Implementation Group #4 Subcommittee

Coordinated Entry (CES)

Wednesday, June 22, 2016

1:30 p.m. to 3:00 p.m.

CASA Training Room at The Village

1505 E. 17th Street, Santa Ana, CA, 92705

Minutes

1) Welcome & Introductions

2) CE Progress Report

Coordinated Entry Statistics				
As of:	Wednesday, June 22, 2016			
Assessed				
Score of 8 or higher			453	
	Linked To Housing		168	
		Moved in to Housing	124	
		Matched to Housing*	6	
		Housed Thru CE/Lost Housing	3	
		S+C	27	
		Housed Outside of CE	8	
	Document Ready - On List to be Housed		143	
	Not Document Ready - On List to be Housed		139	
	Deceased		3	
Score of 7 or lower			104	
		S+C	11	
		Matched to Housing	0	
		Housed	1	
		Assessed	87	
		Document Ready	4	
		Deceased	1	
Diverted			8	
TOTALS:				565

- Linked to Housing number has been fairly consistent during the last couple months as there have been no new or turnover units available to CES.
- Increasing number of Document Ready – On List to be Housed for those with scores of 8 or higher. We will start seeing an increase of Document Ready for those with scores of 7 or lower as we begin gearing up for the launch of Rapid Rehousing.
- We encourage street outreach & in-reach teams to submit all assessments to CES, regardless of their status as we are looking to learn about our entire homeless population.
- There was discussions regarding the Housed thru CE/Lost Housing and the reasons behind the program exits of the individuals. Overall consensus was that stability of folks is crucial to our system performance as a whole.
- There was discussion regarding the Shelter Plus Care number and the challenges associated with connecting individuals with the program and moved in to housing. The Orange County Health Care Agency explained that individuals and families connecting with CES are being triaged to Shelter Plus Care, if it is an option for them to maximize resources.

3) CE Module Update

- 2-1-1 Orange County has been working with Adsystech, HMIS vendor, in the development of CE module.

- In the interim, as the CES module gets built, we will be transitioning to Google Forms and Spreadsheets. There are a couple privacy issues we are working through before we make these available to the street outreach & in-reach teams.
- Depending on the timeframe for the release of the CE module, we may add an additional interim step as an HMIS Point of Entry Project Pilot. We are trying to be cautious in adding too many trainings or processes that won't be long lasting.

4) Working Groups Report Outs

i) Outreach & In-reach

- There is basic geographic and special population's coverage by the street outreach & in-reach teams identified, which is a good starting point.
- The Procedural Review Committee discussed the adequate number of street outreach & in-reach teams for our system and how to manage that with the available housing resources. They determined it would be too difficult to determine how many teams are enough teams, without having a complete data set to show where assessments are being conducted.

(1) Street Outreach Policies and Written Standards

- On Tuesday, June 14th, the CES Street Outreach & In-reach Teams met to discussed the previously drafted Street Outreach Policy for CES, and review the drafted Written Standards for Street Outreach. The teams had an opportunity to discuss and provide feedback on the drafts presented. Their comments and feedback have been incorporated into the Street Outreach Policy and the Written Standards for Street Outreach. There will be a second opportunity for review and to provide comments and feedback at the Implementation Group #1 – Outreach to Homeless/At-Risk being held on Tuesday, June 28, 2016 from 10:00am to 11:00am at The Village Board Room located at 1505 E. 17th Street, Santa Ana, CA, 92705. Click here to add this meeting to your calendar and to view the agenda.
  - Street Outreach Written Standards – Draft
    http://ocpartnership.net/images/website/1236/files/Written_Standard_for_Street_Outreach_for_OC__6_15_2016.pdf
  - Street Outreach Policy – Draft
    http://ocpartnership.net/images/website/1236/files/Outreach_Policy_6_15_2016.pdf

(2) Renewal Agreement

- On Tuesday, June 14th, the CES Street Outreach & In-reach Teams met to discuss the new Street Outreach & In-Reach Team agreement. The original document was drafted June 2015 and since the establishment of CES there have been ongoing changes to the role of the Street Outreach in the process. The new agreement was renewed and the deadline to resubmit is July 1st, 2016.

(3) On-line Assessment Forms

- Street outreach & in-reach teams will be transitioning to Google Forms and Spreadsheets. There are a couple privacy issues we are working through before we make these available to the street outreach & in-reach teams.

ii) Healthcare & Housing

(1) Southern California Action Planning Session

- The Department of Housing and Urban Development (HUD) provided Technical Assistance Planning Session for the integration of housing and healthcare. Kristin Jefferson, Juanita Preciado, Mercy House, and Illumination Foundation along with other stakeholders from our community attended. The consulting group who facilitated the session are working on finalizing the drafts of the Action Plan. This working group will serve as the implementation group for the Action Plan that was developed.
- The next Healthcare & Housing Integration Work Group meeting is Tuesday, August 16th from 2:00pm to 3:30pm. Click here to add this meeting to your calendar.

