

# Metro Denver Homeless Initiative

Metro Denver CoC, Homeless Information Management System, Coordinated Entry

Denver City Council Community Planning and Housing Committee

April 14, 2026

Jason Johnson & Sofia Vigil



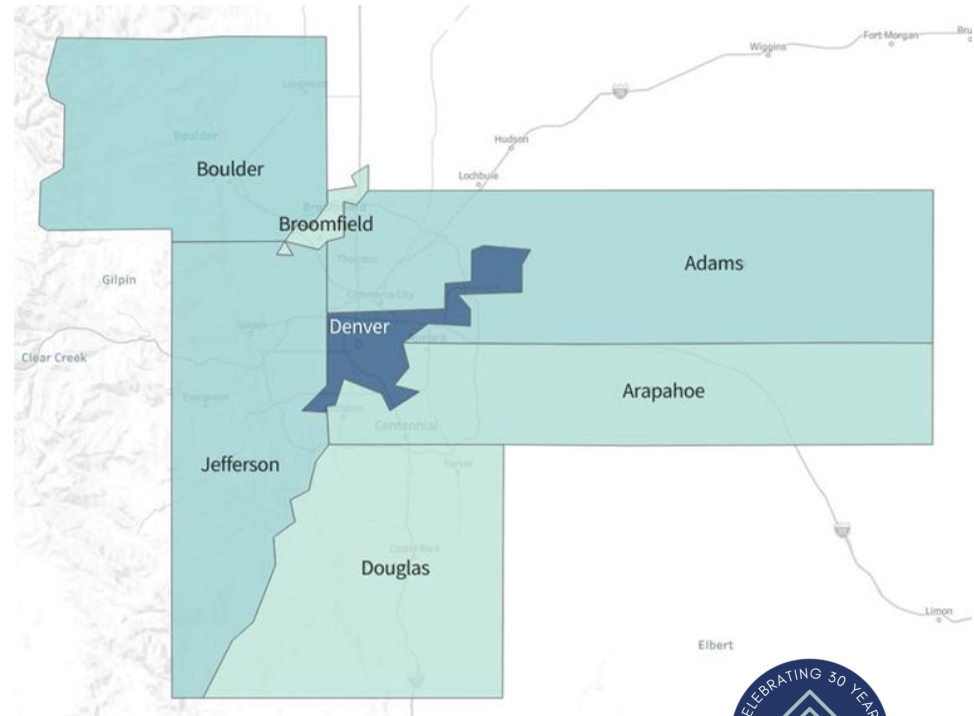
# Metro Denver Homeless Initiative

## Mission

To lead and advance collaboration to end homelessness.

## Vision

A region where everyone has a safe, stable place to call home.





# MDHI's Role in the Community

- Lead agency for the region's **Continuum of Care (CoC)**
  - Designated by the US Department of Housing and Urban Development (HUD) to coordinate Metro Denver's response to homelessness in alignment with Federal strategies.
- Regional Coordination
  - Backbone organization
- **Homeless Management Information System (HMIS) Database**
- Point in Time (PIT) Count
- **Coordinated Entry System**
- Funding & Monitoring

