

Coordinated Entry System Working Group Report to the CoC Board

Working Group: Coordinated Entry

Chairs: Michele Fuller-Hallauer and Kelly Robson

Held: **July 17, 2017** Clark County Social Service, 1600 Pinto Lane.

Attendance:

Mindy Torres, Melissa Jacobowitz, Linda Godoy, Julee King, Tauri Royce, Tanya Sutton, Jennifer Varsallona, Peter McCoy, Catherine Huang Hara, Kelly Robson, Michele Fuller-Hallauer, Sylvia Davis

Accomplishments-Action Items Completed:

- We are part of the Coordinated Entry Forum for Large Cities. They met on 7/17/18 just prior to the CES W.G meeting. Key takeaway was that most of the cities PH programs have case manager to client ratio if 1:15.
- Horizon Crest continues to be a topic of discussion. They have lengthy and rigorous eligibility criteria, yet state they need to have CH clients due to their contract. Majority of CH clients referred are denied. Many other clients that are referred are being passed over for other PSH options, because they are pending for Horizon Crest, yet end up being denied. This is affecting our most vulnerable clients as well as our system level performance. Kelly and Michele will revisit whether changing the target clients to those who are ready to move-on from PSH.
- Looker Report
 - Lengthy discussion on what data elements the group will be analyzing on a regular meeting and what data elements would be helpful for a report to provide to the CoC Board and the public.
 - Copy of the updated Board data report attached to this report.
- Training Team
 - Team continues to meet to develop a train the trainer training and manual.
- Report back from the CoC Chairs Meeting
 - Need to create SMART goals for the working group.
 - The AWOC, Family, DV and Matchers group will be merging into one group. This group will focus on the “Hotlist” (clients at risk of aging into chronicity) and other issues that would require case conferencing. The new group will work on what to name the working group.
- HMIS updates (queue snooze)
 - It is the ability to snooze a client on the queue and snooze them on the calendar and states why this is being done. (use for clients who are incarcerated or hospitalized for thirty days or more). Don't need to check in while they are snoozed.
- Assessments for clients not literally homeless are being put on the queue.
- Clients are being reassessed before the 1 year time frame and without a significant event to trigger the re-assessment. This is not in compliance with the Coordinated Entry policies and procedures. Will research the assessors and related agencies to determine who is out of compliance and then have targeted discussions.
 - Next meeting will work to develop a CoC Coordinated Entry Contract.
- VA update—it is taking 120 days to lease-up for VASH. The VA is having conversations with the SNVRHA to discuss.

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- Vacancies:
 - AWOC PSH: 4
 - AWOC RRH: 0
 - AWOC Safe Haven: 2
 - Families PSH: 0
 - Families RRH: 5 for men with children
 - Youth RRH: 2
 - Youth TH: 4
 - Vets TH: 0
 - Vets SSVF: 0

August is cancelled due to CoC Scoring and Ranking. Next Meeting: September 18, 2018 1-3pm Clark County Social Service, 1600 Pinto Lane, 3rd floor training room.

Near term: Action Items In-progress/Pending:

- Train the trainer training in development
- Assessors need to be trained in Diversion creative problem solving conversation. This is a work in conjunction with the Diversion group.
- Matchers are working on writing their process, expectations, code of conduct and standardized report for vacancies and referrals
- Process for considerations for matching housing units the include room-mate situations
- Determine process for how to address folks who left the community via bus ticket programs and have returned and are in need of housing
- Undocumented individuals and families need to be on a future agenda.