CE Interim Prioritization & Assessment Process Update

May 2024

A bit of history…

HUD TA and the Lived Experience Consultants performed a Coordinated Entry Evaluation in 2023 which included focus groups and a "Secret Shopping" component to evaluate how persons experiencing homelessness were being served and connected to housing programs in the current Coordinated Entry System.

What was learned:

- CHAT tools are long, duplicative, not trauma informed, and largely do not result in housing placements. There was broad community support to replace the CHAT suite of tools.

- Persons were being enrolled into Coordinated Entry by providers and there was a common perception that this leads to housing placements, yet HMIS data suggests that roughly 1 in 8 people who complete the process receive a housing referral through Coordinated Entry

- The overall assessment process lacked a human centered, trauma informed approach, lacked connection to community resources and services, and did not center or empower people experiencing homelessness in their efforts to self resolve their housing crisis.

Development of the Short Term Project Team

- The CESWG voted to prioritize updates to the Prioritization Policy and Assessment Process in 2024. They formed a Short Term Project Team of 9 members to develop an interim prioritization process, supported by an updated assessment process that would address the gaps and inequities of the current coordinated entry system.

- Representation within Short Term Project Team:
    - 89% of Short Term Project Team have lived experience of homelessness in lifetime; 38% of lived experience of homelessness in the past 5 years
    - 75% of Team are currently in Frontline positions
    - Intentionally included representation from veteran, youth and young adult, and domestic violence systems

- Weekly meetings in January-March focused on:
    o Reviewing existing qualitative and quantitative data
    o Discussing team experience on frontline (who is currently being missed by the process)
    o Discussing community examples
    o Defining "Vulnerability" and
    o Narrowing down the vulnerability factors for the Interim Prioritization Policy
    o Developing the assessment process to support the CESWG-approved Interim Prioritization Policy

Short Term Project Team Commitments

- Commitment to leading with racial equity

- Vulnerability is defined as "who is least likely to be able to exit homelessness on their own"

- Commitment to developing a continuous improvement process to ensure ongoing Prioritization Policy data analysis and identification of necessary policy adjustments

     Example: expecting Long Term Project Team to look at prioritization and housing placement data quarterly; if the interim policy is causing harm, it needs to be immediately adjusted.
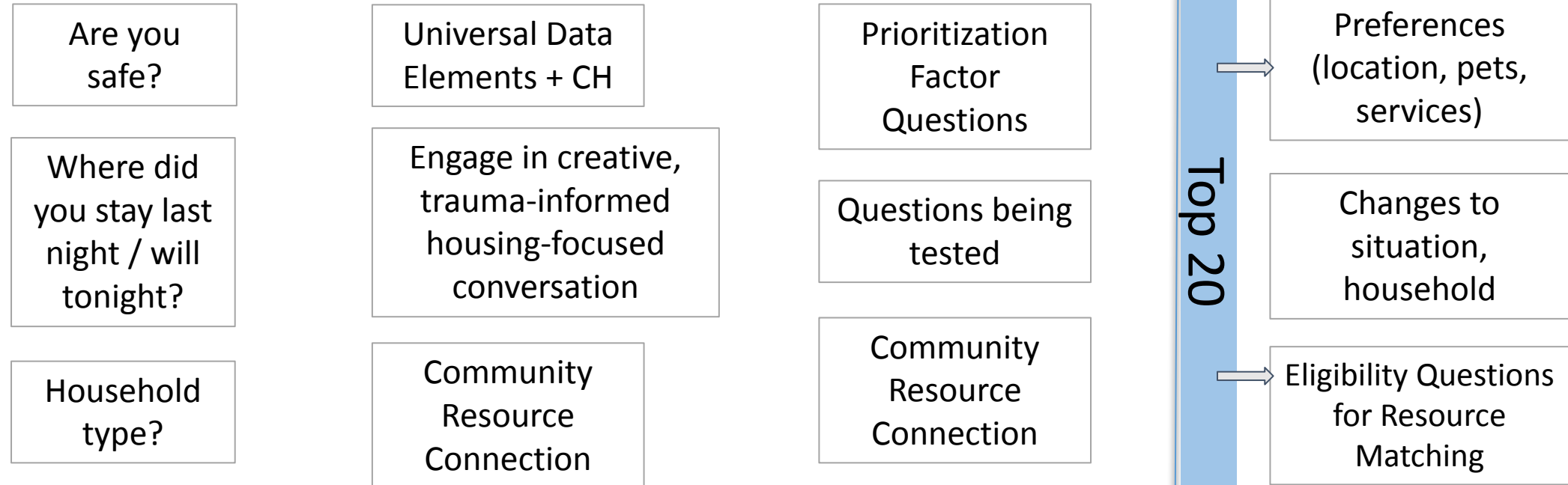
Interim Prioritization Factors and Weighting

