

## **April 5, 2013 Coordinated Assessment/ Centralized Intake Meeting Notes**

Overall, there was positive feedback from the providers re: the content and outcome of the meeting. As always, there are several providers who have underlying issues with all components of the CoC process.

Some of the positives:

- Acknowledgement by the providers who were at the meeting last Spring that they had agreed upon the “front door only” methodology.
- The number of providers who understand that the CA/CI will actually reduce the amount of time their people will need for intake, thereby freeing up some of their funds.
- Understanding that by centralizing the entrance to a front door, the amount of calls coming into the providers will lessen.
- DV providers willing to participate in conversation about CA/CI (and HMIS) is a **HUGE** leap forward from last fall.

Other comments:

- Issue of participation and existing contracts: these contracts will be exempt from the program (should this be a “Parking Lot” issue for future conversation, perhaps with Abt and other CoCs to see how they are handling? Not worried about first year or two, but will this come back up in a few years?)
- Training of the Homeless Assessment Specialist; potential use of existing agency case managers to fill this role
- Need to foster real/deep collaboration that truly leverages resources and builds trust between providers
- Increased focus by HUD on such collaborations
- Shrinking funding sources demand efficiencies
- Pilot is necessary to test A, B, C – ultimate goal is to be able to bring on multiple shelter programs supporting emergency, transitional and permanent housing in all regions of Orange County once assessment process has been developed and infrastructure to do intake is built
- Where do we address what happens to people who do not meet the criteria for the pilot’s programs? Need to address this.
- Concern as to whether 211OC can handle the call volume
- Request to be able to view bed availability, and self-select as a provider
  - Explained that this is not how the system works

Ideas on potential next steps:

- Rushton James from Adsystem has agreed to present a demo of their Coordinated Assessment/ Centralized Intake system on Friday, May 3<sup>rd</sup> from 9-11.
  - Need to communicate with providers
  - Should we also include Matt White from Abt Associates?
- Suggestion for CA/CI work groups, gaining Providers participation (assign one member from Implementation Group to each work group as facilitator)
  - Define scope of Pilot project
  - Review vulnerability index questions
  - Homeless Assessment Specialist
    - Define job description
    - Define numbers
    - Staff structure
  - SOW on mobile assessment: how will process work?
  - Budget / Capacity building