

# Chittenden County Homeless Alliance Coordinated Entry Committee Meeting

Wednesday, July 26, 2017

8:30AM – 10:00AM

Champlain Housing Trust, 88 King Street, Burlington, VT – 2<sup>nd</sup> floor conference room

## MEETING MINUTES

**Attendees:** Chris Brzovic (Champlain Valley Office of Economic Opportunity, committee chair), Paddy Shea (Chittenden County Homeless Alliance, meeting note taker), Sharon Rotax (Steps to End Domestic Violence), Sarah Phillips (VT Agency of Human Services - Department for Children and Families - Office of Economic Opportunity), Adnan Duracak (VT Agency of Human Services - Department for Children and Families - Economic Services Division), Brian Smith (VT Agency of Human Services - Department of Mental Health), Adam Wager (Committee on Temporary Shelter), Vicki Fewell (Committee on Temporary Shelter), Nicole Kubon (Committee on Temporary Shelter), Lindsay Casale (Pathways Vermont), Michael Shirk (Spectrum Youth & Family Services), Jason Brill (U.S. Department of Veterans Affairs), Stephen Marshall (Homeless Community), Lisa Martiny (Howard Center), Steve Lunna (Supportive Services for Veteran Families at UVM), Meghan Morrow (Institute for Community Alliances), Caitlin Ettenborough (Institute for Community Alliances).

### **1. Map local service system including access points, workgroups, and referral processes as they currently exist.**

Chris Brzovic (CVOEO): The retreats will be to design the coordinated entry system that we want to have in place, then we will have about 3 months to come up with the working policy draft. Let's talk about our current system first.

#### **See Appendix A: CCHA Resource Inventory.**

Chris pulls up the CCHA Resource Inventory, and we look at it briefly. Chris points out that it is a bit outdated in places (e.g. Women Helping Battered Women is now named Steps to End Domestic Violence).

Chris Brzovic (CVOEO) writes the group's brainstorm ideas on the whiteboard. *(In these minutes, Page 2 has an approximate chart of what was written on the whiteboard [but lacking the arrows that connected things – where possible I described the gist of the arrows with text]. Pages 3-4 have the narrative of the discussion. Page 5 has a photo of the whiteboard).*

Notes from whiteboard:

ACCESS	ASSESSMENT	PRIORITIZATION	REFERRAL
<p>Shelters:</p> <p>ANEW Place COTS Spectrum Steps to End D.V. Safe Harbor Winter Warming Shelter</p>	<p><b>VT AHS/DCF/ESD:</b> * referrals to COTS, Steps to End DV, and Spectrum * HOP Case Management: help with applications &amp; VI-SPDAT. * temporary motel</p>	<p>Permanent Supportive Housing Review Committee (refers to PSH)</p>	<p>Permanent Supportive Housing (PSH)</p>
<p>Non-shelter access points (that <u>don't</u> assess):</p>	<p><b>CVOEO:</b> staff intake/screening and referral to Housing Review Team, or referral to HOP Case Management</p>	<p>BHA Retention</p>	<p>Market Rate Housing</p>
<p>Corrections Churches 211 Police Schools Hospital Salvation Army Food shelf (Chit. Em.) Turning Point Pathways Community Center JUMP</p>	<p><b>COTS:</b> staff intake, case management (separate for singles &amp; families), help with applications</p>	<p>Housing Review Team (refers to RRH)</p>	<p>Affordable Housing with no subsidy</p> <p>Subsidized Housing</p> <p>Rapid Rehousing (RRH)</p>
<p>Non-shelter access points (that <u>may</u> assess):</p>	<p><b>Steps to End Domestic Violence:</b> help with applications and VI-SPDAT, refer to Housing Review Team, and help with rapid rehousing.</p>		
<p>211/ESD (GA) Safe Harbor BHA Street Outreach Teams Daystation Spectrum Steps/their hotline Howard Center Vermont Cares VA Clinic or national hotline SSVF hotline (veterans)</p>	<p><b>Spectrum:</b> refer to ESD</p> <p><b>Housing Resource Center:</b> staff intake, refers people to Housing Review Team</p>		<p>Prevention (e.g. a one-time gift of cash to help them cover rent, short-term help, or year-long Vermont Rental Subsidy [VRS is currently nonexistent])</p> <p><i>* Transitional Housing is separate/not really included in this referral column because it is not permanent.</i></p>

