



COORDINATED ENTRY EVALUATION REPORT

DURHAM CITY AND COUNTY COC

August 2025

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Introduction

This report provides a comprehensive analysis of the Durham City and County CoC's (Durham CoC) coordinated entry data collection efforts. The data tables included here are designed to offer a clear and concise overview of the findings. Each table is accompanied by a brief analysis that interprets the data. Key observations are highlighted to pinpoint the most impactful findings, ensuring that the essential information is easily accessible. Lastly, recommended next steps are offered to address the identified issues and leverage opportunities for enhancing our coordinated entry processes.

By systematically evaluating our data and providing targeted recommendations, this report aims to support informed decision-making and foster effective interventions. We hope this evaluation will serve as a valuable resource for stakeholders committed to improving our coordinated entry system.

List of Acronyms and Meanings

The table below defines acronyms used throughout the report.

Acronym	Meaning
APR	Annual Performance Report based on FY from the HMIS.
CE	Coordinated Entry
CoC	Continuum of Care
DV	Domestic Violence
EP	All front door access points to Durham CoC's coordinated entry system.
ES	Emergency Shelter
FY	Fiscal Year, beginning July 1 of the prior year and ending June 30 of the current year.
HCV	Housing Choice Voucher
HMIS	Homeless Management Information System
HUD	U.S. Department of Housing and Urban Development
LSA	Longitudinal System Analysis
RRH	Rapid Rehousing
PSH	Permanent Supportive Housing
SO	Street Outreach
SPM	System Performance Measures
VASH	Veterans Affairs Supportive Housing, a HUD rental assistance program for homeless veterans. The program combines HCV rental assistance with case management and clinical services provided by the Department of Veterans Affairs.

List of Exit Destinations with Definitions

The table below lists and provides definitions for HUD exit destinations used in Table 3.

Exit Destination	Definition
Place Not Meant for Human Habitation	A public or private place that is not designed for or ordinarily used as a regular sleeping accommodation for human beings, such as a car, park, abandoned building, bus or train station, airport, or campsite.
Emergency Shelter	A facility whose primary purpose is to provide temporary shelter for individuals and families experiencing homelessness.
Institutional Situations	Places like jails, substance abuse or mental health treatment facilities, long-term care facilities, and hospitals, where individuals reside for a specific purpose rather than as a primary residence.
Temporary Situations	Short-term living situations such as transitional housing, halfway houses, hotel/motel paid for by government entity or charity, and staying with friends or family for a temporary tenure.
Permanent Situations	A variety of stable housing situations without a predetermined length of stay, including renting with or without a subsidy, owning a home with or without a subsidy, and permanent tenure with family or friends.
No Exit Interview Completed	The client left the program before an exit conversation.
Other	Some place other than what is listed above.
Deceased	The client died while enrolled in the program.

Tables 1a and 1b: Total Persons Served in EP

Table 1a analyzes the data on EP persons served, including special populations, for the FY 24 and FY 25. The data includes the number of adults, children, and persons with unknown age served, as well as specific counts for veterans, chronically homeless individuals, and those experiencing DV.

Table 1a	EP	EP
Persons Served including <i>Special Populations</i>	FY 24	FY 25
Adults (age 18+). <i>See Table 1b for age group.</i>	2,288	2,142
Children (up to age 18)	1,196	1,027
Persons with Unknown Age	1	1
Total: Persons Served	3,485	3,170
<i>Special populations:</i>		
<i>Number of Veterans</i>	<i>131</i>	<i>111</i>
<i>Number of Chronically Homeless*</i>	<i>296</i>	<i>310</i>
<i>Number Experiencing DV</i>	<i>385</i>	<i>340</i>

Source: APR Reports for each program and FY, Table 5a.

* Chronically homeless – a homeless individual with a disability who has either been continuously homeless for a year or more, or has experienced four or more separate episodes of homelessness in the last three years that total at least 12 months.

Key observations:

- Total persons served decreased by 315 people between FY24 and FY 25. More information is needed to understand what's driving this trend. Factors such as fewer people seeking services, decreased trust in the system's ability to assist them, and an increase in high barrier households could play a role.
- The number of adults decreased by 146 and the number of children decreased by 169.
- The number of veterans and people experiencing DV decreased.
- The number of people who are chronically homeless increased.

Table 1b lists total adults by age group from Table 1a for FY 24 and FY 25.

Table 1b	EP	EP	Year / Year Change by %
Persons Served: Adults by Age Group	FY 24	FY 25	
18-24	309	263	-1.2%
25-34	647	550	-2.6%
35-44	488	494	+1.8%
45-54*	394	376	+0.4%
55-64*	339	334	+0.8%
65+	111	125	+1%
Total Adults Served	2,288	2,142	

Source: APR Reports for each program and FY, Table

*While the number served appears lower, the percentage of overall adults by age group is higher in FY 25.

