

Chittenden County Homeless Alliance (CCHA)

COORDINATED ENTRY COMMITTEE MEETING

April 10, 2019

Attendees:

- Meghan Raftery Morrow, **ICA**
- Stephanie Smith, **STEPS to end DV**
- Nicole Kubon, **COTS**
- Lindsay Morse, **UVM**
- Caitlin Ettenborough, **ICA**
- Jason Brill, **VA**
- Margaret Bozik, **CHT**
- Susan Batchelder, **VSHA**
- Steve Lunna, **SSVF@UVM**
- Chris Brzovic, **CCHA / CVOEO**
- Sarah Phillips, **OEO**
- Stephen Marshall, **Lived Experience**
- Erica Da Costa, **CCHA**

PRELIMINARIES

- Greg Hessel from **Regeneration Resources** will be in town next week for interviews. He'll do a focus group on Friday the 19th, 12:30 to 4:30, for frontline staff.
- He will also be meeting with supervisors independently. He'll be here from the 17th to the 19th
- The meetings with "consumers" will be on Wednesday. We'll have a sign-up sheet at Harbor Place, or they can just drop in. Greg will lead a focus group in the morning, talking to people from the warming shelter, from the encampment and the V.A.
- Greg's report will be presented to the Steering Committee.
- On May 22, Greg will also be coming to THIS committee and presenting.

A DISCUSSION OF COORDINATED ENTRY EVALUATION

- A small group met on 3/20/2019 to discuss Coordinated Entry evaluation.
- Below please find their self-generated notes and recommended questions for a future evaluation.
- **IN RED** are questions that arose during our April 10th meeting (this meeting).

CE Evaluation Small Group Meeting 3.20

Amos, Chris, Sarah, Nicole, Margaret, Will

Helpful links for review

<https://www.hudexchange.info/resources/documents/coordinated-entry-management-and-data-guide.pdf>

<https://www.hudexchange.info/programs/coc/toolkit/responsibilities-and-duties/coordinated-entry-samples-toolkit/#evaluation>

HUD Requirement: CoC consults with each participating project and project participants at least annually to evaluate the intake, assessment, and referral processes associated with coordinated entry. Solicitations for feedback must address the quality and effectiveness of the entire coordinated entry experience for both participating projects and households.

- Greg is designing a possible consumer feedback and direct staff feedback process for the future
- We want to have a process for getting feedback from access points also
- The CE Committee includes key project partners

HUD Requirement: CoC consults with each participating project and project participants at least annually to evaluate the intake, assessment, and referral processes associated with coordinated entry. Solicitations for feedback must address the quality and effectiveness of the entire coordinated entry experience for both participating projects and households.

The CE Committee is responsible for doing CE evaluation and creating an annual CE Evaluation report that is presented to the CHA steering committee.

Greg's prelim report (this year) will be presented to the steering committee for discussion. The prelim report can be circulated to everyone for feedback and the steering committee members are encouraged to make sure that the right people are at the review meeting with Greg.

The report/discussion items will come back to the CE committee to make recommendations for changes or and create an action plan – some of those actions might include:

- Recommended changes to policies/procedures
- New resources (\$ or volunteers)
- Actions that the CE committee will take (training, etc)

The CE Committee will bring its action plan to the Steering committee.

HUD Requirement: CoC ensures through written CE policies and procedures the frequency and method by which the CE evaluation will be conducted, including how project participants will be selected to provide feedback, and must describe a process by which the evaluation is used to implement updates to existing policies and procedures.

Written plan, who we will talk to, must include action plan.

The CE committee should create the evaluation plan and the action plan. It presents both to the steering committee.

Continued....

What are the questions that we want to answer about how well CE is working?