Vulnerability factor	Points Assigned / Weighting System	Connection to Vulnerability "Who is least likely to be able to exit homelessness on their own"
Legal involvement *Defined as felony or violent crime*	1 point	Higher barriers to getting housed and employment
Pregnant and/or parenting households	Up to 2 points total 1 point for pregnant; 1 point for parenting or have a dependent over 18	Pregnant = harder to get employment Parenting a child(ren) under 18 or parenting an adult with a disability = harder to get employment due to childcare, transportation issues getting children where they need to go, higher cost of living
Tri-morbidity *Defined as chronic health condition, mental health diagnosis and substance use disorder*	1 point possible for each of 3 factors 1) chronic health condition 2) mental health diagnosis 3) substance use disorder 3 points = tri-morbidity	Significant health related conditions and/or disabilities make it harder to exit homelessness on one's own. More conditions means more difficulty exiting homelessness on one's own.
Aging *Defined as 55+*	1 point	Health conditions are more severe in conjunction with experiencing homelessness, especially long term homelessness. Average life expectancy is lower for people experiencing homelessness.
	0-7 points	

Phased Assessment Process

Triage	Housing Problem Solving	Housing Assessment Tool	Eligibility Screen *Occurs only with households in the Top 20*

Always starts with human-centered relationship building

			Top 20	
Are you safe?	Universal Data Elements + CH	Prioritization Factor Questions		Preferences (location, pets, services)
Where did you stay last night / will tonight?	Engage in creative, trauma-informed housing-focused conversation	Questions being tested		Changes to situation, household
Household type?	Community Resource Connection	Community Resource Connection		Eligibility Questions for Resource Matching

Assessment Process

Triage

Always starts with human-centered relationship building

Are you safe?

Current:
Are you currently in a living situation where you feel unsafe or uncomfortable due the actions or behaviors of a family member, intimate partner, or someone else? (Could include feeling threatened, fearful, or coerced into doing things against your will)

If yes, do you want services that are specifically designed to help people who've experienced violence and/or intimidation from a family member, intimate partner, or someone else?

Do you need a safe place to stay?

Where did you stay last night / will tonight?

Current:
Where did you stay last night?

How long have you been staying there?

Where do you plan to stay tonight?

Can you stay in that same place for the next two weeks?

If no, Why do you think that you'll need to find a new place to stay?
When do you think that you need to find a new place by?

Household type?

Current:
Age
Veteran Status (verified by VA floater phone)

How many adults (ages 18 and over) are in your household?

How many children (under the age of 18) are in your household?

What else?

Current:
How did you find out about us?

