



Lancaster City & County PA-510 CoC Coordinated Entry System Manager Responsibilities FY 26/27

Introduction:

The Lancaster PA-510 Coordinated Entry (CE) System ensures that individuals and families experiencing homelessness are assessed and referred to the appropriate housing and services for stability. The local CE system is accessible through multiple channels, including in-person visits, phone calls, walk-ins, or referrals, and serves all areas of Lancaster City and County.

The ongoing management and improvement of this system is a collaborative effort between the Office for the Homelessness Coalition (O4C) and the Joint Funding Awarded Agency. Annually, the responsibilities are evaluated and updated at the beginning of the fiscal year.

CE Manager Responsibilities:

Given the number of agencies providing coordinated entry services across Lancaster County, a CE Manager is responsible for training, guidance, and oversight. O4C will contract for a part-time Coordinated Entry Manager.

- Conduct initial CE training for new staff at all contracted providers, access points, and other organizations involved in CE work. This intentional practice builds coordination and trust.
- Serve as the first point of contact for providers completing CE work in Empower Lancaster (EL), and triage immediate concerns raised by provider staff. Escalate support requests as needed to O4C.
- Push out referrals to housing programs from the Case Conferencing meetings or in between as needed to timely move households through to program enrollment.
- Maintain a working knowledge of the homeless response system (e.g., Outreach, Shelter and Housing programs) to support provider staff and engage in system improvement.
- Establish and maintain working relationships with providers and visit on-site to offer support and strengthen collaboration.

Office for the Homelessness Coalition Responsibilities:

As the CoC lead agency, O4C is responsible for oversight of the PA-510 Coordinated Entry system. The following tasks are in addition to HUD requirements:

- Provide resources for the CE Manager to use when training new staff or reviewing competencies. (i.e. Recorded Trainings, Standards and Manuals)
- Ensure 211 pre-screening aligns with best practices and that all CE referrals receive timely follow-up throughout the homeless response system.
- Manage the distribution and recordkeeping of Outreach and Emergency Shelter Client Assistance Funds.
- Communicate with providers, community members, and government officials to enhance system knowledge.
- Monitor CE providers and Empower Lancaster for data quality to ensure compliance with federal and state regulations.
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- Lead an annual county-wide evaluation to ensure the system is functioning as intended, with input from a broad group of stakeholders, including individuals with lived experience.
- Ensure individuals discharged from institutions (e.g., prisons, hospitals) after stays of less than 90 days have equal access to pre-screening and CE services.

Shared Responsibilities:

These tasks will be carried out collaboratively by O4C staff and the CE Manager:

- Lead regular CE meetings with providers, including training opportunities to build staff competencies. Scheduling and inviting individuals to meetings will be done by the O4C.
- Ensure the Empower Lancaster workflow follows best practices and maintains a high standard of operation.
- Ensure providers offer accessible services, including walk-in options, mobile services, and other strategies to effectively meet client needs.
- Build and maintain community relationships with stakeholders serving individuals at risk of or experiencing homelessness.
- Establish written standards and training manuals for CE operations that align with federal, state, and county regulations as needed.
- Research and incorporate best practices into the coordinated entry system.
- Facilitate county-wide case conferencing and prioritize households applying for services to ensure equitable and non-discriminatory access.
- Effectively promote the CE system to ensure individuals needing assistance clearly understand the process and how to access available services.
- Conduct audits of Clients in Empower Lancaster to ensure workflow completion when exiting from programs (e.g., CE events, closed files, case notes, exit destinations, closing open enrollments).