

Coordinated Entry System Working Group Report to the CoC Board

Working Group: Coordinated Entry

Chairs: Michele Fuller-Hallauer and Kelly Robson

Held: **January 15, 2019** Clark County Social Service, 1600 Pinto Lane.

Attendance:

Linda Godoy, Julee King, Jennifer Varsallona, Peter McCoy, Catherine Huang Hara, Michele Fuller-Hallauer, Kelly Robson, Louis Hixon, Mindy Torres

Accomplishments-Action Items Completed:

- Looker Reports were handed out for review.
- Training Team—Assessor trainings are held quarterly. Next training scheduled for February 26th 1-4:40 at Clark County Social Service. The training team will provide a copy of the updated training at the next meeting.
- Evaluation Update—Homebase has been in town conducting focus groups for clients housed through CE, those on queue and not housed, assessors, matchers, CE Task Force and the CE Working Group. Report should be ready for CoC Board report in March.
- Matching Concerns
 - Access to the community Queue—discussion about whether the retired matchers need access to the queue. All retired matchers stated they were in favor to de-activate their access. Bitfocus will create a new access role to the new matchers. The group determined that the chairs of this group also need access to the queue. MFH needs access because of her work with DFS to determine the common clients, but as the champion for this group her access is covered.
 - There have been multiple instances where clients are contacting the matchers directly to find out there placement on the queue. This is inappropriate and against policies and procedures.
 - There are also staff from agencies that are contacting the matchers providing pressure for specific clients to be referred to their programs. Lou stated that his response is to state the CE P&P's and refers the most vulnerable.
 - There is also an increase of clients being re-assessed prior to the yearly re-assessment. This seems to happen the most from the Courtyard, the Community Impact Center and MORE.
 - Discussion that assessors need to participate in the CE Task Force meetings and/or other meetings that are relevant to their role in the COC.
 - Sub pop concerns—In one day a youth provider denied seven referrals because they had no contact with youth. Hopefully when the new Youth Outreach is implemented that team can be tasked be helping with the public alert list. In the past the BOLO list was sent out by the matchers. Additionally, MFH stating she had a youth provider express concern that they received a referral who is 24yrs 9 mths.
- Vacancies:
 - AWOC PSH: 0
 - AWOC RRH: 0
 - AWOC Safe Haven: 0
 - Families PSH: 0
 - Families RRH: 3 --referrals were made day of meeting
 - Youth RRH: 2 --referrals were made day of meeting
 - Youth TH: 5 --referrals were made day of meeting
 - Vets TH: 0
 - Vets SSVF: 0
 - DV RRH: 0

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- NEXT STEPS:
 - Retired Matchers access to queue will be deactivated.
 - Kelly and Michele were asked to compose a letter to all assessors reminding them of their responsibilities and the appropriate meetings for them to attend. (copy of letter attached).
 - Review P&P's
 - SNHD follow-up about their request to be an assessment site. With holidays, this task got dropped. Lou will reach out to them.

Sub-Groups:

Diversion Working Group

Chairs: Michele Fuller-Hallauer and Kelly Robson

Held: **February 5, 2019** Clark County Social Service, 1600 Pinto Lane.

Attendance: Mindy Torres, Kelly Robson, Michele Fuller-Hallauer, Tanya Sutton, Nick Lenderman, Alfredo Hernandez, Cherry Richardson, Maria Machusa, Najea Rodgers, John Heintzelman, Dana Cole, Mike Reed, Cynthia Nagendra, Sarah Portillo

Accomplishments-Action Items Completed:

PILOT DEVELOPMENT

- A. High level overview of what we have done thus far.
 - Last meeting in November. Re-visited what Diversion is and what it isn't. Made sense for our community to start a diversion pilot for families.
 - BFZ quarterly meeting-all of the task groups-everyone welcome to attend. Some push for the VA -SSVF to get a pilot developed. It makes sense to work together and develop the pilot.
 - SSVF providers were asked to provide the cost of how much the training would cost this group to train a broader group of people in our community. Also will have a train the trainer to do a rapid resolution. SSVF providers need to give VA an implementation plan by March 31st with a start date of October 1, 2019.
 - Need to secure a flexible funding tool. We need to determine what those services will be and the cost.
 - Ant to ensure that the standardized case management training that is in development includes Diversion/Rapid Resolution.
 - Developed a training team to review different training offerings and report back:
 - Kimi Schroeder, Mindy Torres, Nick Lenderman, Tiffany Evans, Ariana Sanders, Najea Rodgers and Dana Cole. Catherine will be brought in when a training is identified to work with SSVF providers if we need to ask for planning dollars to assist with the cost.
 - Also talked about tracking this through HMIS to identify what the pieces are and what needs to be collected.
- B. WHAT AGENCIES WILL PARTICIPATE IN THE PILOT?
 - Discussion whether the pilot will for family agencies or all families that receive assessment regardless of the front door they use?
 - Family providers are: LSS, Salvation Army, Family Promise, Hopelink, US Vets, HELP. For Youth families: SNCF, St Jude (Crossings).
 - All assessments sites for their F-CHATs

