

**Mid-Willamette Valley Homeless Alliance
COORDINATED ENTRY COMMITTEE and HMIS USERS WORKGROUP
January 12, 2021 Meeting Minutes**

PRESENT:

Coordinated Entry Committee		Yes	HMIS Users Workgroup		Yes
Ashley Hamilton, MWVCAA/ARCHES (Chair)	X		Hunter Belgard, OHCS (Co-chair)	X	
Kim Carbaugh, CHS			Jimmy Jones, MWVCAA (Co-chair)		
Doug Odell, Family Promise	X	..	Tara Stephen, CHS		
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			Robin Winkle, Shangri-La	X	
Josh Lair, Marion County LEAD			Jill Tucker, St. Francis Shelter		
Hilary Dumitrescu, Sheltering Silverton	X	..	Hilary Dumitrescu, Sheltering Silverton	X	
Andrew Rice, Easterseals Oregon	X		Breanna Harig, Easterseals Oregon	X	
Catherine Todd, Easterseals Oregon					
Lindsey Bittman, VA HUD/VASH Program	X				
Staff: Jan Calvin	X	..	Staff: Jan Calvin	X	
Staff: Breezy Aguirre	X				
Michael Livingston, CANDO	X	others	Denae Overman, PSU Intern	X	
Sarah Owens, CANDO	X		Pam Blanchard, NWHS	X	
Ashleigh Duda, MWVCAA/ARCHES	X		Rachel Miller, MWVCAA/ARCHES	X	
Kathy Smith, UGM/Simonka Place	X		Christy Sommer, Salem Housing Authority	X	
Allison Ziaee, UGM/Simonka Place	X				

WELCOME / INTRODUCTIONS: Ashley Hamilton welcomed everyone

1. BUSINESS ITEMS

- a. **Agenda:** Ashley moved approval of the agenda; Robin Winkle seconded; approved unanimously
- b. **Minutes:** Ashley provided an overview of the December minutes. Breanna Harig moved approval of the December minutes; Robin Winkle seconded; approved unanimously

2. HMIS Items

- a. **Training on Data Quality Reports** – Hunter provided a half-hour training on the Data Quality Reports, focused on HUD Universal Data Elements. He explained the importance of data quality and the difference between the types of reports. APR and CAPER are excellent reports for the completeness of data. ART reports allow viewing individual client data completeness. Hunter asked that anyone who needs an ART license to contact Amy Hatfield.

Hunter explained that some data elements are “live” and some are static or tied to a specific date/time. Example: date of birth is live; disability is tied to a specific date/time. Five data elements are live: Name, DOB, SS#, Gender, and Veteran Status. Data elements that are live can be entered during client enrollment; all other data elements have to be done in program entry/exit.

Error reports can be missing data, or incongruent data. E.g.; Entered the name, but marked name not provided by mistake.

Amy will provide each agency with their data quality reports later today or tomorrow morning. Agencies have until February 5 to do clean up. Comparison reports will be shared at the February 9 meeting.

- b. **HMIS Agency Participation Agreement and HMIS User’s Agreement** – Please sign and return to Amy Hatfield this month.

3. COORDINATED ENTRY ITEMS

- a. **CE System Improvement Recommendations** – Breezy reviewed recommendations related to the 15 Essential Items that were scored 1-3 on a scale of 1-5 and suggested that these be the recommendations that are implemented first. See attached document.

Committee members noted priorities to also include ensuring CE access for everyone, and increased training. Breezy will send a list of training sessions/descriptions and ask for additional suggestions.

Michael Livingston entered the following comment in the Chat Box: A fundamental measure of the effectiveness of the CE program is the degree to which members our primary target population -- the chronically homeless -- are assessed AND placed in housing. For example, if we're assessing and placing a higher percentage of low-needs clients, we've got a problem.

4. ANNOUNCEMENTS

- a. **ROI Form:** Ashley asked if the new ROI form is being used and if there were any issues with doing so. Jan will post the ROI form on the CoC website.
- b. **PIT Count:** Ashley reminded everyone of the upcoming Point-in-Time Count and opportunities to help. See CoC website.

5. FOLLOW-UP ITEM

- a. Agencies have until February 5 to correct errors noted in their data quality reports.
- b. Sign and return your HMIS agreement form. (Forms can be found on the CoC website.)

