

Chittenden County Homeless Alliance (CCHA)

COORDINATED ENTRY COMMITTEE MEETING

July 24, 2019, 9 – 11 AM

Attendees:

- Jason Brill, **VA**
- Meghan Morrow Raftery, **ICA**
- Lacey Smith, **BPD**
- Linda Amante, **CVOEO/CCA**
- Emily Taylor, **CVOEO/CCA**
- Travis Poulin, **CVOEO/CCA**
- Sarah Phillips, **OEO**
- Margaret Bozik, **CHT**
- Chris Brzovic, **CCHA/CVOEO**
- Renada Walters, **Veterans Inc.**
- Nicole Kubon, **COTS**
- Stephanie Smith, **Steps**
- Christina Brown, **Spectrum**
- Will Towne, **Spectrum**
- Stephen Marshall, **Lived Experience**
- Erica Da Costa, **CCHA**

Please note: Unless quote marks are used, text attributed to a particular person is paraphrased.

PRELIMINARIES

- Please send people to CVOEO for farmer's market coupons – both senior and non-senior.

DISCUSSION OF THE INITIAL SCREENING FORM

ON THE INITIAL SCREENING FORM (for making a referral for C.E.) the following changes are being made or considered – and feel free to suggestion others and send them to Chris:

- Added a mailing address
- Removed Hope Works
- Entering comprehensive list of check box options for “Where did you stay last night?” (Using BoS form as template.)
- **Sarah Phillips/OEO:** Our form also screens for homelessness prevention as well.
- This form will be used by ESD and the hospital and out in the community as well (e.g. libraries).
- **QUESTION:** Are clients filling it out themselves?
 - **RESPONSES:** At ESD they fill it out themselves.
 - Since in some cases at least, they are filling it out themselves, should we indicate that some choices will make you eligible for Coordinated Entry?

- Stephen Marshall: I feel uncomfortable asking people to screen out themselves. We are going to miss out on data gathering if we allow this.
- **Jason Brill/VA:** Greg (the consultant) said that 27 percent of referrals were actually getting into the system. And we're not sure why the number is so low. Having the multiple categories to fill out will help us gather this data.
- QUESTION: Is there a way to connect people to resources even if they don't get into C.E.?
 - RESPONSE: As long as the assessment is done at the point where the services are.
- Do we really need to get into the HUD level detail if we're not assessing eligibility at this point? It might overwhelm the client.
- The referral form is for people to know WHO to refer to C.E. It's helping people make a good referral. Those checkboxes are the eligibility piece.
- **Nicole/COTS:** I don't know that we need that level of detail unless we were doing prevention services.
- We also want to know if they are at the risk of losing housing.
- **Travis/CVOEO:** We prefer to have a conversation with people.
- Let's keep "are you in subsidized housing?" question because we want to know that right away.
- **Stephen Marshall:** This is a rare opportunity to collect information about people who are couch surfing.
 - **Nicole:** The problem is that when we don't have resources for people couch surfing, it seems unfair to gather that information. It builds an expectation that they will be offered assistance if they fall into this category.
- **Jason Brill:** Let's add a question: "Have you ever served on active duty in military or armed forces?"

A REPORT ON COMMUNITY SOLUTIONS & AUTOMATED REPORTING

- Community Solutions had developed an automated reporting form through HMIS/Servicepoint that would automate our Built for Zero reporting. Chris is currently still doing it manually. This requires intensive involvement of ICA.
- **Chris:** There's a Built for Zero workflow issue, in particular capturing that someone's chronic or veteran status has been updated. We want to add a new field to capture that someone's status is being updated (because it was recorded incorrectly in the first place in the case of Veterans).
- **Meghan / ICA:** There's no way to track that someone entered YES to Veteran status and then later changed it to NO when it needed to be corrected. So we will add a DATE field for veteran and chronic. This helps us understand why someone disappeared from a chronic or veteran list.
- **Jason Brill:** We have workaround for the problem but what about preventing the problem to begin with?
 - ICA: We can't change the option in HMIS unfortunately. You can pay Wellsky to do it but they may say NO.
 - Jason: Let's try to ask the question more accurately and we'll avoid the problem all together.
- **Will Towne:** When someone is taken off the list because they got into mainstream housing with no subsidy, there's no option to choose this either.

- **Sarah Phillips:** We'd love to have the same exit options across the state.
 - What about using the regular HMIS categories (and then adding subcategories)?
 - **Meghan:** We want to capture why they came off the list, not just where they went.
-

DISCUSSION OF THE CCHA OUTREACH POSTER / FLYER

- For the time being, the outreach flyer has been eliminated all-together.
- The flyer has been revised based on the input in this meeting but not yet posted or distributed. Revisions included: emphasis on CVOEO was removed, ages added for Spectrum, phone number for Steps corrected, Cathedral Square removed.
- In terms of consumer friendliness, it can be confusing that clients go to one agency for assessment/ intake and then are sent to another (CVOEO) for housing navigation. How can we alleviate this hurdle for clients?
- Chris Brzovic gave an analysis of how people are interacting with assessment at the two main hubs (CVOEO and COTS):

Out of 188 total people who interacted with C.E. from JAN - APRIL

- 88 of those had done an assessment (meaning they weren't referrals – they were walk-ins)
- 66 total assessments were completed at either COTS or CVOEO (these were walk-ins entered directly into the system – not referrals) and were ready to be assigned for a case management.
- Of these 66 walk-ins (entered directly into HMIS and awaiting housing navigation), 25 assessments were completed at COTS and 41 were completed at CVOEO.
- In terms of follow-up (being connected to a housing navigator): at COTS 10 of those were connected to a case manager (40 percent)/ at CVOEO, 26 were connected to case managers (63 percent).

100 came in via a referral form.

- This is from the May 22nd C.E. minutes: “The subset of those who came into CVOEO via a screening form (from partners – primarily COTS or STEPS) were 90. Of that 90 screening forms, 24 of those ended up on the master list which is not a great percentage. The reasons for the low number of off-site screened clients making it onto the master-list are unclear.”
- Nicole did an analysis of those currently on the master list and found that the number of COTS intakes that didn't have a case manager was 38 percent. The number of CVOEO intakes without a case manager was 39 percent. These data include all assessments done at the respective organizations and are not limited to households being referred for housing navigation assignment.
- Everyone has capacity issues. We do want to make sure that clients who are screened or assessed somewhere other than CVOEO are just as likely to get connected to a housing navigator.

- The new position (beginning in September) will improve the streamlining of the front-end experience and they will be mobile. Some of these issues may be alleviated by the new position.
 - Greg's report will inform the new position.
- We have to prepare for a C.E. training soon. This conversation may possibly inform that training.

NEXT MEETING: 8/28

Please go to cchavt.org to find upcoming dates and the minutes archive.