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- We need to do a targeted ask or joint letter from the Chairs of the CEWG/Diversion working groups. Both groups chaired by MFH/KR.
- C. WHERE WILL GET FLEXIBLE FUNDING FOR THE PILOT?
- Discussion about how to determine how much is needed. Cynthia from NAEH stated that many communities start with no flexible funding source. For those who have a flexible funding pool, Cynthia will check with them to see what they spend per household. Ask Chris Free from LA Family Housing for guidance.
 - Cynthia will send a list of eligible components that other communities use for this flexible funding pool.
- D. TIMELINE FOR PILOT?
- After much discussion will determine the start date of training once we know how long it will take to get the trainers here to do the training.
 - Discussed to run the family pilot between three to six months and then review the data. Hopefully the timing will be such that the family pilot is complete by the time SSVF needs to implement.
 - Another factor is how long it will take Bitfocus to develop the tracking in HMIS. Tanya will check and report back.

ACTION ITEMS

#	Description	Owner	Due	Comments
1	Letter to assessment sites	MFH/KR	2/25/19	
2	Review trainings	Training review team	3/5/19	Kimi Schroeder, Mindy Torres, Nick Lenderman, Tiffany Evans, Ariana Sanders, Najea Rodgers and Dana Cole. Catherine will be brought in when a training is identified to work with SSVF providers if we need to ask for planning dollars to assist with the cost.
3	Set up One Drive	MFH	2/11/19	
4	Send One Drive Link to group	MFH	2/15/19	
5	Receive components other CoC's use for eligible components	Cynthia N.	2/11/19	
6	Send SSVF docs and resources	Nick and John	2/15/19	

Coordinated Entry Task Force

Chairs: Mindy Torres and Marisa Cervantes

Held: **January 8, 2019** Clark County Social Service, 1600 Pinto Lane.

Attendance: Mindy Torres, Jennifer Varsallona, Lou Hixon, Linda Godoy, George Martin, Matt Olsen, Tanya Sutton, Kelly Robson

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Accomplishments-Action Items Completed:

- Homebase conducted a focus group with the Coordinated Entry Task Force.
- Debussed matching concerns and reviewed looker reports
 - Looker Report Review
 - Vacancy Update
- Discussed provider concerns
- Reviewed the hotlist and discussed the next ten client

TO DO LIST

1. Bring to CEWG to see if Bitfocus to do a report on who is getting repeated CHAT updates. (scores changing from 11 to 36)
2. Bring to CEWG to see if Bitfocus needs to take the access away to the Community Q with the old matchers. (St. Jude removed people that were pending referrals)

Moving On Initiative

Chairs: Ariana Saunders and Sashia Whitmire

Held: **February 4, 2019** Clark County Social Service, 1600 Pinto Lane.

Attendance:

Accomplishments-Action Items Completed:

- Revisited goals and “100 day challenge” progress.
- Reviewed materials gathered from other communities, summaries were given to the group.
 - The members were asked to review them in more detail and forward questions and comments.
- The sub-grouped assigned with streamlining the lessons learned from other communities will continue to engage more communities so we can use the information to inform our policies and processes.
- Another sub group was developed to focus on improving the assessment so it is fully functional as a tool for case planning (i.e. can replace the self-sufficiency matrix) as well as identifying candidates for the Moving On program.
- The group approved to have the Moving On Chair attend the Joint Housing Working Group to formally ask them to help in the search for affordable housing units.
- The next Moving On meeting will be Monday, March 4th at 1:30.

