Mid-Willamette Valley Homeless Alliance
COORDINATED ENTRY COMMITTEE and HMIS USERS WORKGROUP
October 13, 2020 Meeting Minutes

PRESENT:

Coordinated Entry Committee	Yes		HMIS Users Workgroup	Yes
Ashley Hamilton, MWVCAA/ARCHES (Chair)	X		Hunter Belgard, OHCS (Co-chair)	
Kim Carbaugh, CHS	X		Jimmy Jones, MWVCAA (Co-chair)	
Scott Eastburn, MWVCAA/ARCHES	-		Tara Stephen, CHS	X
Tricia (Ratliff) Frizzell, MWVCAA/HOME	X	..	Tricia (Ratliff) Frizzell, MWVCAA/HOME	X
Kimm McBeth, SHA	X		Amy Hatfield, MWVCAA/ARCHES	X
Dominique Schoessler, Shangri-La	X		Robin Winkle, Shangri-La	X
Dana Schultz, MWVCAA/BFZ			Jill Tucker, St. Francis Shelter	X
Hilary Dumitrescu, Sheltering Silverton	X	..	Hilary Dumitrescu, Sheltering Silverton	X
Andrew Rice, Easterseals Oregon			Breanna Harig, Easterseals Oregon	X
Catherine Todd, Easterseals Oregon				
Christina Korkow, ROCC	X			
Lindsey Bittman, VA HUD/VASH Program	X			
Cole Schnitzer, VA HUD/VASH Program				
Josh Lair, Marion County LEAD				
Doug Odell	X			
Staff: Jan Calvin	X	..	Staff: Jan Calvin	X
Staff: Breezy Aguirre	X			

		others		
Michael Livingston, CANDO	X		Emily Neves, Sheltering Silverton	X
Lynelle Wilcox	X			

WELCOME / INTRODUCTIONS
Ashley Hamilton facilitated the welcome and introductions.

MINUTES
Robin Winkle moved approval of 9/22/20 mtg. minutes; Kimm McBeth seconded; underline approved unanimously.

COC DELEGATION OF RESPONSIBILITIES
Jan reviewed the agreement signed last week between the MWVHA and MWVCAA that delegates specific responsibilities to Community Action primarily around Coordinated Entry, HMIS, and the PIT Count. The agreement will be sent in the next agenda packet and posted on the Alliance website.

UNIVERSAL ROI PROTOCOLS
Last month a task group was formed to create a protocol information sheet, and to get information about any considerations or concerns related to using the form with non-emancipated minors. Participants include Hunter Belgard, Robin Winkle, Lindsey Bittman, Jill Tucker, and Tricia Frizzell. Group members reported that they met 10/9 and began drafting protocols and additional questions to run past the CoC's legal counsel. They will meet again 10/20 and hope to bring a document to the November CE/HMIS meeting for review/approval.

HMIS ITEMS
   a. **HMIS Budget Note Update**
   Hunter reminded the group that the new statewide HMIS model has a "go live" date of July 1, 2021, if Legislative funding comes through. This includes paying for all HMIS licenses. Ashley asked about the capacity to support new HMIS users that will be coming on board with ESG-CV2. Hunter said that OHCS is preparing an "ESG Onboarding Package" for HMIS. They will also have a YouTube channel with training recordings.

   b. **HMIS Agency Participation Agreements & HMIS User Agreements**
   Hunter shared a draft of the new Agency Participation Agreement and asked for input. The next step is to finalize it with input from legal counsel, then for each agency and each user to sign the new agreements. Amy Hatfield will follow up and keep records of the signed agreements.

COORDINATED ENTRY ITEMS
   a. **Geographic Access Mapping**
   Jan noted that Denae Overman, an intern from Portland State University's School of Social Work is spending the year with the MWVHA. One of her primary projects is conducting the geographic access mapping, the first phase of which will begin next week. The project also includes ways that people are connected to the access points. Denae's work will provide details for a baseline systems map; her analysis will identify areas for system improvement.

   b. **CE System Development Plans**
   The group reviewed the ideas brainstormed at the last meeting about "the ideal Coordinated Entry System."
      1. *Access* – No wrong door; people can connect through any organization
      2. *Assessments* – More agencies doing assessments; a geographic distribution of assessors; train people who already have a relationship with the clients to do assessments; more trainers
      3. *Prioritization* – All housing programs pull from the CE list, which prioritizes and aligns client needs with appropriate resources
      4. *Referrals* – All housing programs pull from the CE list; ability to view what resources are available in real time
      Other comments – Allow DV providers viewing access to HMIS to better coordinate services; trauma trainings for assessors, survivor screening and safety protocols trainings

   Jan noted that ideas are not the same as an agreement or policy. The next step is to use the ideas to help with decision-making. As a foundation for that, she suggested that the group develop or adopt a set of guiding principles for CE. She shared a page from HUD's *Outline for a CoC's Coordinated Entry "Policies & Procedures" Document:*

   Description/Rationale for Policy and Procedure: Define local guiding principles for CE, that capture the vision and mission of these system change efforts, such as promoting a more effective crisis response system. Guiding principles can help organize and structure local CE planning and management efforts and ensure that CoC stakeholders share a common understanding of system goals and priorities.