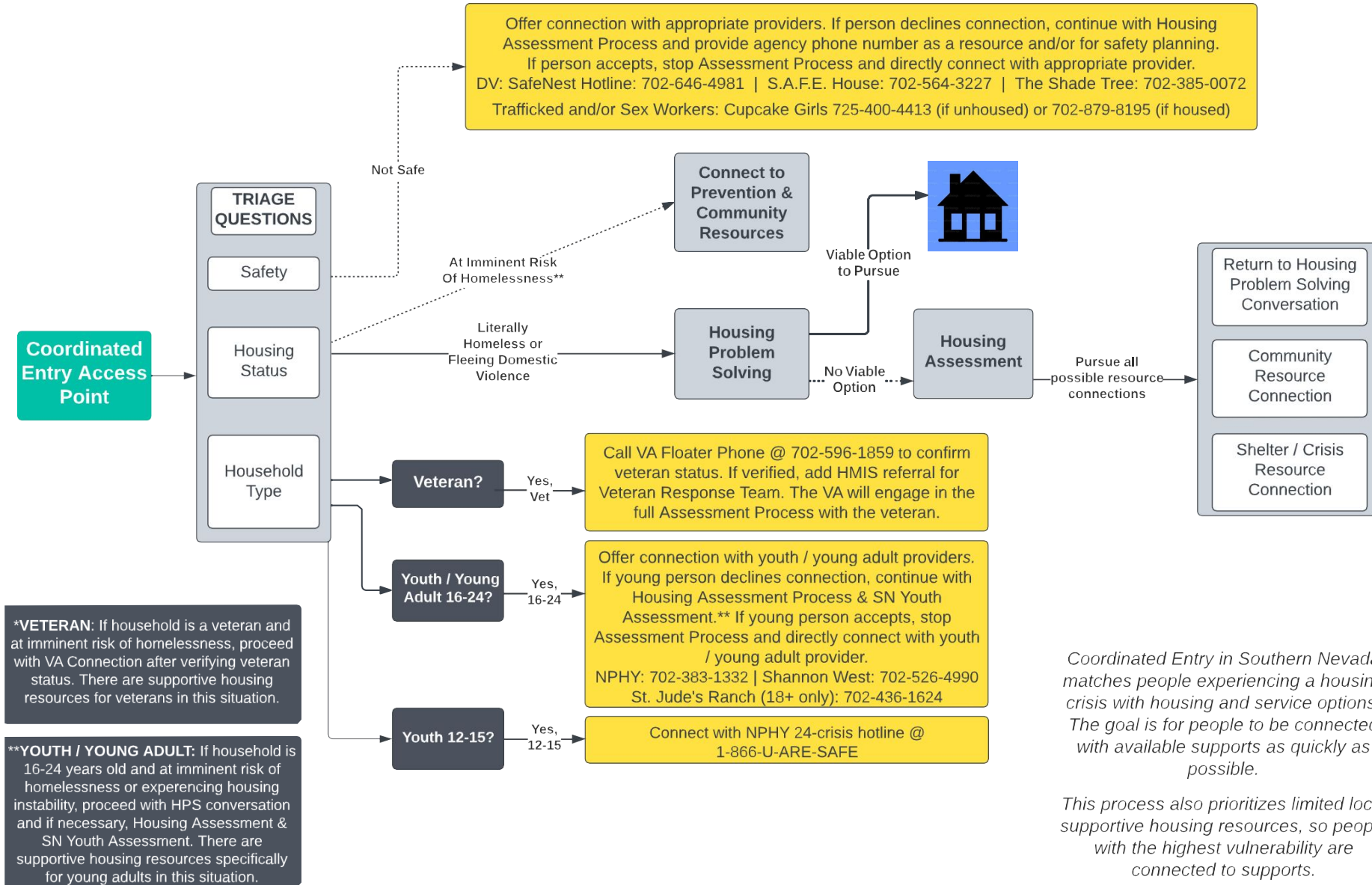What's the best way for us to safely contact you or leave you a message so that we can help you access housing resources that may be available to you?

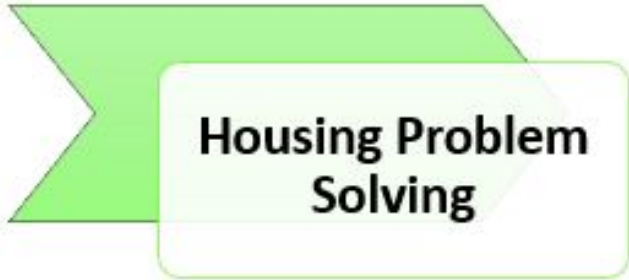Would you like us to try to help you access an emergency shelter tonight?

Do you need immediate medical attention?
If yes, would you like us to help you go to the hospital?

Do you need immediate police assistance?
If yes, would you like us to contact the police for you now?

Southern Nevada Coordinated Entry System

TRIAGE PROCESS FLOW

Coordinated Entry Access Point

TRIAGE QUESTIONS
- Safety
- Housing Status
- Household Type

Not Safe →

Offer connection with appropriate providers. If person declines connection, continue with Housing Assessment Process and provide agency phone number as a resource and/or for safety planning. If person accepts, stop Assessment Process and directly connect with appropriate provider.
DV: SafeNest Hotline: 702-646-4981 | S.A.F.E. House: 702-564-3227 | The Shade Tree: 702-385-0072

Trafficked and/or Sex Workers: Cupcake Girls 725-400-4413 (if unhoused) or 702-879-8195 (if housed)

At Imminent Risk Of Homelessness* → **Connect to Prevention & Community Resources**

Literally Homeless or Fleeing Domestic Violence → **Housing Problem Solving**

Viable Option to Pursue → 🏠

No Viable Option → **Housing Assessment** → **Pursue all possible resource connections** →
- Return to Housing Problem Solving Conversation
- Community Resource Connection
- Shelter / Crisis Resource Connection

Veteran? — Yes, Vet → Call VA Floater Phone @ 702-596-1859 to confirm veteran status. If verified, add HMIS referral for Veteran Response Team. The VA will engage in the full Assessment Process with the veteran.

Youth / Young Adult 16-24? — Yes, 16-24 → Offer connection with youth / young adult providers. If young person declines connection, continue with Housing Assessment Process & SN Youth Assessment.** If young person accepts, stop Assessment Process and directly connect with youth / young adult provider.
NPHY: 702-383-1332 | Shannon West: 702-526-4990
St. Jude's Ranch (18+ only): 702-436-1624

Youth 12-15? — Yes, 12-15 → Connect with NPHY 24-crisis hotline @ 1-866-U-ARE-SAFE

***VETERAN:** If household is a veteran and at imminent risk of homelessness, proceed with VA Connection after verifying veteran status. There are supportive housing resources for veterans in this situation.

