

# MID-WILLAMETTE VALLEY HOMELESS ALLIANCE

## COORDINATED ENTRY COMMITTEE and HMIS USERS WORKGROUP

September 14, 2021 Minutes

**PRESENT:**

Coordinated Entry Committee		Yes	HMIS Users Workgroup		Yes
Ashley Hamilton, MWVCAA/ACHES (Chair)			Hunter Belgard, OHCS (Co-chair)		X
Kim Carbaugh, CHS	X		Jimmy Jones, MWVCAA (Co-chair)		X
Doug Odell, Family Promise			Tara Stephen, CHS		X
Tricia Frizzell, MWVCAA/HOME	X	..	Tricia Frizzell, MWVCAA/HOME		X
Kimm McBeth, SHA			Robin Winkle, Shangri-La		X
Dominique Schoessler, Shangri-La			Jill Tucker, St. Francis Shelter		
Andrew Rice, Easterseals Oregon			Natalie Doerfler, Easterseals Oregon		X
Catherine Todd, Easterseals Oregon			Kaela Lombardi, MWVCAA/ARCHES		
Glenn Muna, MWVCAA/ARCHES			Rachel Miller, MWVCAA/ARCHES		X
David D'Auteuila, Portland VA Healthcare	X	..			
Jim Stackhouse, VetCare	X				
Staff: Jan Calvin	X	..	Staff: Jan Calvin		X
Staff: Breezy Aguirre	X				
Michelle Artman, MWVCAA/De Muniz	X	others	Robert Marshall, MWVCAA/ARCHES		X
Chris Barber, Curandi	X		Anna Lookingbill-Steele, VA		X

**1. BUSINESS ITEMS**

- a. **Agenda:** Robin moved approval of the agenda; Tara seconded; approved unanimously.
- b. **Minutes:** Tricia moved approval of the minutes; Robin seconded; approved unanimously.

**2. COORDINATED ENTRY ITEMS**

a. [New Access & Assessment Sites](#)

Breezy Aguirre provided an update on the new CE Assessment sites, noting that Easterseals, Family Promise, and NWHs HOST Program have all signed MOUs.

b. [CE Policies & Procedures Manual](#)

Breezy provided an overview of the plans to create a new CE Policies & Procedures Manual, based on the outline provided by HUD. She and Jan have reviewed the recommended policies and identified ones that require committee input. Attached are notes of the comments and suggestions made at the meeting on these topics:

- CE Participation Expectations
- Guiding Principles
- Roles and Responsibilities

c. [CE Committee Charter - Annual Review](#)

Jan introduced the topic, including the recommendation for one change to be made to the committee purpose. The CE Committee approved the following change to the CE Committee Charter:

“The purpose of the Mid-Willamette Valley Homeless Alliance Continuum of Care (CoC) Coordinated Entry Committee is to create policies and procedures for the CoC’s Coordinated Entry System; to monitor the progress of organizations implementing coordinated entry to ensure it is functioning effectively; ~~to arrange for technical assistance to participating organizations~~ to conduct an annual Coordinated Entry System evaluation; to recommend system changes, as necessary; and to recruit agencies for participation in Coordinated Entry. The Committee will also incorporate the Built for Zero case conferencing methodologies into the Coordinated Entry System.”

### 3. HMIS ITEMS

#### a. HMIS Workgroup Charter – Annual Review

Jan introduced the topic and asked if there were any recommendations for changes to the HMIS Workgroup Charter. There were none.

#### b. HMIS Local Data System Administrator

Breezy noted that interviews have been completed and she hoped to announce hiring of the CoC’s new HMIS Local Data System Administrator within a week or two.

#### c. State Regional Governance Committee – CoC Representatives

Hunter provided an update on the 4-CoC HMIS Governance Committee (the Quad Squad) and the fact that each of the four CoCs are to have two representatives. Jan noted that the CoC board will appoint the two representatives and would like a recommendation from the HMIS Workgroup. The workgroup agreed to ask the CoC board to appoint the new HMIS Local Data System Administrator as the voting representative and Jan Calvin as the second representative.

#### d. Administrators’ Meeting

These meetings continue to occur the first Wednesday of each month for people to get “mini-trainings” and problem-solve HMIS issues.

#### e. HMIS Data Quality – Review & Improvement Plans

Hunter walked through the “data quality” report and highlighted areas where providers need to make corrections. Contact Hunter with any questions. Overall, the report looked very good!

#### f. Increasing HMIS Participation Rates

Jimmy led a discussion about the value of having providers engaged in HMIS. Jan shared information from the 2021 Housing Inventory Count and talked about improvements made to-date.

### NEXT MEETING

Tuesday, October 12

1:30-3:00 p.m.

**by Zoom video & phone**

<https://us02web.zoom.us/j/82342567683?pwd=QkJuNzdVc1k0QWNud3Z1UDZic2Ewdz09>

Meeting ID: 823 4256 7683 Passcode: 701432

One tap mobile +12532158782,,82342567683#,,,,,0#,,701432# US

# Coordinated Entry Policies & Procedures Agenda Items

For Joint CE/HMIS Meetings

## **CE PROCESS DEFINITION**

HUD requires each CoC to establish and operate a “centralized or coordinated assessment system,” based on evidence that such systems increase the efficiency of local crisis response systems and improve fairness and ease of access to resources, including mainstream system resources. Participating projects use the coordinated entry process established and operated by the CoC to manage coordinated intake and assessment, standardize the prioritization process, and facilitate referrals to available housing and resources.

Coordinated entry processes are intended to help communities prioritize assistance to ensure that persons who are most in need of assistance receive it in a timely manner. When appropriate data are collected, CE processes can also provide information to CoCs and other stakeholders about service needs and gaps, which helps communities to strategically allocate their current resources and identify the need for additional resources.

