

Implementation Group #4 Subcommittee
 Coordinated Entry
 Wednesday, April 27, 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: 4/19/2016			
Assessed			433
Score of 8 or higher			344
Linked To Housing			139
	Moved in to Housing	118	
	Matched to Housing*	11	
	Housed Thru CE/Lost Housing and Returned to Prioritization List*	3	
	Housed Outside of CE	7	
Document Ready - On List to be Housed			91
Not Document Ready - On List to be Housed			111
Deceased			3
Score of 7 or lower			89
	Matched	0	
	Housed	1	
	Assessed	84	
	Document Ready	3	
	Deceased	1	
TOTALS:			433

* While the large majority of these matches will continue through the process and move to the "housed in PSH" category, for various reasons, there will a small number who do not complete the housing provider intake process, who do not pass a private landlord's qualifications or who decline the housing, and are returned to the Prioritization list to receive an alternate match.

http://ocpartnership.net/images/website/1064/files/c2eh_report_04.22.16_2543.pdf

3) CE Module Update

2-1-1 Orange County is participating in monthly meetings with the vendor to provide feedback in the development of the CE Module. We have had two meetings, in which we were introduced to the module, viewed and provided feedback on the Clint Intake Page and the Matching Page. Meetings are scheduled through September.

4) Working Groups Report Outs

i) Housing Placement Match

Since our last meeting, we have held 3 Housing Placement Match meetings and cancelled 2 others as there was no new or turnover units that needed a client to be matched to. We currently have 11 individuals who are Matched to Housing, who are working with Housing Providers to move in, through the Bonus Project and the RRH Pilot.

During the last two meetings, we have been discussing a shared housing situation. This a two bedroom apartment, that has one bedroom occupied by an elderly woman. The housing provider with the vacancy has interacted with the elderly woman's daughter and granddaughter who are also homeless. The housing provider connected the family to a Street Outreach Team to be assessed. Based on the VI-SPDAT score the family is not being recommended to Permanent Supportive Housing by Coordinated Entry. There was much discussion at these meeting trying to find a way to address generational homelessness and keeping the integrity of the Coordinated Entry System. However, this is an issue to be explored in greater context with the Procedural Review Committee.

(1) Privacy Training & Self Test

We have implemented a Privacy and Policy Training that must be completed by individuals attending the Housing Placement Match meetings. If the training and adequate test score have not been completed, individuals will be asked to leave the portion of the meeting where we discuss individuals. Individuals must receive a score of 85% or higher on the test to participate. Individuals may take the test as many times as it is necessary. 2-1-1 Orange County will keep record of who has completed the training and test.

ii) Outreach

We currently have geographic coverage of Orange County with nine Street Outreach Teams. We are looking at expanding our outreach efforts to specific populations. The VA CRRC has signed on to provide Street Outreach to veterans. A couple of the SSVF grantees have also expressed interest in providing special population street outreach. We are also actively pursuing street outreach for youth.

(1) Veterans Connection Process

For a few months we have been meeting with various veteran serving agencies to try to establish a clear process to connect our efforts. The Process Flow Chart illustrates the integration of Coordinated Entry to the Veteran Takedown List and VA resources. This will allow us to capture and funnel the information down the proper channels as well as explore all housing options for the veteran.

iii) RRH

Elizabeth Andrade from Families Forward noted that there was ample time to submit feedback and thanked individuals who provided input into the policies.

iv) Healthcare & Housing

The Healthcare & Housing Integration working group last met on Wednesday, April 20th. During this meeting we had two presentations from the Orange County Health Care Agency OC Links and the Public Health Nurses. We learned a great deal about the resources in our community and how to best access them.

(1) PHN Referral # - See flyer.

5) Discussion Topics

a) CES Logo

We did not receive any additional CES logo ideas, as a result we will be moving forward with utilizing the proposed logo below. The CE Street Outreach Forms and Templates will be updated to include this logo.



b) CES Procedural Review Committee

During the last meeting the idea of a CES Procedural Review Committee (PRC) was shared. We asked agencies to self-nominate if they were interested in serving our community in this capacity and to nominate others. The CES PRC serves as an interim step to discuss issues related to CES that are yet to be addressed through policy. Agencies in attendance were only given one vote to elect representatives for the 9 categories.

The Procedure Review Committee for the Coordinated Entry System, is comprised of the following agencies:

- PSH – Jamboree Housing
- RRH – Families Forward
- TH – Colette's Children's Home
- ES- Mercy House
- Individual – Friendship Shelter
- Family – Family Assistance Ministries
- Youth – Orangewood Foundation
- Outreach – Health Care Agency
- Government – City of Anaheim

c) Finalize:

Timeline

- Shared at Implementation Group #3 Subcommittee and Coordinated Entry At Large meeting on Wednesday, March 23, 2016.
- Shared via email on Friday, March 25, 2016.
- Feedback for Written Standards and Policies was due on Friday, April 15, 2016.
- Shared revised versions of Written Standards and Policies on Monday, April 25, 2016.

i) RRH Written Standards

Reviewed and discussed the comments and proposed changes.

- Written Standard #1 to make a distinction between CoC funded RRH and ESG funded RRH, as CoC requires a one year lease and ESG allows month to month leasing.
- Written Standard #2 to omit the word "only" to allow more flexibility.
- Written Standard #3 to keep the first bullet and to accept the proposed language for the fourth bullet regarding the maximum number of times that a program participant can receive rental assistance. Agencies requested that language be added regarding possible ramifications to project performance.

ii) RRH Admission & Refusal Policy

Reviewed and discussed the comments and proposed changes.

iii) RRH Access Policy

Reviewed and discussed the comments and proposed changes.

d) Review:

i) RRH Prioritization Policy

Feedback, comments, and questions due Wednesday, May 18th, 2016.

6) Announcements

a) LOI/Part I

Released on Monday, April 25th 2016. It is due Monday, May 9th, 2016.

b) May Meeting

Wednesday, May 25, 2016 from 1:30pm to 3:00pm. CASA Training Room at The Village – 1505 E. 17th Street, Santa Ana, CA 92705.