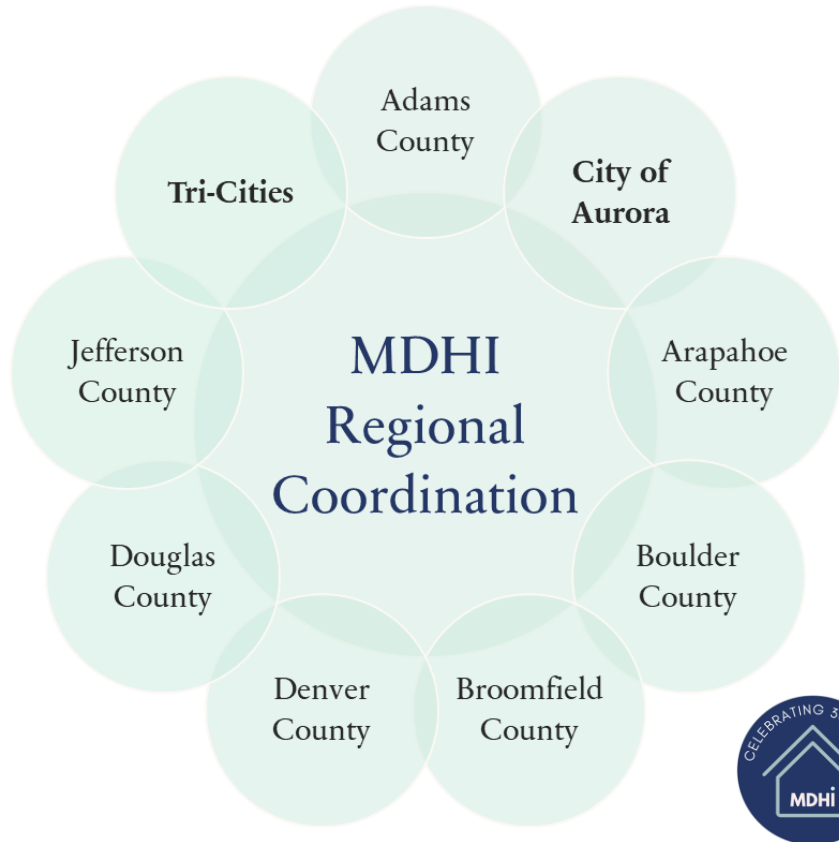
# How We Achieve Regional Outcomes

## Centered around local planning in 9 sub-regions

- Each sub-region has a local lead identified to lead local collaboration
- Each subregion leads the way, but may take different path

## Shared destination:

- Knowing everyone experiencing homelessness by name
- Homelessness is rare and brief



# 5 Year Aims

***North Star: Regional homelessness is reduced and all subregions are making homelessness rare and brief for specific populations.***

**By December 31, 2027, MDHI and its partners will:**

- Know everyone experiencing homelessness by-name (informed by HMIS data)
- Ensure homelessness is rare & brief for Veterans across the region
- Reduce youth homelessness across region, with 2 subregions ensuring homelessness is rare & brief for youth
- Reduce family homelessness across region, with 2 subregions ensuring homelessness is rare & brief for families
- Reduce single adult homelessness in 2 subregions
- Reduce chronic homelessness in 2 subregions



# Data: Homeless Information Management System (HMIS)



## What is HMIS?

- Locally-administered information data system that allows homeless services projects to confidentially record and store client-level data on the provision of housing and services to individuals and families who are experiencing homelessness or at risk of homelessness

## Why HMIS?

- HMIS is used to produce an unduplicated count of persons experiencing homelessness, understand patterns of service use, and measure the effectiveness of homeless services programs.
- The U.S. Department of Housing and Urban Development (HUD) and other planners and policymakers use aggregate HMIS data to better inform homeless policy and decision-making at the federal, state, and local levels. HMIS provides HUD with national-level aggregate data on the extent and nature of homelessness over time, while allowing for those data to be collected and maintained at the local level.



# How is HMIS Data Used?



## CASE MANAGEMENT

Assessing client's needs and services for improved client care.



## RESEARCH & ANALYSIS

Evaluating how organizations can better meet the needs of persons with unstable housing.



## HOUSING & SHELTER

Connecting clients with housing, housing services, and shelter services.



## FUNDING & REPORTING

Local, state, and federal funding & reporting (annual Point in Time Count).



## IMPLEMENTING CHANGE

Informing policy change at local, state, and federal levels.



# BENEFITS OF COHMIS

Colorado Homeless Management Information System



## CLIENTS

- Client-centered coordination across programs and case managers
- Secure digital document storage that protects client information
- Reduced retraumatization through shared information across agencies



## STAFF

- Easily view a client's history across programs and services
- Collaborate securely across agencies statewide
- Access documents digitally
- See housing outcomes and OneHome coordinated entry integration
- Use a simple, user-friendly interface

## AGENCY

- Report outcomes to support funding and financial planning
- Reduce duplication across services and data systems
- Integrate with local software to streamline data entry
- Identify trends and service gaps
- Track client counts and program outcomes

## COMMUNITY

- Align funders around shared outcomes and impact
- Use data to pursue additional funding
- Connect with non-traditional homelessness resources
- Identify regional trends and service gaps
- Gain insight into populations and the services they access

# Coordinated Entry System: OneHome





# Coordinated Entry System

- Continuums of Care (CoCs) are required to operate a Coordinated Entry System (CES) by Housing and Urban Development (HUD)
- Coordinated Entry ensures that all people experiencing homelessness have fair and equal access to housing resources to resolve their housing crisis
- Through Coordinated Entry, individuals are identified quickly, assessed, referred, and connected to housing and assistance based on their housing needs and preferences.