## **BACKGROUND**

The U.S. Department of Housing and Urban Development (HUD) requires all Continuums of Care (CoCs) to adopt “written policies and procedures” to guide the general operations and day-to-day activities of their coordinated entry (CE) systems.

The Mid-Willamette Valley Homeless Alliance (the local CoC) has been operating under the Mid-Willamette Valley Community Action Agency’s Coordinated Entry policies and procedures and is currently developing a CoC Coordinated Entry Policies & Procedures Manual.

The CoC is developing its Coordinated Entry Policies & Procedures Manual in alignment with HUD’s [Outline for a Continuum of Care’s Coordinated Entry “Policies & Procedures” Document](#). The CoC’s document will be organized in the following chapters:

1. Introduction and Overview
2. Access
3. Assessment
4. Prioritization
5. Referral
6. Data Systems
7. Evaluation
8. Other Considerations
9. Appendices

A number of topics will be included in each chapter, and the format for each topic will be:

Topic:

Description/Rational for Policy and Procedure:

CE Policy:

CE Procedure:

## **ISSUE**

The Coordinated Entry Committee’s fall work plan includes reviews and recommendations related to development of the CoC’s Coordinated Entry Policy & Procedures Manual. Specific topics will be addressed at each meeting.

## CE Policy & Procedure Topics for Committee Review

### 9/14/21

#### Topic: CE Participation Expectations

**Description/Rationale for Policy and Procedure:** To note any difference in expectations of projects that are *required* to participate in CE by a funder (such as those funded by HUD's CoC and ESG programs) versus those projects that are not contractually obligated to participate in CE but opt to do so.

**Proposed CE Policy Text:** All CoC Program- and ESG Program-funded projects are required to participate in the local Coordinated Entry System. The CoC aims to have all homeless assistance projects participating in its CE process and will work with all local projects and funders in its geographic area to facilitate their participation in the CE System.

#### Committee Comments / Suggestions:

Looks good

**Proposed CE Procedure Text:** As part of the annual CoC and ESG application processes, **each project must submit a report** that identifies the number of participants its project referred, accepted, rejected, and/or served from the CE process.

#### Committee Comments / Suggestions:

Could data be pulled from an ART report?

Need to map the workflow

#### Topic: Guiding Principles

**Description/Rationale for Policy and Procedure:** Define local guiding principles for the CE System 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:

1. The CES will operate with a person-centered approach, and with person-centered outcomes.
2. The CES will ensure that participants quickly receive access to the most appropriate services and housing resources available.
3. 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.
4. The CES will incorporate cultural and linguistic competencies in all engagement, assessment, and referral coordination activities.
5. 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 him or her.

6. The CES will integrate mainstream service providers into the system, including local Public Housing Authorities and VA medical centers.
7. The CES will utilize HMIS for the purposes of managing participant information and facilitating quick access to available CoC resources.
8. .  
? Housing First?
9. .

**Staff Recommendation: That the CE Committee recommend the Alliance Board adopt the guiding principles (confirm at CE/HMIS October meeting; send to Board’s November meeting).**

**Topic: Roles**

**Description/Rationale for Policy and Procedure:** Identify the key roles and responsibilities for stakeholders that are engaged in the design and implementation of the CE System.

**Below are HUD suggestions. Please provide any input or missing roles that are specific to our CoC.**

**CoC Board:** Responsible for the general oversight of the CE System, including the approval of the CE Policies & Procedures document.

**CE Management Entity:** Responsible for the day-to-day operations of the CE system.

**CE Coordinator:** Staff position responsible for supporting or managing day-to-day functions of CE, which may include any combination of the following: maintaining a prioritization list, assisting with matching participants to available housing resources, communicating referrals, facilitating case conferencing meetings, assisting with grievance and appeal processes, monitoring CE activity, and preparing CE monitoring and evaluation reports.

**CE Governing or Leadership Committee:** Primary governing body for coordinated entry. Meets at least monthly to oversee the implementation and evaluation of the CE System.

**Collaborative Applicant:** Entity that must (at the request of the CoC Board) apply for HUD funding for coordinated entry, including planning grants.

**HMIS Lead Agency:** Operates the Homeless Management Information System on the CoC’s behalf. Ensures the CE System has access to HMIS software and functionality for the collection, management, and analysis of data on persons served by coordinated entry. Entity designated by the CoC in accordance with HUD’s CoC Program interim rule to operate the HMIS on the CoC’s behalf. The HMIS Lead designated by the CoC may apply for CoC Program funds to establish and operate its HMIS.

**Participating Project:** Agency or organization that has agreed to provide homelessness supports/services on behalf of the CoC. A participating project must execute a CE Participation Agreement with the CoC. The Participation Agreement outlines the standards and expectations for the project’s participation in and compliance with the policies and procedures governing CE operations. For a project to receive CoC or ESG Program funding from HUD, it is required to participate in coordinated entry.

**Referral Partner:** A type of participating project. A referral partner will receive and consider referrals to its project from the CE system. It will sign a Referral Partner Agreement with the CE management entity affirming it is aware of and will adhere to all expectations for coordinated entry.

**Mainstream System Provider:** Agency or entity that can provide necessary services or assistance to persons served by coordinated entry. Examples of mainstream system providers include hospitals, mental health agencies, employment assistance programs, and schools.

**U.S. Department of Housing and Urban Development (HUD):** Federal agency responsible for administering housing and homelessness programs including the CoC and ESG Programs.

**U.S. Department of Veteran Affairs (VA):** Federal agency responsible for providing health care and other services, including assistance to end homelessness, to veterans and their families.

**Committee comments / suggestions:**

Looks good