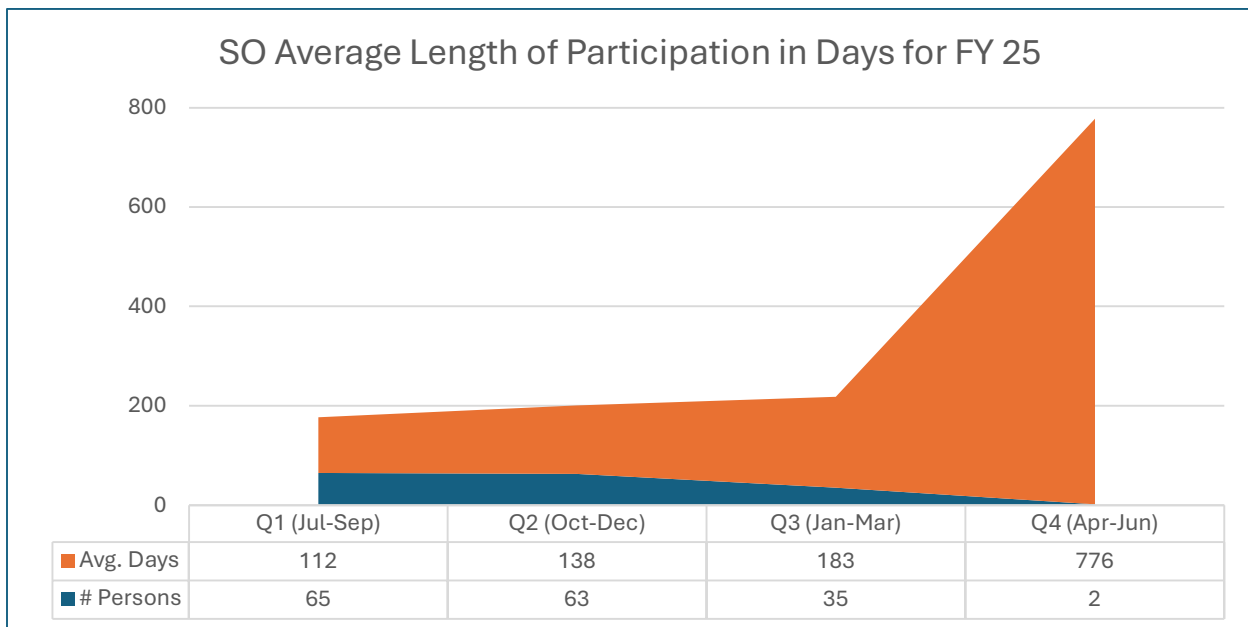
Table 2: Average Length of Participation in Days

Table 2 analyzes the average length of participation in days for EP, SO, and ES for FY 24 and FY 25. The data is categorized into stayers and leavers, providing insights into the duration of service engagement.

Table 2	EP		SO		ES	
Average length of participation in days	FY 24	FY 25	FY 24	FY 25	FY 24	FY 25
Stayers	20	28	112	776	63	119
Leavers	30	32	98	136	52	44

Source: APR Reports for each program and FY, Table 22b.

The SO FY 25 cell for stayers is intentionally highlighted here. Additional context is provided below.



The chart above illustrates the call-out of SO stayers for FY 25 at 776 days. As the SO program transitioned between providers, persons were exited which increased the average length of participation.

Key observations:

- Overall, the average length of participation for stayers increased across all entry points.
- EP: Stayers and leavers experienced an increase in the average length of participation, indicating longer engagement in the project.
- SO: The significant increase in stayers is due to transition of the project from one provider to another. At the end of the project on June 30, 2025, two long-term neighbors (outliers) remained enrolled while all other neighbors had been exited.
- ES: Stayers experienced a significant increase, likely due to fewer PH subsidies. In one family shelter, some longer stays were related to rent arrears. However, longer stays in family shelter typically correlated with significantly higher exits to permanent housing.

Table 3: Exit Destination for EP, SO and ES

Table 3 analyzes the exit destinations of individuals served through EP, SO, and ES for FY 24 and FY 25. The data provides insights into where individuals go after leaving the services, categorized into the various destinations listed.

Table 3	EP		SO		ES	
Exit destination	FY 24	FY 25	FY 24	FY 25	FY 24	FY 25
Place Not Meant for Human Habitation	4	1	77	39	189	310
Emergency Shelter	597	529	120	27	9	9
Institutional Situations	33	29	7	1	16	17
Temporary Situations	478	210	24	6	212	130
Permanent Situations	723	834	52	34	204	175
No Exit Interview Completed	1,237	1,158	36	64	79	146
Other	0	0	0	0	0	0
Deceased	0	0	0	0	1	0
Client Doesn't Know/Prefers Not to Answer	21	9	0	0	9	17
Total: Exit destination	3,093	2,770	316	171	719	804

Source: APR Reports for each program and FY, Table 23c.

Key observations:

- There were notable changes in the distribution of exit destinations across different categories.
- The number of exits to places not meant for human habitation decreased for EP and SO. However, ES saw a significant increase.
- SO exits to ES dropped significantly, likely due to the transition from one provider to another with no overlap in data reporting.
- The number of exits from EP, SO, and ES to temporary situations decreased significantly.
- EP exits to permanent situations increased, while SO and ES exits to permanent situations decreased. This may be due to one-time assistance provided by EP.
- No exit interviews increased across the board. While EP appears less, the percentage of overall exits rose from 40% in FY 24 to 42% in FY 25.