- How many people entering CE?
 - New
 - Returning
 - Are people entering coming from Vermont? And/or do they have ties to Vermont? How can we collect this information with sensitivity to not preventing shelter/services/housing for people based on residency – Prioritization is NOT tied to residency...hard to collect
- How many people in CE?
 - Timeliness
 - How long to get an assessment
 - How long to get a housing navigator
 - How long to be “housing ready” – phase ?
 - **And how long to being HOUSED?**
 - Information about #/% prioritized and eligible for PSH, RRH and also vulnerability scores
 - What does CE say about needs?
 - Length of time in CE by this level of need (who is stuck b/c there are no resources)
 - We want to add more to this This is a really important piece.
 - **Service eligible vs. voucher eligible?**
 - **Who is eligible and who is simply being left out? Who is eligible but not receiving because we don't have enough capacity?**
 - **Dementia patients (and TBI patients) who are not elderly fall through the cracks because they don't have mental health diagnoses. (It's considered physical.)**
- How many people (and who, and where) people exiting?
 - **Where are people exiting to from CE?**
 - What housing/housing resources the exit with/to? (housed with non CE resources)
 - What is the profile of people exiting?
 - How long to be housed – by level of need (?)
 - **Where are people going SPECIFICALLY? It might be useful to collect this info.**
 - **What about current data we have on where people are landing? The categories we currently have are unclear. Let's clean that up.**
- Get feedback about fairness? Clarity?
 - From consumers
 - From staff and all partners
- Are there people that we are not reaching?
 - Why? Consumer perception, rejected, not enough outreach?
 - Why is really hard to look at
 - Put CE data in context – (GA #s, PIT, shelter utilization)
- Are people getting connected to the services that they need? More than housing
 - Consumer feedback
 - Staff and leadership feedback?

Which of these questions are the most important? Which will be easy to answer? Which will be hard to answer but are still important? What kinds of information do we have to look at? What new information do we need? Who will collect this information? What resources do we need to do this evaluation?

SEE ADDITIONAL SUGGESTIONS & DISCUSSION ABOUT THIS DOCUMENT & C.E. BELOW.

- **SHOULD WE DO SOME DATA GATHERING AROUND A CLIENT'S CONNECTION TO VERMONT?**
 - **We might ask, "do you have family or friends in Vermont / have you ever lived in Vermont?"**
 - Should we add this question to our intake process? If so, it should indicate that it is NOT germane to your prioritization. Only your residency may impact your eligibility.
 - There is a general consensus that the large majority of people seeking housing and services have a close connection to Vermont.
 - In terms of those fleeing domestic violence, it makes sense that some people would cross state lines.
- **PUBLICITY AROUND INTAKE / ASSESSMENT**
 - Should we ask, "how did you learn about C.E.?"
 - Should we ask, "what is your understanding of coordinated entry?"
- **ARE PEOPLE FINDING HOUSING THROUGH COORDINATED ENTRY SPECIFICALLY OR ON THEIR OWN?**
 - Does it matter?
 - **Response:** To understand the effectiveness of C.E., we might want to ask.
 - **Response #2:** We're not going to be able track causality.
 - **Response #3:** The indicators are very complicated.
 - One area where it would be useful to know this, is whether private landlords are providing housing vs. subsidized housing.
 - **Let's add a question about what resources we need to reach people who are now impossible to reach: independent, alienated, etc. People who can't currently enter institutions.**

DISCUSSION LED BY CHT Director of Property Management ABOUT NEW UNITS AVAILABLE

- We have a great opportunity to offer 14 units on North Avenue, but we have a narrow window within which we have to fill them.
- AUGUST is when occupation should begin. And it has to be filled by the end of 2019.
- This is new construction currently underway.
 - 1 one bedroom will be available at \$418
 - 1 two bedroom will be available at \$498
 - The other twelve apartments will require subsidy.
 - 2 apartments will be restricted at 30 percent of median income (resident can't make more than that).
 - Free wifi is possible.
 - **Taking referrals now.**
- There will be another 11 apartments coming on line in South Burlington in 2020. And they will have project-based subsidy at that location.

DISCUSSION OF THE Draft MOU between The Housing Foundation Inc. (administered through VSHA) & CCHA & NEW UNITS AVAILABLE

- Meadowlane Apartments in Milton.
- 2 two bedrooms and 4 one bedrooms.
- HFI requires 6 months of service be provided.
- These are subsidy-attached units.
- Some units are Rural Development and some are HUD.

MOVE TO APPROVE THE MOU ([to see the MOU click here](#))

- SECOND
- ALL IN FAVOR
- NO ABSTENTIONS

To find the minutes archive for CCHA, please go cchavt.org.