Coordinated Outreach

Chairs: Lou Lacey and Catherine Huang Hara

Held: No meeting due the Census

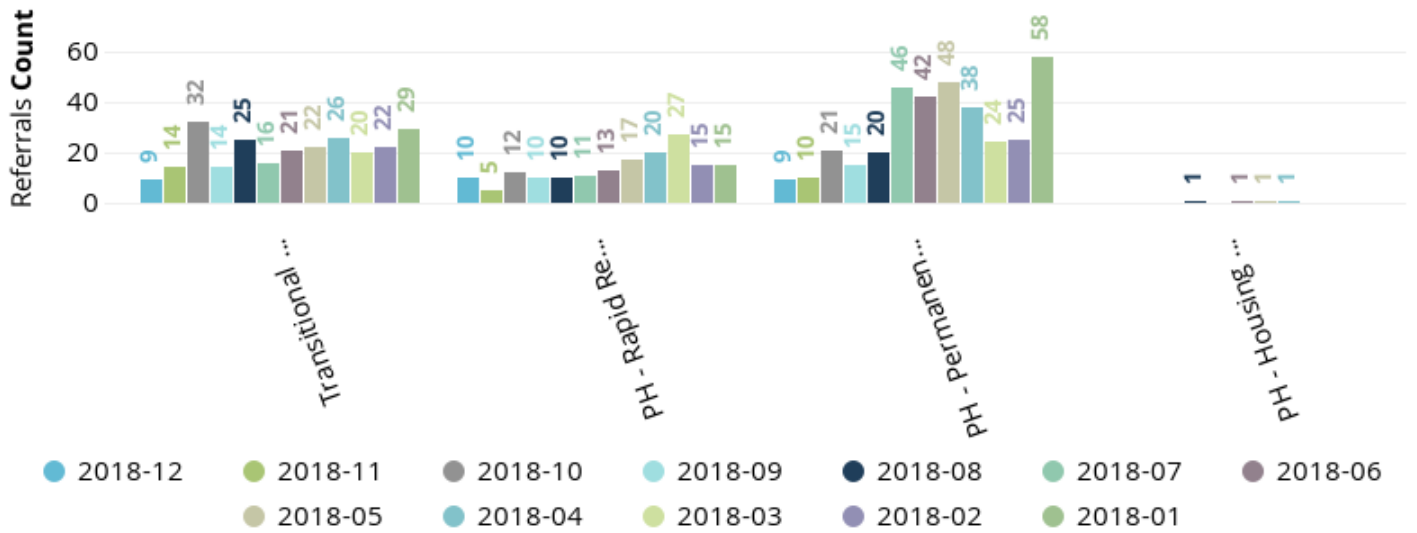
Accomplishments-Action Items Completed:

- MCIT spent most of their time during PHC doing transportation from the Courtyard rather than getting folks from the outlying areas. This was frustrating.
- Participated in the Homeless Census January 22-24
- Last few meetings have only been MCIT Staff. Exploring best ways to get the other outreach teams to participate.

SN CE Assessment Activity Dashboard

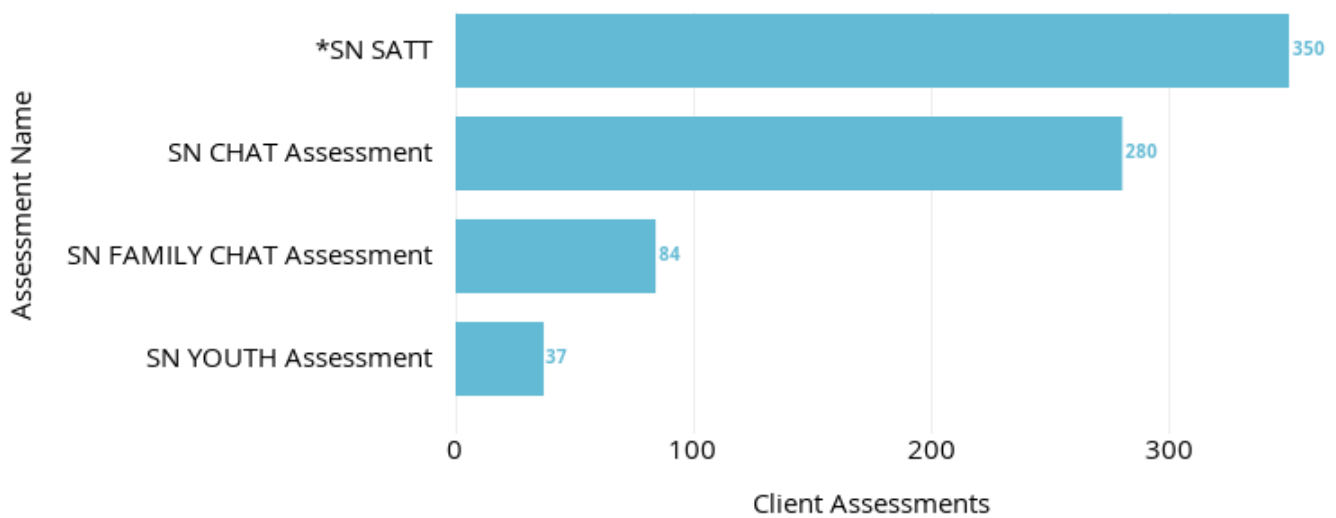
[Open in Looker]

