



## Working Group Report to the Board March 2019

**Working Group:** Coordinated Entry Working Group (CESWG)

**Champion:** Michele Fuller-Hallauer, Clark County Social Service (CCSS) & Kelly Robson, HELP of Southern Nevada (HOSN)

**Meeting date, time, and location:** March 19, 2019 from 1:00 – 3:00 pm (3<sup>rd</sup> Tuesdays) at the CCSS 3<sup>rd</sup> Floor Training Room, 1600 Pinto Lane

**Working Group Members: PRESENT** – Catherine Huang Hara (CCSS), Kelly Robson (HOSN), Linda Godoy (CCSS), Marisa Cervantes via phone (Lutheran Social Services of Nevada/LSSN), Maurice Cloutier (Nevada Behavioral Health), Michele Fuller-Hallauer (CCSS), Mindy Torres (HOSN), Dana Cole (SafeNest), Mike Reed via phone (Bitfocus)

### **Accomplishments - Action Items Completed:**

- Reviewed Dashboards with requests to simplify the presentation for sharing information with the community. Information to include numbers on the community queue with breakouts by subpopulations. The working group will review more detailed information regarding assessment scores and utilization.
- Approved use of Southern Nevada dashboard data for use at the National Human Services Data Consortium. Also demonstrated how some documents from Southern Nevada have been used as examples on the HUD Exchange as part of the Coordinated Entry toolkit. Will be working with HUD to update out-of-date documents.
- Chairs will contact manage care organizations and jails towards implementing discharge policy to ensure those exiting systems of care are not discharged onto the street.
- Reviewed the Evaluation report drafted by HomeBase and will be extended meetings beginning in May to work on recommendations while making updates to the policies and procedures.
- Discussed clients that have been denied/exited from every provider, with a request for a full report on denial rate and rationales for review at April meeting.
- Discussed requests for assessment for those fleeing domestic violence, and how some agencies are not following the protocol established in the assessor training for referrals. Charis will set a meeting with providers to discuss the process and access to coordinated entry.
- **Next Meeting on April 16, 2019 at 1:00 pm at CCSS**

**Coordinated Entry Task Force:** March 12, 2019 (2<sup>nd</sup> Tuesdays) at 1:00 pm at CCSS

**Chairs:** Marisa Cervantes, LSSN & Mindy Torres, HOSN

### **Accomplishments - Action Items Completed:**

- Received an updated on the Joint Housing Working Group which is working on two major projects: Navigation Team towards shared housing inventory for the community; the formula that HUD uses to make FMR rates for adjustment so rates are competitive in the market while reviewing small area fair market rates by zip codes
- Reviewed Looker Reports on current clients on the queue: 1717 total, 706 chronic homeless with most in the ages 35 to 64, 429 non-chronic adults with income while and 527 have no income.
- Clarifications regarding Coordinated Entry including re-assessments from the Courtyard, some people being placed on the queue but already are enrolled in other programs. Matcher is problem-solving these issues with the staff at the Courtyard. Also issues with check-ins with no contacts.
- Discussion around requests for DV assessment with SafeNest receiving requests from the Shade Tree who is not assessing agency. Issue being elevated to the Working Group.
- Reviewed and case conferenced regarding 12 clients on the Hot List
- WestCare announced opening spiritual garden on March 23<sup>rd</sup> at 1:30 pm at Rancho location. Nevada Legal Aid is doing an Eviction Sealing event on March 21<sup>st</sup> beginning at 1pm.
- **Next Meeting on April 9, 2019 at 1:30 pm at CCSS**

**Coordinated Outreach Subgroup:** March 21, 2019 1:00-2:30 pm (3<sup>rd</sup> Thursdays) at CCSS

**Chairs:** Catherine Huang Hara, CCSS & Louis Lacey, HOSN

### **Accomplishments - Action Items Completed:**

- Informed group that the Coordinated Entry Evaluation report drafted by HomeBase is available, and there will be extended CESWG meetings beginning in May.



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- Overview of Safe Place provided by Nevada Partnership for Homeless Youth, which includes partnership with Terrible Herbst convenience stores, Henderson and Las Vegas/Clark County Library districts, City of Las Vegas Fire Departments, and Regional Transportation Commission buses. Within 30 minutes of contact, responders will assist in locating safe shelter or transportation to a safe place of choice.
- Provided report back on lessons learned from the National Alliance to End Homelessness Conference attended in San Diego, including Miracle Message that has volunteers try to locate loved ones to try and reconnect, substance use and mental health issues
- Discussed current interagency collaborations with MCIT and MORE for B Street & Owens, Art Apartments; MCIT continue to work with CMART and County Public works with PM team doing the responder reports and the AM team working on abatements; will have continuing conversations around bringing back quarterly outreach
- Announced reminders for future events:
  - Southern Nevada Homelessness Continuum of Care Board Meeting: April 11<sup>th</sup> 2:00 pm
  - Pop- Up Homeless Connect: April 16<sup>th</sup> 11:00 am-2:00 pm at Shadow Hills Downtown, 700 E. St. Louis Ave, Las Vegas
  - Veterans Stand Down: April 17<sup>th</sup> 8:00 am-5:00 pm at Big League Dreams Sports Park, 3151 E. Washington Ave, Las Vegas
  - Family Connect: May 15<sup>th</sup> 2:00-7:00 pm at Cambridge Recreation Center, 3930 Cambridge St, Las Vegas
    - MCIT will be performing F-CHATS, locate families and bring them inside
- **Next Meeting on April 25, 2019 at 1:00 pm at CCSS**

**Diversion Subgroup:** March 5, 2019 1:00-3:00 pm (1<sup>st</sup> Tuesdays) at CCSS

**Chairs:** Michele Fuller-Hallauer, CCSS & Kelly Robson, HOSN

**Accomplishments - Action Items Completed:**

- Discussed development of diversion pilot included a report backs on HMIS data collection teams. Identified next steps and assignments—reviewed, updated and report back on the action plan.
- Training Review Team still needs to meet
- Flexible Funding pooling sub-group has been identified, but needs to meet to determine the logistics of managing a flexible funding pool.
- Bitfocus to send analysis of who is completing F-Chats, then specific invites will go to those agencies asking them to join the upcoming meetings.
- Seeking info from HMIS administrator for Connecticut Coalition to End Homelessness will connect that person to Tanya.
- **Next Meeting on April 2, 2019 at 1:00 pm at CCSS**

**Moving On Subgroup:** did not meet in March

**Chairs:** Ariana Saunders, CCSS & Sashia Whitmire, WestCare

**Accomplishments - Action Items Completed:**

- Did not meet this month as a full group, but members are continuing to work on their assigned activities that are focused on:
  - Engaging other communities to learn about their program/process and collect information on lessons learned
  - Building out our policies and procedures
  - Revising the assessment tool
- A sub-group met to review and revise the Moving On assessment tool so it can be used for general case planning as well as identify candidates for moving on. The group is working on a few more revisions and then the assessment will be presented to the larger group for approval at the next meeting.
- **Next Meeting on April 1, 2019 (1<sup>st</sup> Mondays) at 1:30 pm at CCSS**