

## GKCCEH Coordinated Entry System Core Values

The MO-604 Continuum of Care Coordinated Entry System is guided by the following core values:

**Transparency-** Operating in such a way that it is easy for others to see what actions are performed and the rationale for making decisions is clearly communicated

**Inclusiveness-** The practice or policy of including people who might otherwise be excluded or marginalized

**Housing-focused Interventions-** The system is designed to help those in a housing crisis achieve and maintain stable, permanent housing. At every point in the service delivery system, engagement with service providers should focus on supporting housing-focused interventions and activities which mitigate future housing instability, including but not limited to connections to healthcare and behavioral health support, case management, employment, income, and benefits.

**Equitable, Low-barrier Access-** Every person in need of housing has the same opportunity, regardless of eligibility or perceived barriers (behavioral, situational, or otherwise), to access housing and related services. The system is designed to support each household with only the type and amount of support required to address their housing crisis and focused on meeting the needs of the most vulnerable households first.

**Data-driven Decision-making-** Collecting data, analyzing it, and basing decisions on insights derived from the information. This process contrasts sharply with making decisions based on gut feeling, instinct, tradition, or theory.

**Learning as a Cultural Practice-** Curiosity is valued. Stakeholders both seek, share, and apply new knowledge, and are engaged in on-going dialogue and educational opportunities.

**Client-centered and Strengths-based Approaches-** Every effort is made to meet households in need of services “where they are” in a non-authoritative, accessible, and culturally appropriate way. Client voices and perspectives are centered in decision-making. Services are client-directed in that each household is supported with the appropriate level of assistance to empower them to arrive at their own, self-determined solutions.

**Nimble Responsiveness-** The system is governed by a body afforded the flexibility to be decisive and react to changes in the environment in a strategic and timely fashion. When appropriate, participating programs should leverage tools and waivers to eliminate unnecessary processes and paperwork to maximize efficient service delivery