Chris Brzovic (CVOEO): We have to clarify at the retreat what kind of access model we will use. There can be one access point where all intakes go through. There's also the "no wrong door" approach. CCHA discussions in the past have made it seem likely that "no wrong door" is the approach we lean towards, but we have to formally decide. Or, there can be a hybrid system, where there are hubs that initiate the assessment process and serve as an access point, but it's limited.

Sarah Phillips (VT OEO): At this point, we're not really talking about how people access shelter, but how they access our system.

Chris Brzovic (CVOEO): Right.

Paddy Shea (CCHA): I see we have a lot of Burlington-specific groups listed (BHA and Chittenden Emergency Food Shelf, for instance), and I'm wondering if we are going to list the other food shelves, housing authorities, etc., that serve the 17 communities in Chittenden County.

Chris Brzovic (CVOEO): We are trying to write the groups we typically work with currently, and then once we have coordinated entry up and running, we will try to loop in everyone else and widen it across our geographic area.

Adnan Duracak (VT ESD): Usually someone who contacts ESD is referred to look into shelter space first. If there is no space in the shelter, then they check back with ESD for help. (If someone discloses domestic violence when they call ESD, they are referred to the Steps hotline.) If ESD approves them for help, they go to a temporary motel room and HOP case management.

Chris Brzovic (CVOEO): When someone comes into HOP case management, they fill out applications and VI-SPDAT. (But, currently, unfortunately, not everyone enters the system in a way that gets them into the HOP case management.)

If their VI-SPDAT score is high enough, they get referred to the PSH review committee process (meets monthly and reviews cases that score 10 or up on the VI-SPDAT), and then possibly to permanent supportive housing.

If their VI-SPDAT score is not high enough, they get referred either to (Market Rate Housing, Affordable Housing, or Subsidized Housing), OR to the Housing Review Team, and through them probably to Rapid Rehousing.

Sarah Phillips (VT OEO): I'd love to hear what this might look like with someone entering the system at, say, Pathways Vermont.

Lindsay Casale (Pathways Vermont): If someone came to the community center experiencing homelessness, they'd be referred to ESD or 211. They might also make a referral to the Pathways Housing First program (the referral would look like having them do the VI-SPDAT with a Pathways VT intake coordinator or other staffer, or they could do it with a street outreach person, and then that would get to the coordinated entry process).

Chris Brzovic (CVOEO): If they came in at CVOEO, they would talk with a CVOEO staffer by appointment, and they'd get referred to HOP case management, or to the Housing Review Team and by them to prevention services (such as a one-time gift of cash to help them cover rent, short-term help, or year-long Vermont Rental Subsidy [which doesn't exist currently, but might once again be a resource in the future]).

Nicole Kubon (COTS): – Nicole is the HRC Coordinator at COTS. They have a staff screening process, and if the person seems to qualify (or if the person really, really wants them to make the case, even if they don't seem to qualify), then they bring it to the Housing Review Team.

Sometimes, a housing search specialist will also (or instead) help them search for housing (applications for housing authorities, applications to landlords). That's based on eligibility – they'd need the means to pay for housing in some way.

Brian Smith (VT DMH): Is there a feedback loop to know if this person gets access to housing through the efforts of your staff?

Nicole Kubon (COTS): Yes, we try to keep in touch with people for as long as possible to see if they get housing.

Vicki Fewell (COTS): There are specific times of day people can arrive at COTS to get screened for shelter. Singles might enter the Daystation, and families enter... Shelter families or those on the waitlist are prioritized (due to how tiny their team is), and if they have capacity, they will open up to other folks second.