2018 SN CE Monthly Referrals Accepted in Programs by Type

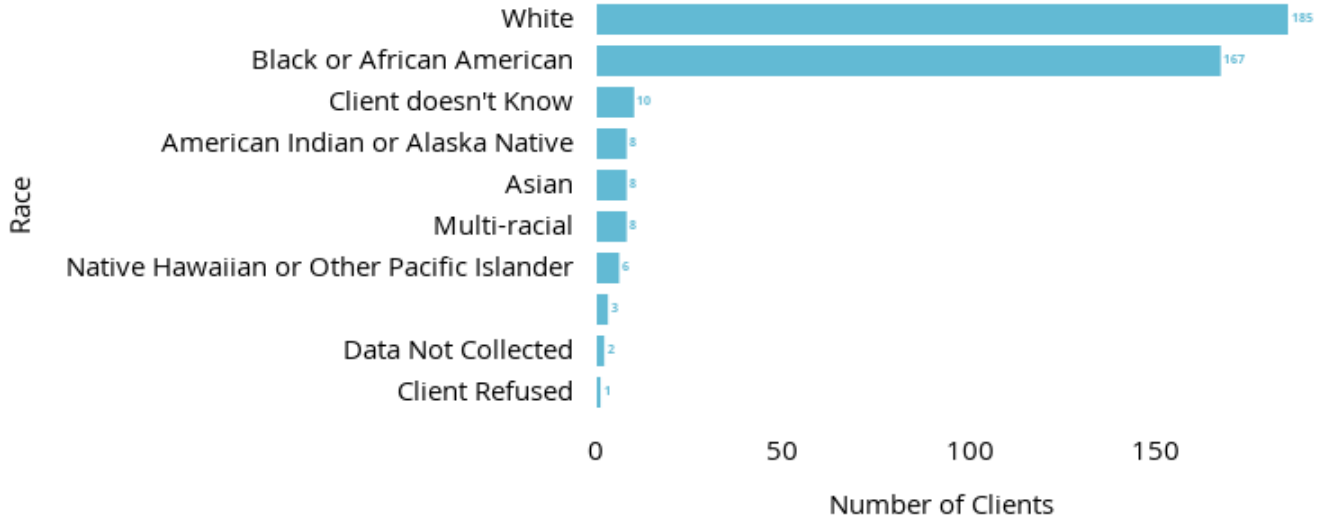


ASSESSMENT ACTIVITY FOR THE PAST 30 DAYS

Completed Assessments by Type (past 30 days).



Race of Clients Assessed (past 30 days)

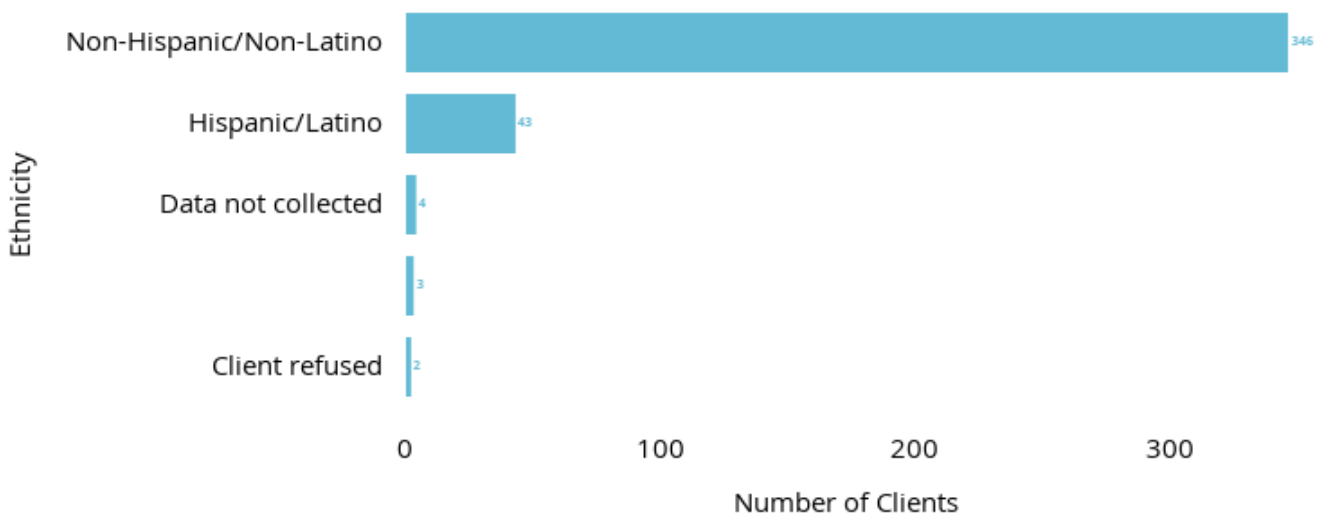


Total Assessments (past 30 days)

401

Total Assessments (past 30 days)

Ethnicity of Clients Assessed (past 30 days)