NEXT MEETING:

Tuesday, February 9, 2021

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

Attachments:

- Coordinated Entry Recommendations re: 15 Essential Items Rated 1-3

HMIS Dashboard 1/1/21

	# of Housing Providers	# using HMIS	% of Housing Providers using HMIS
Total housing providers	20	13	65%
When VA data transfer is in place (January 2021)	20	15	75%
When ESG-CV2 is funded, adds 2 providers and 3 HMIS	22	18	82%

Mid-Willamette Valley Homeless Alliance
The Continuum of Care for the Marion-Polk Region

Coordinated Entry System Evaluation 2020
Recommendations to Address Deficiencies in 15 Essential Items

This document describes the 25 recommendations related to the 15 *Essential* items scored “1-3” by the Coordinated Entry System Workgroup (see the three cells outlined on the “Essential” row in the chart below, under Workgroup Score of 1, 2, and 3).

Summary Scoring of All 107 Items in the HUD Coordinated Entry System Self-Assessment

	# of Items	Workgroup Score					# of Recommendations	Project Intensity*				Overall Summary
		1	2	3	4	5		1-3 Months	3-6 Months	6-18 Months	Longer	
Essential	56	4	3	8	7	34	58	29	24	5		Expanding the use of Coordinated Entry assessment staff with street outreach staff, developing prioritization based on a specific and definable set of criteria, and updating written policies and procedures will address the deficiencies in essential standards. Implementing the other recommendations will also improve the Coordinated Entry System.
Recommended	38	5	7	3	1	22	24	10	10		4	
Optional	13	5	2	1	1	4	10	3	3	3	1	
Total	107	14	12	12	9	60	92	42	37	8	5	
<i>Percentages</i>	100%	24%		11%	65%							

*Project Intensity: The Workgroup estimated the amount of time each recommendation would require to complete, if undertaken independent of any other improvement. This estimate (Est.) is translated to S, M, L, and U for use in the charts on the following pages.

- S = Short/1-3 months
- M = Medium/3-6 months
- L = Long; 6-18 months
- U = Unknown or likely years to complete

The 25 recommendations include 10 (40%) that can be accomplished within three months; 11 within three-six months (44%); with the other four (16%) estimated to take longer than six months.

Essential Items Rated "1 - 3"

A. Planning

	HUD Standard	Rating	Recommended Improvements	Est.
Core Requirements	1. Covers entire geographic area	1 2 3 4 5	1) Develop an Assessors Training Program. 2) Develop a CE Agency Participation Agreement. 3) Track the locations where assessments are conducted for future CE evaluations.	M S S
	2. Is easily accessed by individuals and families	1 2 3 4 5	4) Develop a "translation card" with a basic statement in a number of languages. 5) Incorporate youth into CE. 6) Provide training on Motivational Interviewing, trauma-informed care, and legal related to legal status.	M M S
	3. Is well-advertised	1 2 3 4 5	7) Advertise on Cherriots busses. 8) Strengthen partnerships in areas outside of Salem/Keizer. 9) Complete the CE access/geographic coverage assessment, and plan based on results.	S L M

B. Access

	HUD Standard	Rating	Recommended Improvements	Est.
Marketing	1. CoC's written CE policies and procedures document steps taken to ensure access points, if physical locations are accessible to individuals with disabilities, including accessible physical locations for individuals who use wheelchairs, as well as people in the CoC who are least likely to access homeless assistance.	1 2 3 4 5	1) Add to written P&P	S
	2. CoC's written CE policies and procedures document steps taken to ensure effective communication with individuals with disabilities. Recipients of Federal funds and CoCs must provide appropriate auxiliary aids and services necessary to ensure effective communication (e.g.; Braille, audio, large type, assistive listening devices, and sign language interpreters.	1 2 3 4 5	2) Work with State Library and services for blind to prepare Braille materials.	M

