**Vermont Coalition to End Homelessness - Coordinated Entry Workgroup**

**Tuesday July 21, 12:30 – 3pm**

**MINUTES**

Daniel Blankenship, VSHA; Sarah, Homeless Prevention Center; Elizabeth Eddy, BROC; Renee Weeks, Upper Valley Haven; Brian Smith, DMH; Cynthia Trautner, CHNC; dawn Butterfield and Tracy Collier, Capstone; Gilan Merwanji, VNADSV; Sarah Phillips and Kristin Lyons, OEO

**Updates & Announcements**

**Rutland:**

Sarah (HPC), discussed piloting assessment point system in addition to the barriers assessment. The points allowed them to identify quick-assist households and HPC is finding it helpful. The assessment has been helpful for getting clients to after care list, and providing a common ground for referrals; standardization helps with fairness & equity, make comparisons etc.

Discussion: There is some concern with points, but it does address looking at level. We may need to visit a way to help prioritize resources. Guidance from HUD is to prioritize the highest need households as opposed to low-risk households. Need to consider prevention in the mix.

Discussion: There was good discussion about the role of the Lead Agency in Coordinated Entry, the referral process and the assessment tool. The lead agency is a “clearing house” and referrals should be made throughout the CoC. Rutland still has some work to do to clarify roles, responsibilities and referral processes for services and housing. Coordinated entry is about formalizing the referral process throughout the CoC. Three roles: Lead Agency, Assessment Partners and Entry Points.

After assessment how do you do referrals for services and maintain the waitlist? Rutland pilot agencies are meeting to discuss coordination.

Discussion on DV & HMIS: Example in Chittenden: central waitlist will be kept out of HMIS for the time being and DV that will ensure that victims get on the waitlist even if they are not identified in HMIS (an ID number or something.) Concern is being a shared central system. Protocols are coming in to place and solidifying.

**2 breakout groups to discuss Benchmarks and Results**

**COORDINATED ENTRY BENCHMARKS**

* **How will we know that a local CoC has implemented CE?**
* **What are some critical steps during implementation that are noteworthy?**
* **Think preparation through implementation…**

**Some examples already discussed:**

* **CE Partnership MOU in place**
  + **What are the key elements of this?**
* **Training – what training? Basic CE Orientation? Screening & Referral How to? Assessment How to?**

Benchmark brainstorming: identifying resources in community, preferences for services and capacity, assessing services, financial services, how they fit in to each case.

Knowing how each agency fits into the equation requires follow-up- it has to be reported.

**General discussion on MOU with all players - what should be in MOU?** data sharing, data entry and reporting. Communication strategies, chain of command, uniform training on assessment and what resources are available (i.e., inventory). Who is designated person that is the point person for each step. Process for internal training within the organization.

**BENCHMARKS**

1. ID resources in the community and service capacity of each
2. ID housing stock in community
3. ID referral and communication system among partners
4. ID feedback loop once a referral is made-k
5. MOUs with key players include:
   1. -data sharing /reporting
   2. -communication strategies
   3. -referral process
   4. -outline agencies roles
      * HUD/AHS definition of homeless/at-risk of homeless, shared definitions (e.g., stable housing)
   5. -processes for training staff with each organization (welcome packet as people come and go, product of this group?)
6. Training assessment partners on how to screen assess and
7. Local flow chart of entry and referral process, including HMIS
8. Procedure outlined (document?) for data sharing and identification of elements for data collection
9. Consumer feedback about process early on and throughout process
10. Integrate PIT and coordinated entry?
11. Outreach to new partner organizations after initial implementation
12. Definition of wait-lists and management.
13. Identifying role of housing review teams in this CE process-clear communication protocol
14. Standard release and release process in place.
    1. Over the phone release possible? cell phone app for standard release? More consumer-oriented. We don’t want to make someone come in just to sign a release Pilots should explore.
15. A way to help partners identify the role they want to play in the local CE partnership/the contribution they could make

**COORDINATED ENTRY RESULTS**

* **What are some ways that other CoCs have measured the success of CE implementation? See examples and notes from previous workgroup meeting**
* **What will we measure? What is the baseline? Do we have this or do we need to capture it?**
* **Are the specific ways that we will be able to show CE is making a difference, or not?**
* **Who will review success and adjust the process – at the local level? At the statewide level?**
* **Some examples, wait time for…, # of referrals, consumer feedback?**

There will be a lead agency that will….each local COC designates its lead agency

Lead Agency designated by local CoC; local CE partnership “committee

Evaluation and looking at results should be done locally – and then feed into the statewide committee.

Ongoing evaluation will include:

* New system performance measures from HUD (based on HMIS and begin this fall):
  + Length of homeless episode
  + Return to homelessness
  + Review by local committee to consider how CE is affecting system performance
* Annual (or more) Survey of partners
  + How is our local CE partnership working?
  + Common (statewide) questions and Lead agency could add some questions
  + Look to NAEH tool for ideas
  + Purpose: create a feedback loop locally, hold Lead Agency accountable (360 feedback), feed into statewide committee for continuous improvement of model
* Consumer feedback
  + Create 1-2 questions that all programs might want to ask of their clients (general customer service feedback) – e.g., did you get what you needed today?
  + Create 5 (?) standard specific to coordinated entry.
    - Adapt the [NAEH CE Assessment Questionnaire](http://www.endhomelessness.org/library/entry/coordinated-entry-assessment-questionnaire)
    - Use a sample of clients – keep it simple
    - Use early on and then after 6 months, one year? Provides quantitative info on how CE processes are working.

**NEXT MEETING:**

**Monday, August 24th 10:30 – Noon, by Web**