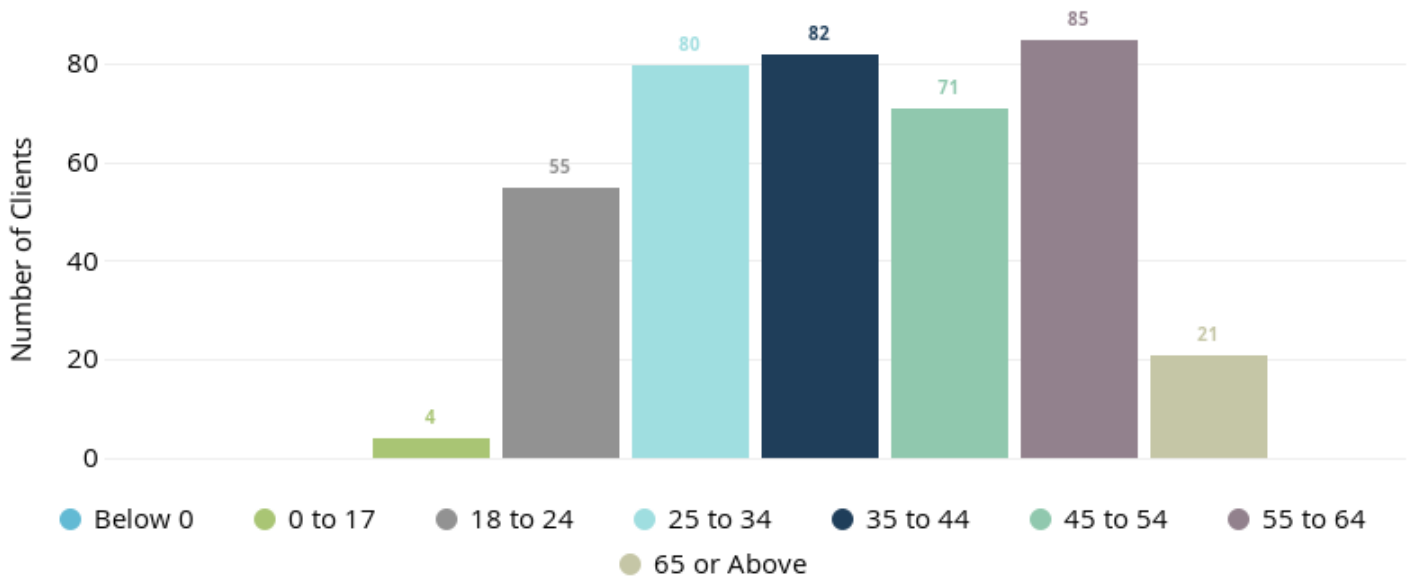


Veterans Assessed (past 30 days).

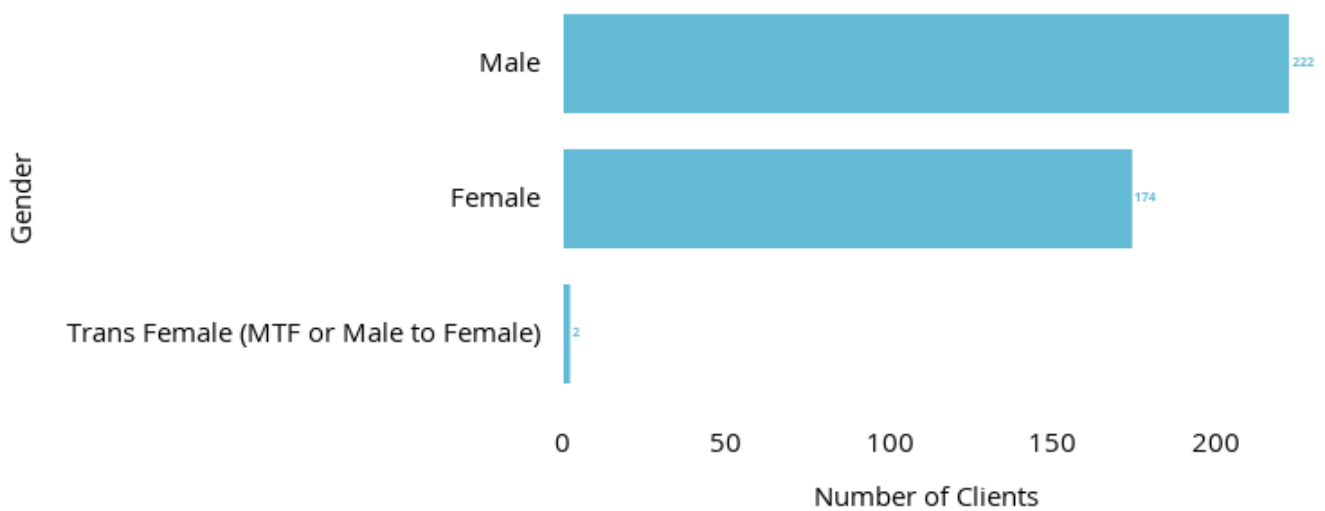
54

Veterans Assessed (past 30 days).