Sarah Phillips (VT OEO): So how would COTS help someone access a Permanent Supportive Housing [PSH] voucher?

Vicki Fewell (COTS): It's individualized. For folks who are eligible for PSH—usually more singles folks—they'd go into shelter and then be referred to a case manager who would assess their needs, and if the case manager decided they needed a PSH situation to be successful, they partner with Safe Harbor or other community partners who can help them complete the eligibility process (such as VI-SPDAT), and COTS would continue to help them with the application.

Chris Brzovic (CVOEO): But COTS does not utilize the VI-SPDAT, so there is no direct link to the Permanent Supportive Housing review committee through COTS.

Adnan Duracak (VT ESD): How are Reach-Up referrals different than ESD referrals?

Sarah Phillips (VT OEO): Reach up is case management and ESD is shelter.

Chris Brzovic (CVOEO): COTS refers people to the Housing Resource Center

Sarah Phillips (VT OEO): If we could streamline how people get to the review teams for people to access services, that would be good. There should be less literal doors they have to walk through, and less people they have to talk to. Also, we use the term "case management" really broadly. Some case managers help people with a broad array of things, and other case managers only help with a limited area (e.g. helping with housing applications).

Meghan Morrow (ICA): Chris, what's your vision of when they would get referred to HMIS?

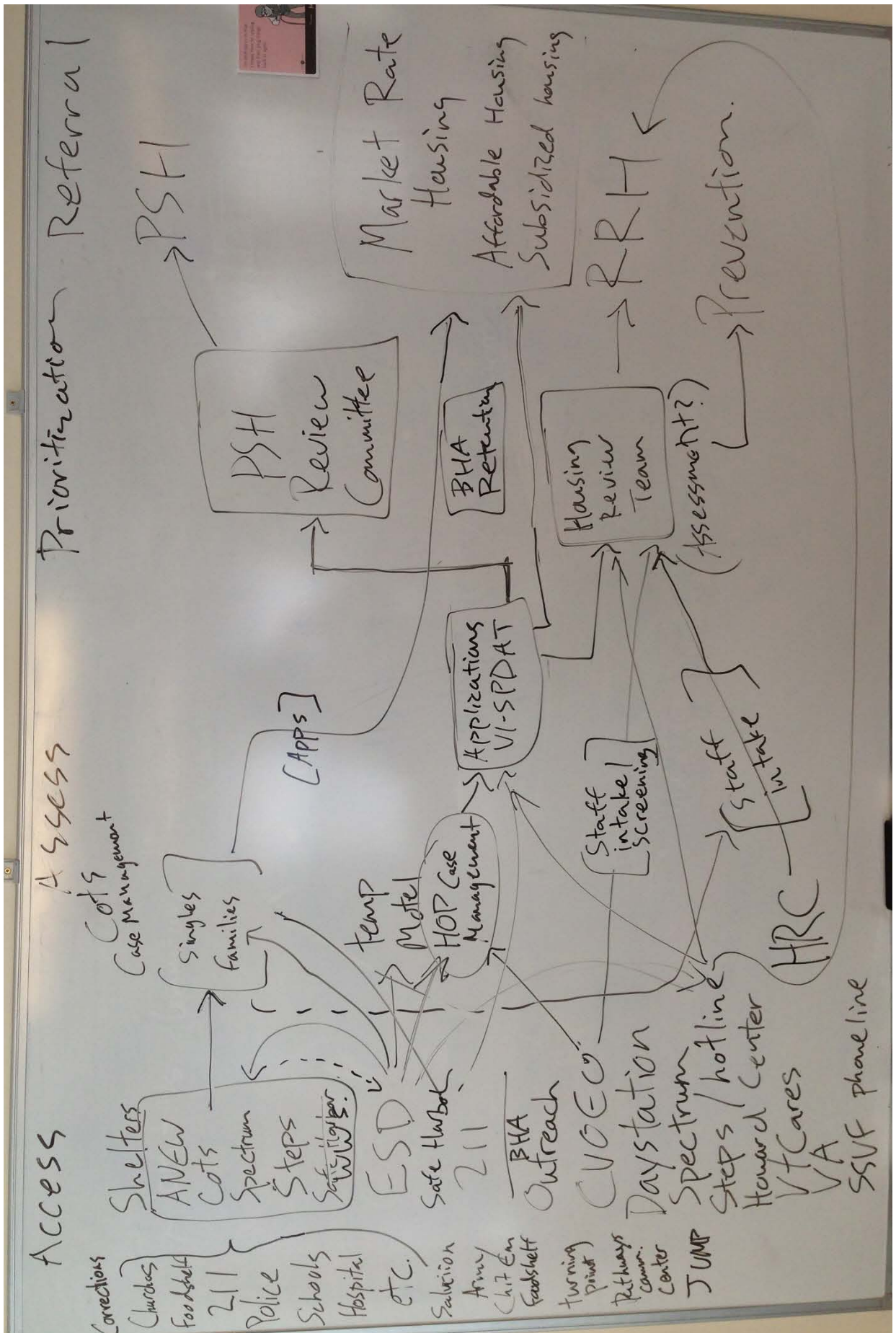
Chris Brzovic (CVOEO): I think the sooner you do it, the better. It would be great if even ESD was adding people to the HMIS system.

