

Implementation Group #4

Coordinated Entry Subcommittee

Wednesday, March 18, 2015

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

Casa Training Room at The Village
1505 E. 17th Street, Santa Ana, CA, 92705

Minutes

- I. Welcome & Introductions
- II. CE System Workgroup Updates
 - a. Funders
 - First meeting was on March 16, 2015
 - Discussion on the benefit of regional workshops so all agencies can be on the same page and speak the same language – targeted to Boards and Housing Authorities; board peer to peer group, and education on the effectiveness of mergers.
 - Orange County Board of Supervisors has been asked to review a proposal by the Commission on March 24 for the reallocation of CDBG funds. Scott Larson and Max Gardner plan to be present.
 - Important to consider typical partners and funders.
 - Example, Petco Foundation could potential assist with funding options to assist individuals who typically get rejected for housing because pets are not allowed on the premises.
 - Important to also educate private funders as to why it is important to fund infrastructure and long term goals
 - b. Provider Training & Program Re-Design
 - Working group met on March 4th and March 18th
 - Providers received prioritization notice and written standards to review and provide comments on.
 - Group will provide input to written standards, determine the format and then pass over to the Policy Group to review and pass.
 - c. Tools & Technology
 - First meeting was on March 10th
 - There was review and discussion of the tasks the working group has to complete.
 - LAHSA has already done a lot of work in this area which benefits us and provides us guidance.
 - The VI-SPDAT is the tool of choice, meets all of HUD's guidelines, requirements and is available to us at no cost.
 - Some agencies in the community are already utilizing the VI-SPDAT. The homeless in are talking amongst each other and counseling each other on how to respond to questions so they get housing more quickly.

- It has been found that even if the same question is asked to an individual, you might receive two completely different answers depending on how the question is asked.

d. Policy

- Group has not met. As soon as a date and time is set, invitation for individuals to participate will be sent.

III. LAHSA and United Way LA Meeting Update

- Purpose of the meeting was for us to ask questions on their process and how it was implemented.
- United Way LA is responsible for single adults. They have fully embraced the VI-SPDAT. Outreach workers have weekly meetings and provide feedback.
- LAHSA is responsible for families. They utilize Family Solutions Centers (FSC) where intakes are conducted. The VF-SPDAT is utilized to access families.
- Due to the size, Los Angeles County is divided into Service Planning Areas (SPAs). Each SPA has its own FSC.
- In Orange County, the recommendations provided by Focus Strategies was to create 5 service areas. Although that is the recommendation, there is flexibility and the number may change in the future.
- Funding in LA County is very different. They receive funding from the city and the county (majority of their funding) and is not solely dependent on the funds from their CoC.
- We will be meeting with LA Family Housing, who is a service provider and point of entry. We will be able to see how they work, what the process looks like from start to end, and much more. The goal is to view coordinated entry from the provider's perspective.
- There are many lessons to learn from LA and other places.
 - Provider must learn to collaborate and not feel like other providers are stealing their client.
 - Learn how not to create expectations among the homeless populations.
 - Balance the number of VI-SPDAT with the housing availability.
 - Create a more strategic housing coordinator/navigator effort so providers are not fighting for the same units or overwhelming landlords.

I. HCA/OCHA Collaborative Update

- OCHA covers 31 out of 34 cities in the County. Anaheim, Santa Ana, and Garden Grove, the remaining three cities, operate their own Housing Authority.
- OCHA has the largest share of PSH in the County.
- Currently the Health Care Agency (HCA) has about 22 outreach workers.
- We have been meeting with them to understand how they currently do outreach, discuss what we plan the outreach to look like, and if there is a way to leverage the existing outreach to the CE system we are putting in place. The next steps is bringing that group into our regular CE Workgroups.

CE Brief Highlights

- PowerPoint Presentation created as a visual representation and break down of the CE Brief. The power point will be posted on our OC Partnership website, under the coordinated entry tab for providers to use.

II. CE for Permanent Supportive Housing in Orange County (S+C and Bonus Project) Flow Process

- Reference handout
- This is not a flow chart of a person going through the process to get services. It is an overview of all the steps in the system. Meaning that a person going through the process does not have to go through all the steps as not all are applicable.
- Take a look and think about the Process Step and the Responsible Entity. To be discussed in the future.

Next Meeting: Wednesday, April 22, 2015

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

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