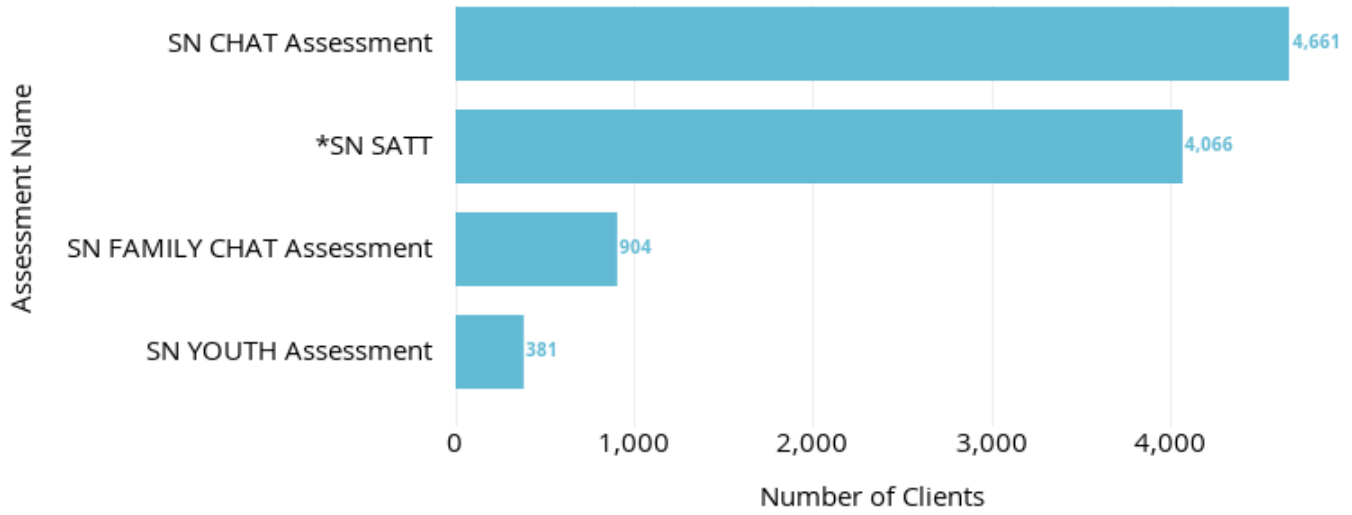
Age Tier of Clients Assessed (past 30 days).



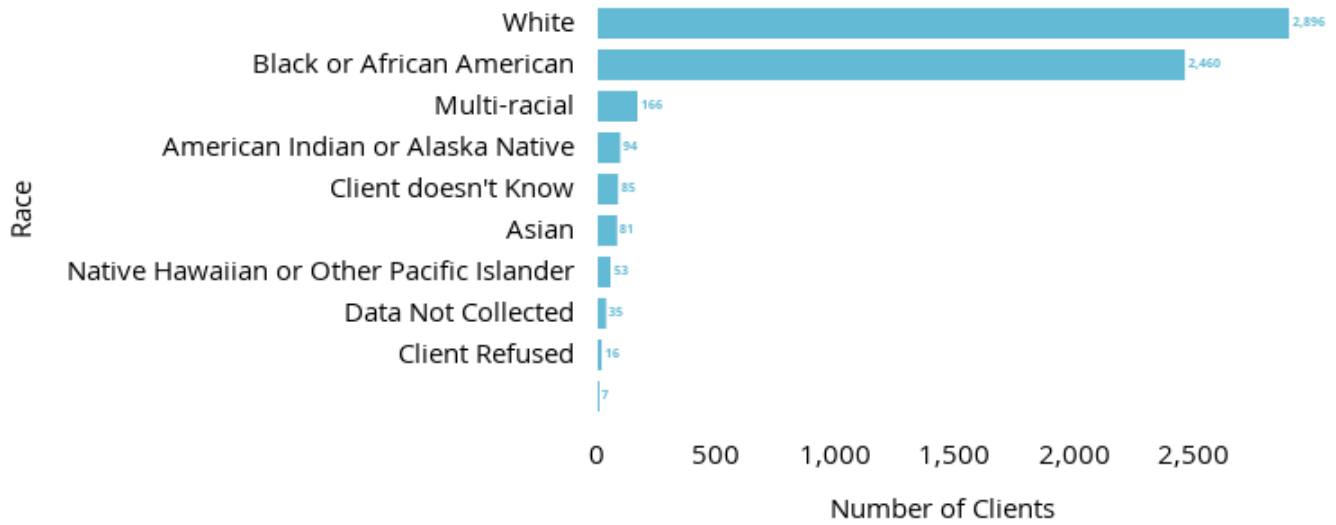
Gender of Clients Assessed (past 30 days)