Stephen Marshall (Homeless Community): We shouldn't talk about that now. We are working on the chart of how things currently work.

Chris Brzovic (CVOEO): We need to standardize the process for how people get to our PSH Review Committee and Housing Review Team. Oh, and there is also the BHA retention team there in that column too.

Sarah Phillips (VT OEO): I'm curious from a youth and domestic violence perspective, is this chart representative of their pathways too.

Sharon Rotax (Steps to End Domestic Violence): For Steps, we have people from ESD and the Steps shelter, but also directly from people who are using the hotline to Housing Review Team, or to VI-SPDAT, PSH, RRH.



**2. Review proposed coordinated entry system flowchart and look at other models. Stephen Marshall (Homeless Community) and Chris Brzovic (CVOEO).**

**See Appendix B: CCHA System Flowchart and Appendix C: PPT Explanation of CCHA System Flowchart.**

Stephen Marshall (Homeless Community) presents his PowerPoint explanation of CCHA System Flowchart on the projector screen. The system flowchart represents how things could ideally work.

Stephen Marshall (Homeless Community): We were trying to divide our system into Access, Assessment, Prioritization, and the Programs/Treatment Category. Chris and I were concerned about triage, so we added that too.

The goal was to populate the categories with organizations, human beings, functions, and outcomes. Each access point we assumed would be asking for some info. that it and only it would be interested in, so we wouldn't put that on the consolidated form.

Chris Brzovic (CVOEO): The transitional housing committee – we were envisioning what we would need. I realized that in the map we drew a few minutes ago [agenda item 1], we forgot to talk about transitional housing.

Stephen Marshall (Homeless Community): Here is the triage slide

Chris Brzovic (CVOEO): On the top prioritization box, where it says “rapid rehousing committee,” that could be the Housing Review Team.

Stephen Marshall (Homeless Community): If a small number of people, accessible by phone, are doing all the assessments, then people entering the system from all different access points will have a more fair chance at being referred to the most suitable resources. But, it might be that we can skip having separate evaluators. But, at any rate, staff would have to evaluate and refer.

Meghan Morrow (ICA): The HMIS system would look at their answers to the common interview questions and VI-SPDAT, etc., and suggest certain programs. But, it could also be a cool thing to have the common evaluator(s).

Brian Smith (VT DMH): Some people don't stay in the system too long. Is there value to capturing data from them?

Chris Brzovic (CVOEO): Yes, because it will help us to see how people leave the system (what helps them find housing, etc.?).