# Local Coordinated Entry System: OneHome

- OneHome is the local name & branding for Metro Denver's Coordinated Entry System.
- Data collection and management is within Colorado Homeless Management Information System (HMIS)
- Eligibility for OneHome CE:
  - Federal Definition of Literal homelessness (staying in a shelter or a place not meant for human habitation)
  - *Additional resources for young adults and parenting youth at imminent risk of homelessness*





Person or Family Seeking Help



Encampments



Outreach



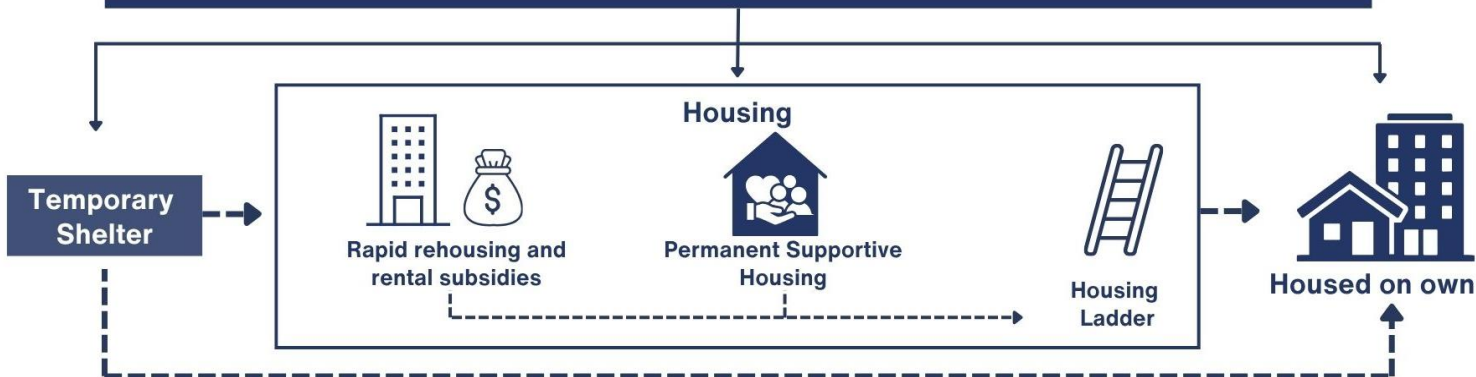
Mainstream Systems



## COORDINATED ENTRY

RESOURCE CENTERS AND ACCESS POINTS

ASSESS + PROBLEM SOLVING + PRIORITIZE + REFER



# FOUR COMPONENTS OF COORDINATED ENTRY



ACCESS



ASSESSMENT



PRIORITIZATION



REFERRAL



# ACCESS

- Access refers to locations where those experiencing homelessness can access coordinated entry
- Continued engagement with household through resource navigation including accessing shelter, benefits, vital documents and housing applications for resources outside of coordinated entry
- At least one person at an access point must be trained in HMIS
  - Victim Service Providers (VSP) are the exception
- Separated into Access Points and Assessing Partners

Access Points Map: <https://www.mdhi.org/need-help>



# ASSESSMENT

- Implemented the new OneHome Coordinated Entry Standard Assessment in 2024
- Documents vulnerabilities, needs, preferences, assets, and housing barriers that are used when determining prioritization and referral
- Population specific
  - Single Adults 25+
  - Families
  - Transition Aged Youth 18-24 (TAY)
- Can be updated or redone as household's situation changes
- Current Living Situation tracks homelessness history over time and keeps the household active in OneHome



# PRIORITIZATION

- Prioritization uses data collected during the Coordinated Entry Assessment to identify those most vulnerable in the community (higher vulnerability, higher priority)
- Informed by community determined vulnerability factors and quantitative and qualitative data
- Necessary due to limited resources
- Regularly reviewed for equity
- Dynamic – not a waiting list
- Varies by population

