

# Chittenden County Homeless Alliance (CCHA)

## COORDINATED ENTRY COMMITTEE MEETING

August 28, 2019, 8:30 – 10, Champlain Housing Trust

Attendees:

- Chris Brzovic, **CVOEO/CCHA**
- Erin Ahearn, **CHCB/ Safe Harbor**
- Jason Brill, **VA**
- Steve Lunna, **SSVF@UVM**
- Meghan Morrow Raftery, **ICA**
- Louise Masterson, **ICA**
- Linda Amante, **CVOEO**
- Lindsay Mesa, **Pathways**
- Will Towne, **Spectrum**
- Nicole Kubon, **COTS**
- Christina Brown, **Spectrum**
- Elaine Soto, **HC**
- Lacey Smith, **BPD**
- Margaret Bozik, **CHT**
- Sarah Phillips, **OEO**
- Erica Da Costa, **CCHA**

### PRELIMINARIES

- We were told that a client was following up with someone at Economic Services to begin to gather documentation and ESD told this person that they don't have capacity to provide that documentation. This is a huge red flag. We really rely on ESD documentation. Thoughts?
  - They've gone from 20 people to 10 in the ESD office.
  - There's a training come up in October regarding the new capacity in HMIS to record who is staying in motels/shelters/etc. and when.
  - In the meantime, if someone stayed at Harbor Place, if someone signs a release, we'll send over the guest folios that show when they stayed and who paid.
  - Erin McSweeney has been contacted about this issue.
- We've restructured the CHRC (Community Housing Review Committee) process – as already described to the Strategic Planning Committee below:
  - So now we'll be spending 2 of the 4 monthly meetings doing case conferencing. We want to target several populations including people who are at risk. No housing providers will be at these meetings. (We've talked through this with Community Solutions.) We'll also be focusing on those who are in Phase Two and not progressing to Phase Three.
  - Then the last meeting of the month we'll be consolidating everything we did from the case conferencing and putting together a list of referrals.
  - One meeting per month (the first Monday of the month) we'll have representatives from the various housing providers attend ( Eric at CS, Stephanie Bixby and Holly from BHA, and Susan at CHT ).
- QUESTION: This doesn't mean, I assume, that clients will only be referred for housing once a month, yes?
  - RESPONSE: We're always running a referral cue and will refer when it makes sense.

### THE REVISED C.E. INITIAL REFERRAL FORM

- We based our revision partly on the B.o.S. screening tool, but not entirely as ours serves a different purpose. Sometimes clients fill our forms out themselves. We want to do a little more screening and track where they are. If they're ineligible, for example, we'll still be able to track how many people are couch surfing.
- [Click here](#) to see the revised **C.E. Initial Referral Form -- incorporating input from this 8/28 meeting.**

**THE PROPOSED CATEGORIES FOR C.E. EXIT ASSESSMENT in HMIS WERE DISCUSSED. The categories decided on by the committee are below:**

<b>Subsidy Type</b>	<b>Landlord</b>	<b>Process Utilized</b>
Non-elderly Disabled Voucher (NED)	Nonprofit Landlord	Found housing with housing navigator assistance only
Housing Choice Voucher	For Profit Landlord	Housed through CHRC referral
RRH – HUD	Burlington Housing Authority	Client found housing on own
RRH – SSVF	VT State Housing Authority	Housed through Veterans Committee
RRH – VRS	Other PHA	
RRH – HOP		
FUV – Youth		
FUV – Family		
PSH - CoC		
PSH – VASH		
PSH – DMH		
Project-based subsidized unit		
No subsidy		

**A DISCUSSION OF THE C.E. SYSTEM ASSESSMENT REPORT PRODUCED BY REGENERATION RESOURCES**

- The appendix to the Coordinated Entry System Assessment is a summary list of recommendations. On 8/28, several of the recommendations were reviewed, next steps discussed and people assigned to some of the tasks. [Click here](#) to see the full report with the complete appendix.
- [Click here](#) to see a **PDF of a segregated list of just those recommendations discussed on 8/28. Or see below for the same list.** Look for the columns titled “Next Steps” “Who?” and “By When?” to notice what was added by the C.E. Committee on 8/28.