	HUD Standard	Rating	Recommended Improvements	Est.
Access Models	3. CoC offers the same assessment approach at all access points and all access points are usable by all people who may be experiencing homelessness or at risk of homelessness. If separate access points are identified to meet the needs of one of the five populations allowable by HUD's Coordinated Entry Notice, initial screening at each access point allows for immediate linkage to the appropriate subpopulation access point (e.g.; unaccompanied youth who access CES at the access point defined for adults without children are immediately connected to the youth-specific access point).	1 2 3 4 5	1) Decide if we want to add the TAY VI-SPDAT to our system, and for what ages (16-17 or beyond). 2) Integrate youth into the CE System, including policies, procedures, training (Consistent use of the Training Program will help ensure the same assessment approach.)	S L
Accessibility	4. CoC's access point(s) must be easily accessed by individual and families seeking homeless or homelessness prevention services.	1 2 3 4 5	3) Establish one or more family-friendly access points. Consider the needs of other populations, as well (youth, Veterans, persons on the Autism spectrum, etc.). Include assurances that every access point can accommodate these needs.	M
Full Coverage	5. CoC's access points cover and are accessible throughout the entirety of the geographic area of the CoC.	1 2 3 4 5	4) Develop a model/plan that includes: Designated physical locations , in largest cities, such as: Salem, Silverton, Dallas, Woodburn, Stayton, Monmouth/Independence Access points for certain populations (youth, families) "Supplemental assessors" wherein it will benefit the CoC's CES (DV, Veterans) Flexible Operations - Assessments w/Street Outreach - On-call assessors - Assessment over the phone	L
Street Outreach	6. Street outreach efforts funded under ESG or the CoC program are linked to the coordinated entry process. Written policies and procedures describe the process by which all participating street outreach staff, regardless of funding source, ensure that persons encountered by street outreach workers are offered the same standardized process as persons who access coordinated entry through site-based access points.	1 2 3 4 5	5) New emerging practice of partnering assessment staff with street outreach staff; add this process to written P&Ps	S

C. Prioritization

	HUD Standard	Rating	Recommended Improvements	Est.
Core Requirements	1. CoC uses the CE process to prioritize homeless persons within the CoC’s geographic area: <ul style="list-style-type: none"> • Prioritization is based on a specific and definable set of criteria that are documented, made publicly available and applied consistently throughout the CoC for all populations. • CoC’s written policies and procedures include the factors and assessment information with which prioritization decisions are made. • CoC’s prioritization policies and procedures are consistent with CoC and ESG written standards under 24 CFR 578(a)(9) and 24 CFR 576.4. <p><i>*Note – Refer to HUD Prioritization Notice: CPD-16-11 for detailed guidance on prioritizing persons experiencing chronic homelessness and other vulnerable homeless populations in permanent supportive housing.</i></p>	1 2 3 4 5	1) Develop prioritization based on a specific and definable set of criteria that are documented, made publicly available and applied consistently throughout the CoC for all populations. 2) Continue educating and engaging all providers (non-HUD funded) to support the CE process.	M S
	2. CoC’s written CE policies and procedures include the factors and assessment information with which prioritization decisions are made for all homeless assistance.	1 2 3 4 5	3) Once developed (see #1 above), include in written P&P	S

D. Referral

	HUD Standard	Rating	Recommended Improvements	Est.
Referrals to Participating Projects	1. CoC- and ESG-program recipients and sub-recipients use the coordinated entry process established by the CoC as the only referral source from which to consider filling vacancies in housing and/or services funded by CoC and ESG programs.	1 2 3 4 5	1) Increase training, support, and monitoring to ensure this happens consistently	M
	2. CoC’s CE process includes uniform and coordinated referral process for all beds, units, and services available at participating projects within the CoC’s geographic area for referral to housing and services.	1 2 3 4 5	2) Complete the testing and develop written protocols 3) Rollout the protocols in practice	S M

E. Evaluation

	HUD Standard	Rating	Recommended Improvements	Est.
Core Requirements	1. CoC consults with each participating project and project participants at least annually to evaluate the intake, assessment, and referral processes associated with coordinated entry. Solicitations for feedback must address the quality and effectiveness of the entire coordinated entry experience for both participating projects and households.	1 2 3 4 5	1) Develop plans to solicit feedback; Hold joint meeting to review findings 2) Implement changes, as needed	M M
Evaluation Methods	2. CoC ensures through written CE policies and procedures the frequency and method by which the CE evaluation will be conducted, including how project participants will be selected to provide feedback, and must describe a process by which the evaluation is used to implement updates to existing policies and procedures.	1 2 3 4 5	3) Establish written P&P	S

REFERENCE MATERIALS:

- HUD Coordinated Entry System Self-Assessment Tool:
<https://files.hudexchange.info/resources/documents/coordinated-entry-self-assessment.pdf>
- ESG Manual:
<https://www.oregon.gov/ohcs/for-providers/Documents/manuals/ESG-Operations-Manual.pdf>
- EHA & SHAP Manual:
<https://www.oregon.gov/ohcs/for-providers/Documents/manuals/State-Programs-Operations-Manual.pdf>
- Coordinate Entry System, Marion & Polk Counties, Policies & Procedures (November 2019)