Loudoun County Coordinated Entry System

Coordinated Entry is a process that ensures that all people experiencing a housing crisis in a defined geographic area have fair and equal access, and are quickly identified, assessed for, referred, and connected to housing and homeless assistance based on their needs and strengths. It uses standardized tools and practices, incorporates a system-wide "Housing First" approach, participant choice, and coordinates housing and homeless assistance such that housing and homeless assistance is prioritized for those with the most severe service needs.

- **Coordinated Entry System Phone Number:** 703-777-0420
- **Days of Operation:** Monday through Friday
- **Hours of Operation:** 8:30 a.m. to 5 p.m.

How to Access the Coordinated Entry System

For persons in the community faced with housing instability or homelessness, please call 703-777-0420 to speak with a staff person from the Coordinated Entry System Intake Line. The phone line is answered Monday through Friday from 8:30 a.m. to 5 p.m. Calls that come into the line after-hours or over the weekend will be returned the following business day.

Drop-In Center

The Drop-In Center program provides food, laundry facilities, showers, and case management to the homeless population. The Drop-in Center addresses the needs of community residents having a safe and dignified place for individuals experiencing homelessness to go during the day to take care of everyday needs and access short-term services and supports. The center provides access to:

- Housing Assessments
- Employment Planning
- Case Management
- Lunch
- Shower facilities
- Other on-site services offered by partner agencies
Rapid Re-Housing

- Rapid re-housing is an intervention, informed by a "Housing First" approach that is a critical part of a community’s effective Coordinated Entry System. Rapid re-housing rapidly connects families and individuals experiencing homelessness to permanent housing through a tailored package of assistance that may include the use of time-limited financial assistance and targeted supportive services.

Targeted Prevention & Diversion Services

- Loudoun County has three Prevention and Diversion Programs to assist residents in the community that are facing rental eviction or in jeopardy of losing their housing.
- Targeted Prevention and Diversion Services are designed to prevent the incidence of homelessness, including, but not limited to: short-term subsidies to defray rent and utility arrears for households that have received eviction or utility termination notices (prevention); security deposits or first month’s rent to permit a homeless family to move into its own apartment (diversion) and other supportive services intended to prevent households from becoming homeless.
- Loudoun County has three programs that assist community residents with housing stabilization services:

  **Department of Family Services**
  Emergency Support Services
  102 Heritage Way NE, 1st Floor
  Leesburg, VA 20176
  Phone: 703-777-0353

  **Department of Family Services**
  Prevention and Diversion
  102 Heritage Way NE, 2nd Floor
  Leesburg, VA 20176
  Phone: 703-771-5987

- Note: Households that need to access Targeted Prevention and Diversion Services must contact the Coordinated Entry Services phone line at 703-777-0420 to complete the referral for program eligibility.

Transitional Housing

- Transitional Housing Programs provide members of the community with decent, safe and sanitary housing while paying a portion of their household income towards rent. The goal of the program is to facilitate movement to independent living and self-sufficiency through individualized supportive services. These services are aimed at self-empowerment, improved employment potential, increased opportunities for economic betterment, strengthened skills in the area of financial planning and family budgeting in addition to attempts to increase educational levels and instill effective home management.