2018 Completed Assessments by Type.



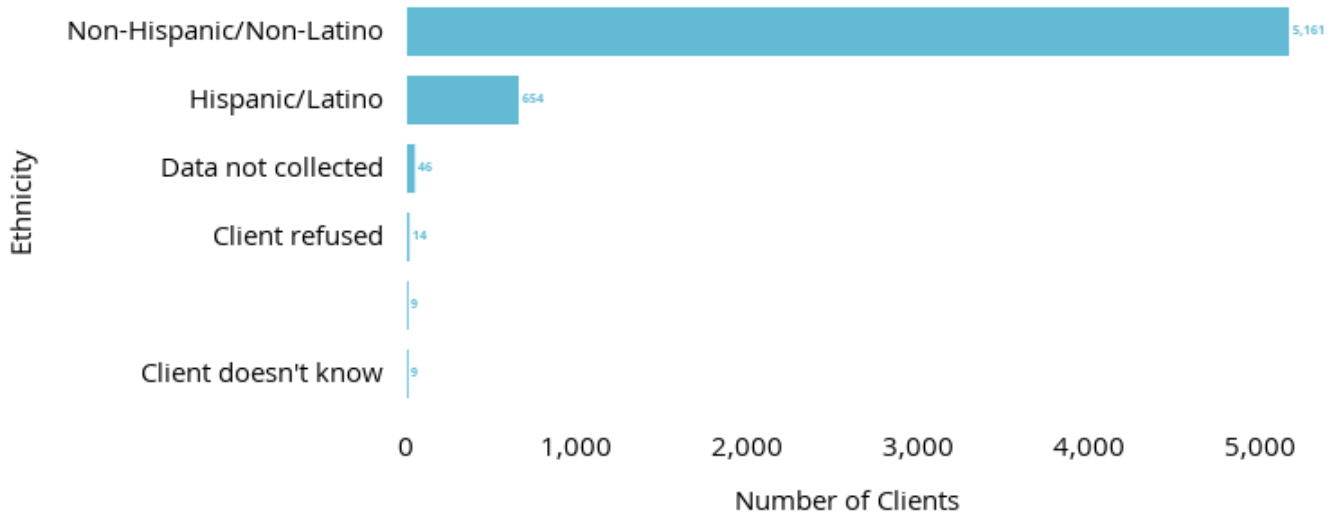
2018 Race of Clients Assessed



2018 Total Assessments.

6,163
2018 Total Assessments.

