

Dynamic System Management in coordinated entry systems promotes the following ends:

1. **Effective inflow management** – use of diversion and progressive assistance strategies to reduce demand for the most intensive CoC assistance
2. **Dynamic priority list management** – account for changing priority order as new people present and are added to a CoC’s priority list; continually readjusting to identify highest need persons
3. **Flexible use of CoC assets** – adjust service strategies (i.e. amount, intensity, duration and type of assistance) to most efficiently serve the greatest number of people

Essential strategies to achieve dynamic prioritization ends:

Access

1. **System-wide Diversion** (results in non ES interventions to resolve crisis)

Assessment

2. **Phased assessment** (not all participants are immediately assessed/scored/prioritized)
3. **Progressive engagement** (less intensive interventions tried first before long-term RRH or PSH)

Prioritization

4. **Prioritized pool sized to all available resources** (amount and type of available resources dictates how highest need is quickly housed)
5. **Centralized prioritization list(s) management** (participants on PSH list can simultaneously be considered (on list) for RRH)
6. **Prioritization list “tie breakers”** (multiple factors, not just a score, are considered in identifying the most vulnerable)
7. **Successful shelter prioritization** in some communities with limited shelter, distinct from housing intervention prioritization

Referral

8. **Active list management** (real time list access/management when making housing matches)
9. **Case conferencing** (used to resolve conflicts, consider new case information in determining most vulnerable, facilitate quick and successful matches)
10. **Resource availability/turnover rates monitoring** - specifically tracked and analyzed to determine prioritization levels and/or pool size
11. **Housing navigation** (housing location, documentation prep, warm handoff, move in supports, etc. are targeted to people who need that support)

System Management

12. **All resources included in CES** (CoC includes all housing and service resources in CES management regardless of funding source)
13. **Data informed decision making** used to make system dynamic (use of prioritization score, active list, ongoing analysis of data to determine system effectiveness and gaps)
14. **Documentation transparency** (decision-making criteria and process are well documented and publicly shared)
15. **Effective management** (high capacity staff tasked with or able to make critical system management decisions)