   Sample CE Policy Text: The CoC establishes the following guiding principles for its Coordinated Entry System (CES):
      1. All people in the geographic area, including people experiencing chronic homelessness, veterans, families with children, youth, and survivors of domestic violence, shall have fair and equal access to the coordinated entry process.

2. The CES will operate with a person-centered approach, and with person-centered outcomes.
3. The CES will ensure that participants quickly receive access to the most appropriate services and housing resources available.
4. The CES will reduce the stress of the experience of being homeless by limiting assessments and interviews to only the most pertinent information necessary to resolve the participant's immediate housing crisis.
5. The CES will incorporate cultural and linguistic competencies in all engagement, assessment, and referral coordination activities.
6. The CES will implement standard assessment tools and practices, and will capture only the limited information necessary to determine the severity of the participant's needs and the best referral strategy for them.
7. The CES will integrate mainstream service providers into the system, including local Public Housing Authorities and VA medical centers.
8. The CES will utilize HMIS for the purposes of managing participant information and facilitating quick access to available CoC resources.
9. The CES will ensure that participants do not wait on the prioritization waiting list for periods in excess of 60 days.

c. **Access Points**
The group then discussed access points. Access points are the places–either virtual or physical– where an individual or family in need of assistance accesses the coordinated entry process. HUD identifies the following models:

CE Access Points
Central location or locations within the CoC where individuals and families are assessed
A 'no wrong door' approach in which a homeless family or individual can present at any homeless housing and service provider in the geographic area but is assessed using the same tool and methodology so that referrals are consistently completed across the CoC
A specialized team of case workers that provides assessment services at provider locations within the CoC
A regional approach in which smaller geographic referral zones are created within the CoC, each with one or more identified assessment location(s)

More discussion will take place at the November meeting.

d. **CE System Evaluation**
Breezy asked for people interested in participating in the annual CE System self-assessment, noting that it would require three additional meetings to work through the self-assessment. Results and recommendations would come back to the committee, perhaps in December. The following people agreed to work on this: Breanna Harig, Tara Stephen, Emily Neves, Hilary Dumitrescu, and Breezy Aguirre. (Tricia Frizzell and Laurie Shaw Casarez were added after the meeting.)

e. **VI-SPDAT 3**
Breezy announced that the CoC will start using version 3 of the individual and family VI-SPDAT. She also mentioned that she is doing some research on best practices for assessors, regarding settings and protocols.

f. **Built for Zero Update**
Dana noted the Built for Zero quarterly report was included in the agenda packet. Collaborative case conferencing for chronically homeless individuals occurs every other Friday and want to bring shelter providers into the group. The group recently placed one of the most vulnerable and chronic individuals into housing ☺ BFZ will be convening a meeting of Outreach Staff supervisors to talk about increasing coordination and identify other areas for improvement.

Another data point that the BFZ Strategy Team is tracking is the percent of housing providers that provide data into HMIS. We have increased from 23% to 45% over the past six months. Exploring ways to get data from smaller organizations that don't have the capacity to use HMIS.

Dana also noted that there had been previous discussion about adding an "Unidentified" category into HMIS and wants to follow-up on that.

WILDFIRE RESPONSE
Ashley reported on activities to respond to the wildfires and support individuals and families, regardless of whether previously housed or unsheltered. ARCHES, St. Francis Shelter, Marion County Housing Authority, and the Santiam Service Integration Team are currently working with more than 200 households to conduct evacuee surveys and triage to services, including case conferencing. The Red Cross, FEMA, and a technical assistance person from HUD are also working on a systematic method, but results are slow in coming.

NEXT MEETING:
Tuesday, November 10, 2020
1:30-3:00 p.m.
by Zoom video & phone
https://us02web.zoom.us/j/82342567683?pwd=QkJuNzdVclk0QWNUd3Z1UDZic2Ewdz09
Meeting ID: 823 4256 7683   Passcode: 701432
One tap mobile   +12532158782,,82342567683#,,,,,,0#,,701432# US (Tacoma)