****YOUTH / YOUNG ADULT:** If household is 16-24 years old and at imminent risk of homelessness or experiencing housing instability, proceed with HPS conversation and if necessary, Housing Assessment & SN Youth Assessment. There are supportive housing resources specifically for young adults in this situation.

Coordinated Entry in Southern Nevada matches people experiencing a housing crisis with housing and service options. The goal is for people to be connected with available supports as quickly as possible.

This process also prioritizes limited local supportive housing resources, so people with the highest vulnerability are connected to supports.

Assessment Process

Housing Problem Solving

Always starts with human-centered relationship building

Universal Data Elements

Required as of 2024:
- 3.01 Name
- 3.02 Social Security Number
- 3.03 Date of Birth
- 3.04 Race and Ethnicity
- 3.06 Gender
- 3.07 Veteran Status
- 3.08 Disabling Condition
- 3.10 Project Start Date
- 3.11 Project Exit Date
- 3.12 Destination
- 3.15 Relationship to HoH
- 3.16 Enrollment CoC
- 3.20 Housing Move-in Date
- 3.917 Prior Living Situation

Chronic Homelessness

Where did you stay last night?

How long have you been at that location?

When did this episode of homelessness begin for you?

How many times have you stayed on the streets or in emergency shelter in the past 3 years?

How many total months have you stayed on the streets or in emergency shelter in the past 3 years?

Do you live with a disabling condition?

Engage in creative housing-focused conversation

Community Resource Connection

Assessment Process

Housing Assessment Tool

5 Components to Prioritization- 7 total prioritization points available

Legal Involvement

Have you been convicted of a felony or violent crime that makes it more difficult to get housing or a job?

Pregnant

Are you currently pregnant?

Parenting

Children under 18 (total #, # under 5); dependents over 18; dependant adults

Age

55 and older

Tri-morbidity

1) Do you have any chronic health conditions that impact your daily activities? Chronic health conditions typically last one year or more and require ongoing medical attention.

2) Do you have any mental health challenges that interfere with your life or impact your daily living?

3) Do you feel you have an issue with addiction of any kind? That means you often feel you're unable to control your use of alcohol or other drugs.

Assessment Process

Asked only of households in the Top 20 list, by Navigators or Matchers

Location Preferences

Household details (# of people, change in household, other updates)

Is there anyone you expect to live with once you are housed?

Do you live with pets? What type & how many of each type? Are any of them service animals?

Are you open to living with someone you are not related to? (discuss roommate preferences with context about shared housing advantages)

Do you have an open DFS Case? (meant to connect client to appropriate resources & housing)

Do you have your own vehicle?

Do you prefer to be located near public transportation?

Do you have any needs when it comes to the physical layout of your home - things like no stairs, an accessible shower?

When it comes to identification, what do you currently have?

Some programs require that households have legal residency in the United States. Do you have legal US Citizenship status?

Is there anything else you want me to know about your preferences on where or how you live?

Long Term Project Team Development & Goals

- 4 members of the Short Term Project Team were grandfathered into the Long Term Project Team for continuity.

- 6 Additional members who completed an application of interest were added to the Long Term Project Team. No vote was required by the CESWG as there was room for 10 members.

- The focus of the Long Term Project team is to continue the work of the Short Term Project team by monitoring the CE Interim Prioritization & Assessment Process via examining data and receiving community feedback. They will oversee improvement of the process as needed prior to adjustments, refinement & final launch in December 2024.

- The Coordinated Services Committee will receive regular updates and have discussion regarding learning between June-November 2024.

Overarching Goals of Interim CE Prioritization & Assessment Process

- More accurately identify "the most vulnerable" households for limited supportive housing resources

- Create a more human centered and trauma informed process that centers people's natural strengths and supports, introducing a more relational approach to the assessment process

- Collect only what data is necessary, at the time within the process that the data is relevant

- Include Housing Problem Solving conversations to help people resolve their housing crisis when possible and connect to critical community resources

- Important note: Many people will not receive housing as a result of being placed on the community queue. There are roughly 7 supportive housing (RRH&PSH) openings per month in Southern Nevada. **This new process will not solve the lack of supportive housing availability** ; this new process intends to better connect people to resources in real time (HPS), and prioritize the most vulnerable people for very limited supportive housing.

Thank you!

Presentation Team:

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Kelly Rupp, VA

To ensure we meet our goals and align with community priorities, we need your valuable input during the CE Interim Assessment & Prioritization process. Please keep an eye out for upcoming emails, surveys, and meeting invites. Your feedback will help shape our future direction. Thanks in advance for your participation!

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