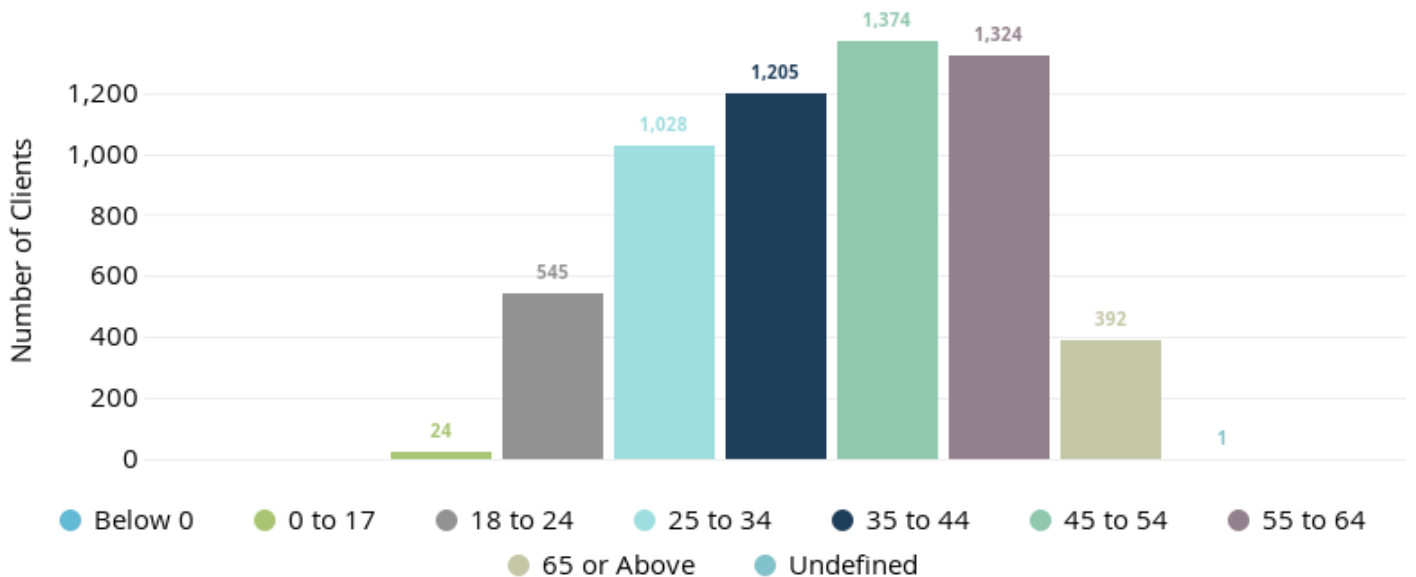
2018 Ethnicity of Clients Assessed



2018 Veterans Assessed.

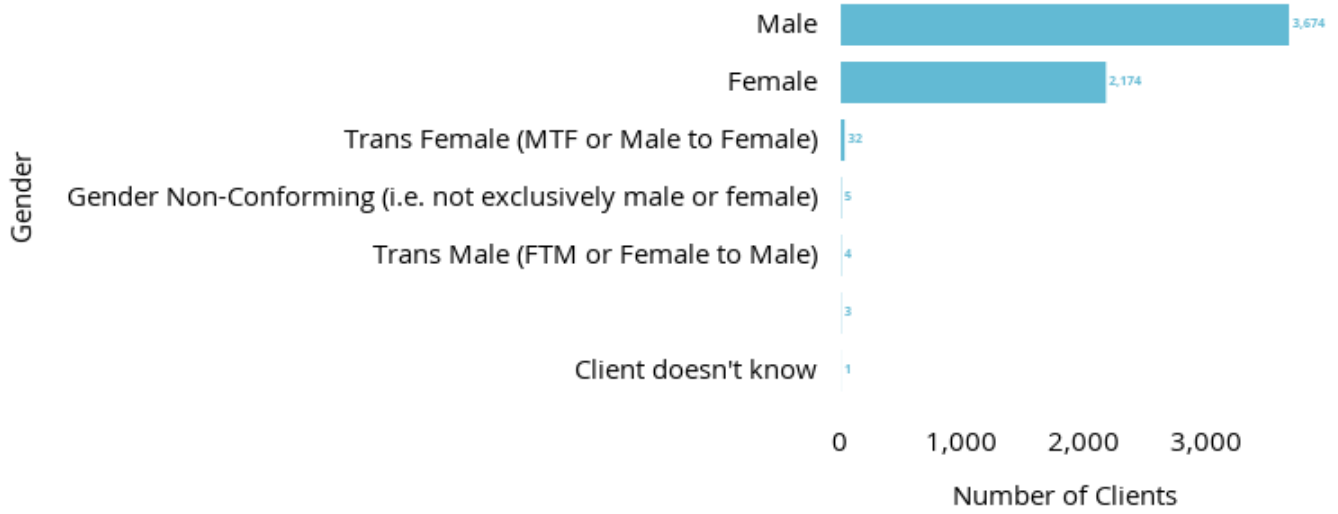
1,146
2018 Veterans Assessed.

2018 Age Tier of Clients Assessed.



ASSESSMENT ACTIVITY DURING CALENDAR YEAR 2018 (YTD)

2018 Gender of Clients Assessed



February 4, 2019

Dear Homeless Service Providers,

On behalf of the Coordinated Entry Working Group we are contacting you to remind you of some key components of the Coordinated Entry as it relates to you as an assessment agency.

- User agreement identifies that the client should not be told the score. Users who share the score or manipulate or change the score for purposes of advancing the client's priority will violate the user agreement and could be grounds for the assessor and the Agency to lose their ability to continue to administer housing assessments.
- Training materials include reference to housing assessments being good for 1 yr. New assessments should be avoided unless there are significant changes to client's situation that include drastic changes in sobriety, mental health treatment/compliance, and/or onset of new and severe physically disabling conditions. In ALL cases that a housing assessment is administered prior to the year expiration, the referral note must include reference by the assessor of the justification for completing the new assessment.
- Since there are ongoing changes and modifications made in the Coordinated Entry process, all access sites must send representation to the Coordinated Entry Task Force monthly meetings to be apprised of, and to be able to share with their team, any changes or modifications made in the process. The CE Task Force meets the second Tuesday of every month from 1pm-3pm at Clark County Social Service 1600 Pinto Lane 3rd Floor Training Room. For more information please contact Mindy Torres at mtorres@helpsonv.org or Marisa Cervantes at marisa@lssnv.org. Failure to participate in this group will result in teams losing the ability to administer housing assessments.
- Outreach teams who administer assessments must send representation to the monthly Coordinated Outreach working group. This group meets on the third Thursday of every month from 1pm-3pm at Clark County Social Service 1600 Pinto Lane 3rd Floor Training Room. For more information, please contact Lou Lacey at llacey@helpsonv.org or Catherine Huang Hara at c3h@clarkcountynv.gov. Failure to participate in this group will result in teams losing the ability to administer housing assessments.
- If your agency feels you need additional training, please attend the next quarterly assessors training on February 26th, 2018 from 1pm-4:30pm located at Clark County Social Service 1600 Pinto Lane 3rd Floor Training Room. The registration can be found at <https://goo.gl/forms/6FKyMynaL32dh2gs2>

We appreciate your dedication and commitment to ending homelessness in Southern Nevada. If you have any questions, please feel free to contact Michele Fuller-Hallauer at mhf@clarkcountynv.gov or Kelly Robson at krobson@helpsonv.org.

Kindest Regards,

Michele Fuller-Hallauer and Kelly Robson



**Southern Nevada
Homelessness
Continuum of Care
Board
(SNH CoC Board)
Coordinated Entry
Working Group**

Working Group Co-Chairs

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