(2) Whole Person Care Application

- The County of Orange Health Care Agency is working on completing the Whole Person Care application. The overarching goal of the Whole Person Care (WPC) Pilots is the coordination of health, behavioral health, and social services, as applicable, in a patient-centered manner with the goals of improved beneficiary health and wellbeing through more efficient and effective use of resources. Through collaborative leadership and systematic coordination among public and private entities, WPC Pilot entities will identify target populations, share data between systems, coordinate care real time, and evaluate individual and population progress – all with the goal of providing comprehensive coordinated care for the beneficiary resulting in better health outcomes.

- The WPC Pilot is a five year pilot. The first year will be for developing technological infrastructure to connect all the services. This Pilot will not pay for housing assistance but will be able to pay for housing navigation. T is bringing together the pieces and creating links where there are gaps.

iii) Re-Entry Working Group

- The next Re-Entry Working Group meeting is scheduled for Wednesday, August 24 from 2:00pm to 3:30pm. Click here to add this meeting to your calendar.

(1) Training Opportunity

- The Re-Entry Working Group will be holding a training on Wednesday, July 16th from 9:00am to 10:30am at the CASA Training Room located at 1505 E. 17th Street, Santa Ana, CA, 92705. The training will provide tips and tools to better serve clients who have criminal records or have been
- Click here to view the flyer for this training opportunity. Click here to add this training opportunity to your calendar.

iv) Procedure Review Committee

(1) VI-SPDAT Shelf Life & Length of Time on List

- The Procedure Review Committee recommendation is to review and update a person's VI-SPDAT at a minimum of every 6 months; and understands that more frequently may be as necessary depending on a person's circumstances.
- The Procedure Review Committee recommendation is not to require a minimum number of contacts prior to conducting an assessment; this should be at the judgment of the outreach and in-reach worker and determined on a case by case basis.
- The above recommendations will be presented to the Street Outreach & In-Reach teams for further discussion, prior to the drafting of an official policy on the shelf-life of the VI-SPDAT and the Length of Time on List.

5) Discussion Topics

a) RRH Launch

- There was discussion on how to incorporate shelters as point of entry for CES.

i) Important Dates

- July 12th – Rapid Rehousing Placement Match (HPM) Meeting – Orientation.
  - To be combined with Permanent Supportive Housing HPM
  - 8:30am to 10:00am Every Tuesday in the Village Board Room, unless noted otherwise.
- July 19th – Prioritization List referrals Begin to Rapid Rehousing Providers
- July 22nd – Policies Presented to Commission to End Homelessness for Approval
  - Rapid Rehousing Written Standards
  - Access & Barriers Policy for Rapid Rehousing
  - Admission & refusal Policy for Rapid Rehousing
  - Prioritization Policy for Rapid Rehousing Opportunities

b) Review:

i) Bridge Housing Policy

- Bridge Housing has yet to be defined by HUD. Thus far we know that Bridge Housing has no designated length of stay for it and that Emergency Solution Grants (ESG) can be utilized to fund it. There is a potential for increased funding for Emergency Shelters and Bridge Housing, after the Transitional Housing defunding that took place during the FY2015 CoC competition cycle.
- The purpose of the policy is to define "Accepted into program" so we may know when an individual or family is eligible for bridge housing without jeopardizing their homeless or chronically homeless status.
- There was discussion of having to different models for "Accepted into program" and when individuals and families are eligible for bridge housing for each program type – Permanent Supportive Housing and Rapid Rehousing.
- There was discussion that as a community we have to find the balance between working with a vacant unit and working with the homeless individual and/or family to get them housed.

ii) Admission and Refusal Policy for Permanent Supportive Housing

- Comments, feedback and questions due on Friday, July 22nd, 2016 to Zulima Pelayo at zpelayo@211oc.org.

iii) Access and Barriers Policy for Permanent Supportive Housing

- Comments, feedback and questions due on Friday, July 22nd, 2016 to Zulima Pelayo at zpelayo@211oc.org.

iv) Prioritization Policy for Permanent Supportive Housing Opportunities

- Comments, feedback and questions due on Friday, July 22nd, 2016 to Zulima Pelayo at zpelayo@211oc.org.

c) **Upcoming:**

i) **Shared Housing Placement Policy**

- Rick Scott from Friendship Shelter and Alison Davenport from Mercy House have volunteered begin working on a Shared Housing Placement Policy. If you are interested in participating in the initial drafting of this policy please contact Zulima Pelayo at zpelayo@211oc.org.

6) **Announcements**

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Next Meeting:

Wednesday, July 27, 2016

1:30 p.m. to 3:00 p.m.

CASA Training Room at The Village on 17th Street

1505 E. 17th Street, Santa Ana, CA 92705

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