referred to their project through the Coordinated Entry System.

➤ Project Information Sheet

- Project Information Sheets are documents which provide an overview of housing projects for service providers and participants. Project Information Sheets include information about program type, unit type, supportive services offered, eligibility requirements, program/building rules, unit photos (if applicable), and more.

➤ Housing Match

- A Housing Match is a Coordinated Entry referral to a housing project, informed by project eligibility criteria and the needs and eligibility of participants.

➤ Chronic Homelessness

- Chronic Homelessness is defined by HUD as a condition where an individual has been continuously homeless for at least 12 months or has experienced at least four episodes of homelessness in the past three years, combined with a disabling condition. Read more about Chronic Homelessness on the HUD Exchange [here](#).
- Reference [this article](#) for information about the Chronic Homelessness Verification Packet and [this training](#) on how to document Chronic Homelessness.



➤ **Housing System Navigation**

- Housing System Navigation is a program model which provides direct support for households on the Coordinated Entry Priority List. Housing System Navigation staff contact and engage participants, confirm information about housing needs and eligibility, provide support with gathering eligibility documentation, and liaising with the housing provider when the household receives a housing match.

➤ **Triage Housing**

- Triage Housing is short-term housing for participants who have received a referral to permanent housing or are likely to receive a referral to permanent housing soon. Triage Housing typically provides a room or apartment for the participant, in addition to services such as meals and case management support.

➤ **Accelerated Moving Event (AME)**

- An Accelerated Moving Event (AME) is an in-person housing event that streamlines the housing process by allowing participants to complete multiple stages of the housing process in one location.

➤ **Transitional Housing (TH)**

- “Transitional Housing (TH) provides temporary housing with supportive services to individuals and families experiencing homelessness with the goal of interim stability and support to successfully move to and maintain permanent housing. TH projects can cover housing costs and accompanying supportive services for program participants for up to 24 months.” ([HUD Exchange](#))

➤ **Rapid Re-Housing (RRH)**

- “Rapid Re-Housing (RRH) is permanent housing that provides short-term (up to three months) and medium-term (4-24 months) tenant-based rental assistance and supportive services to households experiencing homelessness.” ([HUD Exchange](#))

➤ **Permanent Supportive Housing (PSH)**

- “Permanent Supportive Housing (PSH) is permanent housing in which housing assistance (e.g., long-term leasing or rental assistance) and supportive services are provided to assist households with at least one member (adult or child) with a disability in achieving housing stability.” ([HUD Exchange](#))

➤ **Permanent Housing (PH)**

- Permanent Housing (PH) is a community-based housing model, the purpose of which is to provide housing without a designated length of stay. Permanent Supportive Housing (PSH) and Rapid Re-Housing (RRH) and both considered Permanent Housing under HUD’s definition.

➤ **System Integration Team (SIT)**

- System Integration Team (SIT) meetings are focused on case conferencing participants who are referred to housing through Coordinated Entry. Housing Providers with active



CE referrals should attend SIT meetings in addition to Supporting Providers who are connected to participants with active CE referrals.

➤ **Coordinated Entry Prioritization Plan**

- The U.S. Department of Housing & Urban Development (HUD) requires that all Continuums of Care (CoCs) develop a Prioritization Plan for their CES. This plan is based on vulnerability and determines the order in which people experiencing homelessness will be prioritized for housing referrals through the CES. The current Prioritization Plan was developed by a Prioritization Workgroup which included people with lived experience of homelessness, service providers, local government representatives, and other system stakeholders.

➤ **Rematch**

- A Rematch refers to a Coordinated Entry referral which was unsuccessful for reasons such as including inability to contact/locate the participant, program/unit declination, eligibility, and more. When a Rematch occurs, the housing provider can submit a request to receive another referral. Simultaneously, the participant can receive another referral, should they be eligible and engaged.