**Appendix D: A Summary of Recommendations -- tasks discussed & assigned on 8/28**

Recommendation	Priority	Suggested Owner	Next Steps	Who?	By When?
<b>Recommendations to Improve Coordination</b>					
12. Conduct a facilitated meeting or series of meetings with housing navigators and BHA with the goal of increasing coordination of hand-offs (for both housing and retention specialists). In these meetings, aim to replicate the process used by CHT for housing handoffs, if possible. Additionally, create more feedback loops between housing agencies and navigators.	High	CE Committee	Wait to see how monthly CHRC meetings with housers go, then follow up with new leadership		
13. Having BHA's Rental Assistance Operations Manager attend at least one Community Housing Review Committee each month to improve communication with housing navigators. This would also be useful for other housing providers.	High	CE Committee	Done		
14. Conduct periodic trainings with housing navigators on documentation required by BHA.	High	CE Committee	Create a document that has national and local trainings, do one time training in conjunction with CHRC that Pathways can organize and incorporate learning from recent BHA audit	Lindsay	10/1/2019
<b>16. Recommendations to improve the quality of data</b>					
a. Develop a more comprehensive report that tracks HMIS and non HMIS data quality (percent of missing fields, perhaps) for each housing navigator and organization.	Very High	CE Director	Take 640 report for all data elements, and update customize it to add specific CE elements to it	Meghan	11/1/2019
b. Run these reports weekly and agree upon a process to hold housing navigators accountable for data entry. Follow through with the process of increasing accountability.	High	CE Director	Run reports and bring to CHRC meetings, follow up on accountability process if needed, Chris and Meghan will schedule call for report	Chris	mid November
c. Conduct outreach and training in HMIS to organizations that are less connected and whose data quality is low.	High	ICA in coordination with	address in CE training, rollout of new HMIS CE training	Meghan and Chris	November

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f. Come to agreement about what certain terms in HMIS mean (i.e. "rapid rehousing"). <sup>28</sup>	High	CE Committee	Some of this has been addressed with revision of HOP workflow, hold brief presentation on HOP workflow in HMIS at CE Committee meeting, follow up if necessary after presentation (there is a HOP/HMIS training that is	Sarah	October CE Committee Meeting
<b>17. Recommendations to improve timeliness of data entry</b>					
a. Convene a series of facilitated meetings to discuss improving data in the system. (Focus areas could include timeliness of data entry; which critical fields are only uploaded quarterly; which data fields to use for exits; and standardizing what fields mean, among other topics).	High	CE Committee	Bring back to CE committee after previous trainings have been completed	CE Committee	December or January
<b>18. Recommendations to better measure success</b>					
b. Consider establishing a working group that coordinates with BoS to leverage its work on this question.	High	CE Committee	Prelim meeting to discuss what has been done so far between Chittenden and BOS	Chris and Sarah	
c. Develop a dashboard that looks at trends and data over time for agreed-upon, high-level indicators of outcomes.	High	CE Committee	Already have BFZ dashboard, work to use this data more, work on achieving quality data for other populations	CE Committee	
d. Review the dashboard quarterly, if not more frequently.	High	Steering Committee and CE Committee	Review BFZ dashboard at Steering Committee during Coordinated Entry Updates.	Chris	
<b>Recommendations for Administrative Capacity</b>	<b>Priority</b>	<b>Suggested Owner</b>			

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23. Add a half-time administrative position that focuses primarily on improving data quality, implementing recommendations in this report, and CE operations.	High	Steering Committee	in process		
<b>Recommendations to Improve Efficiency</b>	<b>Priority</b>	<b>Suggested Owner</b>			
25. Clarify the documentation needed to designate someone as chronically homeless.	High	CE Committee	addressed in Recommendation #14 above		

**NEXT MEETING: 9/25 – PLEASE NOTE: It will be 2 hours instead of 1 ½ hours.**

Please go to [cchavt.org](http://cchavt.org) to find minutes archives and upcoming dates.