

# Coordinated Entry System Working Group Report to the CoC Board

## **Working Group: Coordinated Entry**

Chairs: Michele Fuller-Hallauer and Kelly Robson

Held: **August 30, 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:**

- Open vs. closed meeting
  - Discussion on whether the CES Working group is an open or closed meeting. The Policies and procedures indicate a set membership for the group. The group was divided on whether this should be an open meeting with set members being voting members, but others being invited to attend. Others felt that the purpose of the group was for the various working and task groups to be open meetings with this meeting being a report up from each subgroup, with set membership as defined in the p&p's being the only members to be present during the meeting.
  - Determined to take this to the CoC Steering Committee for guidance and will revise the p&p's to clearly reflect the guidance provided; eliminating possible variance in interpretation of the p&p's.
- Training Team
  - Team continues to meet to develop a train the trainer training and manual to include PowerPoint slide deck and speaking points. Expect to present at the next meeting.
  - Last training was 8/28. Next community training scheduled for 11/27.
  - Bitfocus was asked to provide a training environment in HMIS for CE assessment trainings.
- Investigation results
  - The Community matcher brought to the co-chairs attention a concern a situation involving a reassessment within 7 weeks of each other, scores differed by 19.5 points, with the agency conducting the reassessment asking specifically to have that client referred to their program. Co-chairs conducted fact finding in HMIS by comparing the answers to both CHAT assessments and evaluating information found in HMIS. Provided a copy of the fact finding to the group. Received recommendations to be included in the final report.
- Reassessments
  - 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.
  - Bitfocus was asked to create a report from HMIS on reassessments to include the dates of original and reassessments, who conducted the assessments and scores for each assessment.

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- Training request for MORE Teams
  - 2 more MORE Teams will begin training September 24<sup>th</sup>. Training team will schedule training for these teams and open the training to other community members who need to be trained on conducting the housing assessments.
- CoC CE Contract
  - Contract is executed. HELP is recruiting for the positions. Will explore the CE Supervisor conducting regular reviews on reassessments, denials, enrollment into program without CE referral, etc.... and report back to the CES WG on a regular basis.

Next Meeting: September 18, 2018 1-3pm Clark County Social Service, 1600 Pinto Lane, 3<sup>rd</sup> 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.