Policies and Procedures: <https://www.mdhi.org/ces-policies>



# REFERRAL

- Housing providers using Coordinated Entry enter vacancies into HMIS Coordinated entry staff identifies who is next in prioritization by population
- Referrals are based on eligibility, housing needs and preferences captured in CE Assessment
- 1 referral to 1 vacancy match
- Primary Resources:
  - Permanent Supportive Housing (affordable housing with supportive services)
  - Permanent Housing (affordable housing with no or limited supportive services)
  - Rapid Rehousing (housing subsidy with supportive services for up to 24 months)





## ONEHOME CASE CONFERENCING

- Separate case conferencing for subpopulations: Family, Youth, Single Adults
- Case conferencing exists to gather updates on households on the Community Queue, coordinate care between agencies and service providers, and better understand barriers and housing preferences for a household
- Case conferencing is NOT used to make referrals but does INFORM referrals
- OneHome Coordinated Entry Specialists facilitate OneHome case conferencing

# ONEHOME COORDINATED ENTRY WORKFLOW



## Coordinated Entry Assessment

Household completes OneHome Coordinated Entry Standard Assessment with case manager and is added to Community Queue

## Report Pulled

Monthly report is pulled from Community Queue by subpopulations (Single Adult, Transition Age Youth, Family)

## Vacancies

Vacancies are entered by housing provider, vacancy report is pulled on Tuesday for OneHome specialists to review

## Prioritization

OneHome Specialists select next prioritized household who meets housing eligibility, preferences, and needs. Households are matched

## Referral

OneHome Specialists make 1:1 referral to vacancy in HMIS and sends an email to the care team and housing provider alerting them of a match

## Outreach

Housing provider and care team begin outreaching household, gathering vital documents, and completing housing applications



## Takeaways for Coordinated Entry

- Coordinated Entry exists so that a household experiencing homelessness does not have to go to dozens of individual buildings to get on a waitlist; instead they enter into one system consisting of multiple housing resources
- Literal homelessness is an eligibility requirement for OneHome because all the housing resources through OneHome require literal homelessness
- Completing a OneHome assessment is not a guarantee of housing, so households should continue to apply for income based or market rate housing
- It is not a waitlist
- If prioritized, a household still needs to be eligible for and apply for a housing program upon referral

# How We Work with Denver

## MDHI's Partnership with the City and County of Denver

- Monthly meetings with HOST
- Monthly meeting with Homeless Leadership Council (group of Denver providers)
- Denver reps from provider partners on board
- Other ways MDHI supports Denver
  - HMIS
  - Coordinated Entry
  - Right At Home
  - Funding/Policy Coordination
  - Stakeholder Meetings
  - Funders Group
  - All in Mile High and Mayoral initiatives
  - Annual CoC Convening



# THANK YOU!



Jason Johnson  
Sofia Vigil

[jason.johnson@mdhi.org](mailto:jason.johnson@mdhi.org)  
[sofia.vigil@mdhi.org](mailto:sofia.vigil@mdhi.org)

