MID-WILLAMETTE VALLEY HOMELESS ALLIANCE

COORDINATED ENTRY COMMITTEE and HMIS USERS WORKGROUP

February 8, 2022 Minutes

PRESENT:

Coordinated Entry Committee	Yes
Ashley Hamilton, MWVCAA/ACHES (Chair)	
Kim Carbaugh, CHS	X
Andrew Rice, Easterseals Oregon	
Doug Odell, Family Promise	X
Glenn Muna, MWVCAA/ARCHES	X
Michelle Artman, MWVCAA/De Muniz	X
Tricia Frizzell, MWVCAA/HOME	
Ashleigh Duda, MWVCAA/ARCHES	X
Hannah Paysinger, Sheltering Silverton	X
Kimm McBeth, SHA	
Dominique Schoessler, Shangri-La	X
Anna Lookingbill-Steele, VA Healthcare	X
Jim Stackhouse, VetCare	
Staff: Jan Calvin, MWVHA	X
Staff: Breezy Aguirre, ARCHES	X

HMIS Users Workgroup	Yes
Hunter Belgard, OHCS (Co-chair)	X
Jimmy Jones, MWVCAA (Co-chair)	
Tara Stephen, CHS	X
Natalie Doerfler, Easterseals Oregon	X
Kaela Lombardi, MWVCAA/ARCHES	X
Rachel Miller, MWVCAA/ARCHES	X
Tricia Frizzell, MWVCAA/HOME	
Robin Winkle, Shangri-La	X
Hannah Paysinger, Sheltering Silverton	X
Jill Tucker, St. Francis Shelter	X
Brenda Newey, UGM, Simonka Place	
Staff: Jan Calvin, MWVHA	X
Staff: Elliott Lapinel, ARCHES	X

Others in Attendance

Robert Marshall, MWVCAA/ARCHES	X	Tim Weese, MWVCAA/ARCHES	X
Janet Scott, DHS	X	Catherine Todd, Easterseals	X
Lisa Trauernicht, MWVHA	X	Desiree' Perry, OHCS	X

WELCOME / BUSINESS ITEMS

Breezy welcomed everyone and requested people enter their names in the Chat.
Agenda –Doug moved approval of the agenda; Hannah seconded; approved unanimously
Minutes –Rachel moved approval of the January minutes; Robin seconded; approved unanimously

COORDINATED ENTRY TOPICS

1. **CE Policies & Procedures**
   Jan reviewed changes to the following items in the first half of the draft P&P Manual which had been reviewed with CE staff.

INTRODUCTION & OVERVIEW SECTION

- Topic 5: Roles – deleted "referral agency" as it will be just one way to be a "CE Participating Agency"
- Topic 8: Affirmative Marketing and Outreach – added that affirmative marketing and outreach are evaluated as part of the annual CE evaluation process, resulting in recommendations for improvement, as needed

- Topic 9: Safety Planning and Risk Assessment – added that all staff who conduct CE assessments shall participate in "DV 101" and trauma-informed care training annually. Training will be coordinated by the CE management entity
- Topic 11: Cultural and Linguistic Responsivity - added that cultural and linguistic responsivity are evaluated as part of the annual CE evaluation process, resulting in recommendations for improvement, as needed

- Topic 12: Incorporating Mainstream Services – added that at least annually, the CE management entity will provide information to mainstream housing and service providers about the CE System, including how to refer people at risk of or experiencing homelessness and how to become a CE Participating Agency.

- Topic 13: Nondiscrimination – added that failure to comply with these laws and regulations may affect the project's position in the local CoC rating and ranking process. Added that the CE management entity is responsible for monitoring agencies on compliance with all CE requirements and shall notify the CoC if they have information that could indicate an agency is not adhering to civil rights and fair housing laws and regulations. Noted that the CoC will establish/update policies and protocols around minimum standards for CoC funding, including how to assess compliance with nondiscrimination requirements.

ACCESS SECTION

- Topic 2: Accessibility of Access Sites – added that the CE management entity will provide visually and audibly accessible CE materials when requested by agencies or participants in CE
- Topic 4: Prevention Services – added the following procedures:

  All CE access and assessment sites will be trained to conduct screening and assessments for homeless prevention assistance.
  - HP participants may be referred to services without a full assessment, thus diverted from the homeless services system.
  - HP participants who still present at-risk or eminent risk without further support will be fully assessed and entered into CE-Prevention for further resource navigation.

  The CE management entity will refer all eligible households to HP services, according to service availability and client needs.
  - HP service providers will pull clients from the CE-Prevention list.
  - The CE management entity will train all access sites on the inventory of HP services

ASSESSMENT SECTION

- Topic 4: Assessor Training - added that, at a minimum, annual training will include:
  - Review of CoC's written CE policies and procedures, including variations adopted for specific subpopulations
  - Requirements for use of assessment information to determine prioritization
  - Inventory of HP services
  - Intensive training on the use of the CE assessment tools
  - How to facilitate assessments that meet unique client needs, such as individuals with developmental disabilities
  - DV 101

- Suicide Prevention and Safety Planning
- Trauma-informed Care
- Training to address any deficits identified through the monitoring process

- Topic 5: Assessor Monitoring – added the following procedures:
  - The CE management entity will monitor implementation of CE assessments, provide feedback, and conduct additional training, as necessary. Each site will be reviewed at least annually to assure fidelity to the assessment process.
  - Continued, unresolved issues may result in discontinuing the implementation of CE assessments through this site.
  - The CE management entity will share monitoring information with the CE Committee on a quarterly basis.