Table 4: Ongoing Subsidy at Exit for EP, SO and ES

Table 4 analyzes the ongoing subsidies received by individuals at the time of exit from EP, SO, and ES for FY 24 and FY 25. The data is categorized by the type of subsidy, providing insights into the support mechanisms in place for individuals exiting these services.

Table 4	EP		SO		ES	
Ongoing subsidy at Exit	FY 24	FY 25	FY 24	FY 25	FY 24	FY 25
VASH	0	0	0	1	4	10
Rapid Rehousing	12	58	20	5	71	65
Housing Choice Voucher (HCV)	32	7	7	1	13	5
Public Housing Unit	6	2	3	0	1	2
Rental by Client with Other Ongoing Subsidy	7	0	2	0	5	3
Permanent Supportive Housing	10	1	1	4	12	2
Other permanent housing dedicated for formerly homeless persons	1	2	0	0	1	2
Total: Ongoing subsidy at Exit	68	70	33	11	107	89

Source: APR Reports for each program and FY, Table 23d.

Note: There are 149 households receiving VASH that are prioritized through Durham VA. These are not included in this report because they are not prioritized through EP. Currently, the VASH waitlist is closed as DHA and the VA are working through neighbors on the list.

Key observations

- There were notable changes in the distribution of different types of subsidies across fiscal years.
- There was a significant increase in EP Rapid Rehousing subsidies and decreases in HCVs, public housing units, and PSH subsidies.
- SO experienced an overall decrease in subsidies, most notably in RRH and HCV. However, there was a slight increase in PSH subsidies.
- ES saw an increase in VASH subsidies and decreases in RRH, HCVs, and PSH subsidies.

Table 5: Total Persons Served in RRH and PSH

Table 5 analyzes the total number of persons served in RRH and PSH projects for FY 24 and FY 25. The data provides insights into the participation and turnover rates within these housing programs.

Table 5	RRH		PSH	
Total Persons in RRH and PSH	FY 24	FY 25	FY 24	FY25
Stayers	117	91	308	316
Leavers	150	117	115	16
Total served	267	208	423	332
New persons served in FY 25		91		24

Sources: APR Reports by program and FY, Table 5a.

Notes:

- “New persons served in FY 25” is calculated by total served in FY 25 minus stayers in FY 24.
- FY 24 numbers may be different than reported on the 2024 CE Evaluation due to annual SPM and LSA data cleanup.

Key observations:

- Total persons served decreased in both RRH and PSH.
- RRH had stable retention and turnover rates with a notable intake of new persons.
- PSH had improved retention and reduced turnover, indicating enhanced program stability and fewer new entrants. However, some PSH projects refused or reduced intake due to capacity, tenancy issues, or federal funding concerns.

Recommended next steps:

1. *Conduct a detailed analysis* to understand the reasons behind the overall decrease in persons served. This could involve examining changes in outreach efforts, funding, community needs, or staffing. (Table 1)
2. *Continuously monitor the average length of participation across EP, as well as participation trends and recidivism rates across all programs* to evaluate the effectiveness of programs and identify areas that require adjustments to better meet the needs of the served populations. (Table 2)
3. *Investigate the reasons behind the increase in exits from ES to places not meant for human habitation* to: a) ensure individuals are receiving adequate assistance before exiting shelter programs; and b) develop strategies to provide more stable housing options. This can include development of targeted interventions and exploration of additional pathways for engagement for high-risk groups. (Table 3)
4. *Implement measures to increase the completion rate of exit interviews* to gather more accurate data on exit destinations. (Table 3)
5. *Strengthen collaboration with Durham Housing Authority (the only housing authority in the CoC)* to ensure a steady supply of housing subsidies and prioritization of households from the coordinated entry system. The decrease in housing subsidies remains concerning and may be due to ongoing Rental Assistance Demonstration (RAD) conversions. (Table 4)
6. *Focus on improving retention rates by enhancing support services* (including case management and aftercare) to ensure participants remain in stable housing. This could include increasing and monitoring the use of housing plans and focusing on progressive engagement. (Table 5)

Conclusion

This Coordinated Entry Evaluation Report provides a detailed examination of our data, with each table offering a brief analysis and key observations. The analyses presented in this report highlight both strengths and areas for improvement. Key observations underscore the most impactful findings, ensuring that our focus remains on the most pressing issues. The recommended next steps are designed to address these issues and capitalize on identified opportunities, paving the way for more effective interventions and strategic planning.

By systematically evaluating our data and providing targeted recommendations, this report aims to support informed decision-making and foster continuous improvement. This report will be shared with the strategic planning group to ensure recommendations are considered and incorporated where appropriate in the strategic planning framework.

We hope that the insights and recommendations provided will serve as a valuable resource for all stakeholders committed to advancing our coordinated entry system.