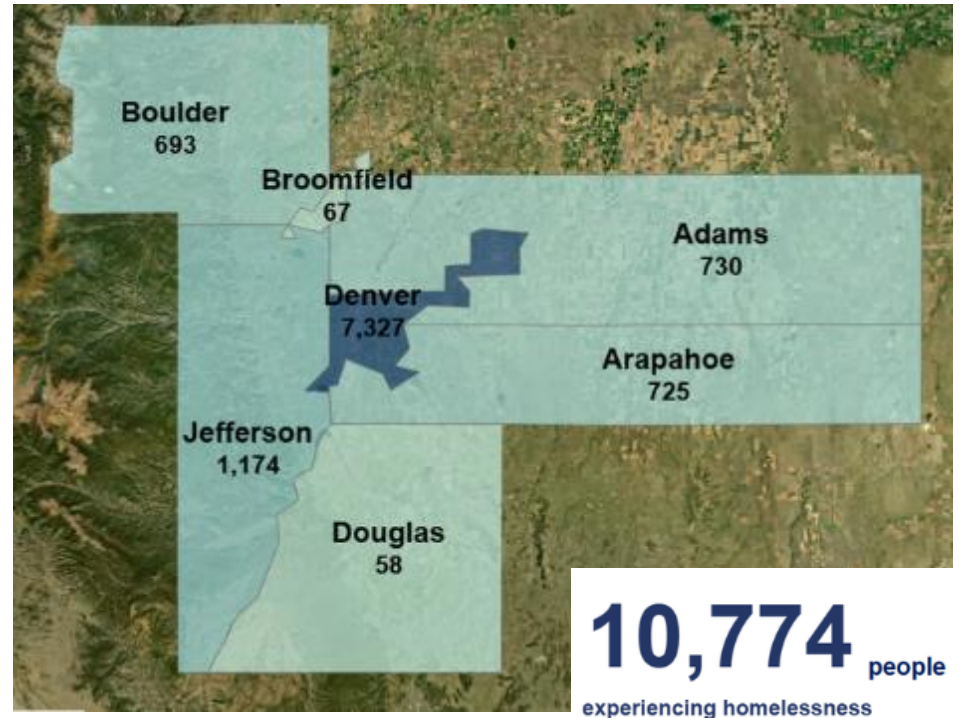


# HOST & MDHI Intersection

Midori Higa, Director of Homelessness Resolution Programs

# HOST & Continuum of Care

- Point-in-Time Count
  - People experiencing homelessness in Denver make up 68% of regional homeless population (in 2025)
  - Denver has seen a 45% reduction in unsheltered homelessness between 2022 and 2025
- Mission Aligned
  - Rare, brief, and one-time
- Regional Lead
- Coordination of resources and support
- Several meetings monthly for alignment



# Homeless Management Information System (HMIS)

## Which HOST partners use HMIS

- Some Prevention Programs
- Outreach and Community Ambassador Programs
- Shelter sites
- Housing Programs
- Service Only Programs

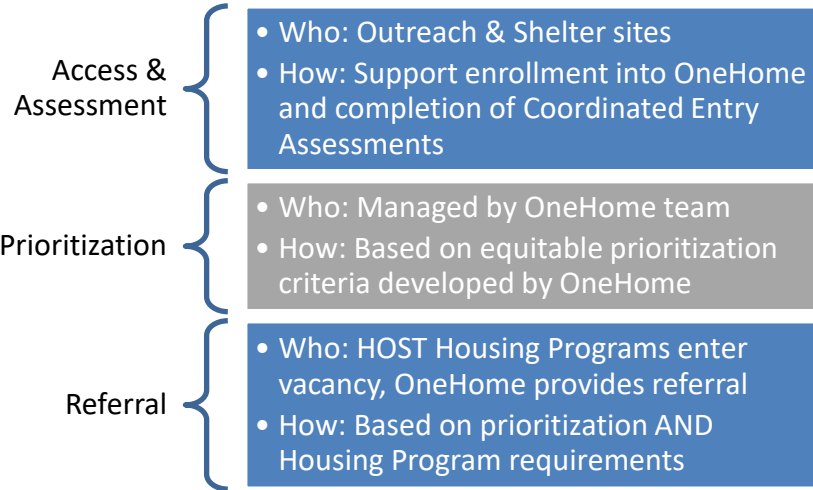
## What data does HOST use?

- Demographic Information
- Length of time Homeless
- Disabling conditions
  - Resource availability
  - Needs of clients
- Income information
- Programs
  - Usage
  - Length of stay
  - Exits/Outcomes
- Services rendered in programs
- Assessments
  - OneHome
  - Custom

## What HOST does with the data

- System performance
- Intervention type performance, including trends
- Individual program performance
- Client support and recordkeeping
- Research
  - Prevention
  - SIPPRA
  - AIMH Evaluation

# OneHome Coordinated Entry System & HOST



- Contract Requirements
  - Assessments as Performance-Based contract metric
  - Housing Programs sourcing households through OneHome
- Additional housing options available to households in Denver experiencing homelessness that HOST does not fund
  - Examples: Continuum of Care Housing Programs, some HUD vouchers
- The OneHome system is only as good as what we commit to it!

Questions?