2. CE System Annual Evaluation

Jan reviewed the executive summary of the CE Evaluation Report, which provides information grouped by HUD "levels" (Essential, Recommended, and Optional), as well as by the CE Phases (Planning, Access, Assessment, Prioritization, Referral, Data, and Evaluation). [See attached summary.]

People entered in the Chat which of the priority recommendations they were most excited about seeing addressed. #13 was mentioned four times; #3 was mentioned twice; #4 was mentioned twice; and #1, #8, and #11 were each mentioned once.

1. Co-locate assessors in Woodburn, Silverton, and other locations 1-2 days per week
2. Fully incorporate youth into CE
3. Provide training on Motivational Interviewing, trauma-informed care, and legal status
4. Create a graphic explanation of the CE process. Develop a standard set of easy-to-read, graphic marketing materials (tool kit) that can be used throughout the region
5. Create a short video of CE process (how it works, what to expect)
6. Include DV training as a required part of an agency becoming a CE System portal and ensure that all assessors are trained annually
7. Develop written standards on how to incorporate FUSE scores and other considerations for providing CoC assistance
8. Develop relationships with intermediary organizations to ensure the CE process is available to all eligible persons of race, color, national origin, religion, sex, age, familial status, disability, actual or perceived sexual orientation, gender identity, or marital status
9. Conduct a verification of nondiscrimination policies in every agency to which referrals are made
10. Develop CoC standards for language testing for new access sites. Align with efforts of the DEI Subcommittee (resources, after hours, etc.)

11. Continue training of providers about the purpose of CE as creating a central list and prioritization, matched with program criteria

12. Update training curricula; include criteria for uniform decision-making and referrals

13. 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.

3. **CE Participation Feedback Form** – Jill described the plans developed by her, Robert, and Ashleigh to gather more data about the CE Participation Feedback tool. Ashleigh will email instructions, and data will be gathered for 30 days. Results will be brought to the April meeting.

HMIS TOPICS

1. **Sheltered PIT Count** – Hunter reminded everyone that the Counting Us App data has to match what is in ServicePoint. The data we provide to HUD is public information (PIT, Housing Inventory, System Performance Measures)

2. **LSA (Longitudinal System Analysis)** – Hunter explained how HUD cross-checks the data we report with our HMIS data. The number one error is that we are missing more than 800 "client location" entries because people forgot to enter "OR-504." The other huge issue is "relationship to client." We have to improve in this area. One other issue is around Rapid Rehousing (RRH). "Project Start Date" is when the person was assigned to the RRH program. When they get a "Housing Move-In Date" it MUST BE ENTERED. The LSA is looking for the date of housing to determine how many people are housed (and then it cross-references that data with how many RRH beds we reported in the HIC.

3. **Positive Destination from Emergency Shelter** – Hunter suggested that the group develop a definition of a positive destination for exits from emergency shelter and recommend that the board adopt it. This will provide a standard by which all emergency shelters can talk about their successes.

4. **Exit from Program Issues** – Need to close certain programs that are old/done. However, the system won't allow a program to be "closed" (entering an operation end date) if a client is still enrolled in the program. Hunter has discovered that we have literally hundreds of people that have not been exited, but the program doesn't exist any longer. Hunter will be contacting agencies about exiting clients to clean up the system.

5. **New Release of Information move** – The ROI module is no longer "on" in the new HMIS instance, so data is automatically shared.
    a. So…what is the process to hide data when a client says they don't want their information shared? Each agency HMIS administrator will be responsible for this – and will be trained how to do the "limited visibility" move. The process would be for the CE assessor to notify the agency administrator in a timely manner to ensure that the

client's wishes are followed. The group agreed to draft a policy and procedure at the next meeting.

b. CE Assessment Sites must attach the Universal ROI in "attach file" in the client profile so everyone else can see that the ROI was completed. "Attach File" tab is only viewable for CE Assessment Site.

NEXT MEETING

Breezy thanked Hunter for his piece and the members of the CE Evaluation Workgroup for all their work. She previewed the items that will be on next month's agenda (CE Policies & Procedures, action on the CE System recommendations, definition of a positive destination for exits from emergency shelter, and HMIS policy and procedures around ROI limited visibility) and asked if there were any other comments.

Jan asked people to think about adopting a 90-day filter to the list of households referred for RRH. This mirrors the filter recommended by Built for Zero in establishing By-Name Lists (a filter is applied so only households with a service/contact in the last 90 days are put on the list for case conferencing).

Next meeting is Tuesday, March 8

1:30-3:00 p.m.
https://us02web.zoom.us/j/82448995403?pwd=UHJxeW9UZDYxcTBiV0U1Z1RVSGhRUT09
Meeting ID: 824 4899 5403 Passcode: 057658
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