Crosstalk amongst meeting attendees: There's some disagreement about which direction a certain arrow should point, and wanting to make sure people are always moving forward through the system.

Stephen Marshall (Homeless Community): I'd like to take the triage box out so it appears before the access point box.

Sarah Phillips (VT OEO): We always want to be triaging people all along the process.

Chris Brzovic (CVOEO): We will be meeting again on August 8<sup>th</sup>. The big questions we will have to answer are who will be our access partners, our assessment partners, etc. Where will service users do the assessments, etc. We have to determine what/who/how we want to prioritize things.

Adam Wager (COTS): Did you look at data from the VI-SPDAT to see what has been coming up frequently?

Chris Brzovic (CVOEO): I haven't had a chance yet. The VI-SPDAT is not the end-all be all prioritization; it's one tool in a broader prioritization process.

Stephen Marshall (Homeless Community): He sent his documents to CCHA Coordinated Entry committee members last night.

### **3. Prepare for August retreat meetings and discuss ground rules.**

Chris Brzovic (CVOEO): We ran out of time to set the agenda for the two retreat meetings.

Sarah Phillips (VT OEO): I trust you to set the agenda, and reach out to us if you need help with parts of it.

Chris Brzovic (CVOEO): I'm hoping to send out an agenda by next Wednesday. If anyone wants to help with it, send me an email. We'll have to make some decisions at this meeting, and I think we should do it by majority rule votes.

### **4. Review coordinated entry access models.**

Chris Brzovic (CVOEO) spoke of this very briefly earlier (see the top of page 3 of these minutes), but the group ran out of time to discuss it.

*See the next page for a list of upcoming CCHA Coordinated Entry Committee meetings.*

## **Upcoming CCHA Coordinated Entry Committee Meetings:**

**CCHA CE Half-Day Retreat, Part 1\***: **Tuesday, August 8, 2017**, 12:30-4:30 PM, at Champlain Housing Trust, 88 King Street, Burlington, VT in the board meeting space on the 2<sup>nd</sup> floor (not our usual meeting space, note that there is no whiteboard). Enter the main reception area, walk left past the reception desk, up the stairs, and turn right at the top of the stair. You don't have to sign in, but let the staff at the reception desk know that you are attending the "CCHA retreat" as you walk in.

**CCHA CE Half-Day Retreat, Part 2\***: **Thursday, August 10, 2017**, 12:30-4:30 PM, at Champlain Housing Trust, 88 King Street, Burlington, VT – 2<sup>nd</sup> floor conference room.

**\* Please attend both Part 1 and Part 2 of the retreat if you can.**

Regular CCHA CE committee meeting: **Wednesday, August 23, 2017**, 8:30 AM – 10:00 AM, at Champlain Housing Trust, 88 King Street, Burlington, VT – 2<sup>nd</sup> floor conference room.

Regular CCHA CE committee meeting: **Wednesday, September 27, 2017**, 8:30 AM – 10:00 AM, at Champlain Housing Trust, 88 King Street, Burlington, VT – 2<sup>nd</sup> floor conference room.

Regular CCHA CE committee meeting: **Wednesday, October 25, 2017**, 8:30 AM – 10:00 AM, at Champlain Housing Trust, 88 King Street, Burlington, VT – 2<sup>nd</sup> floor conference room.

*(The CCHA Steering Committee will be updated on Coordinated Entry info. during the November 2, 2017, Steering Committee meeting: 9:00 AM – 11:00 AM, at Champlain Housing Trust, 88 King Street, Burlington, VT – 2<sup>nd</sup> floor conference room.)*

Regular CCHA CE committee meeting: **Wednesday, November 22, 2017**, 8:30 AM – 10:00 AM, at Champlain Housing Trust, 88 King Street, Burlington, VT – 2<sup>nd</sup> floor conference room.

**Special meeting for the presentation and feedback of the coordinated entry plan (for the broader community): November 2017 (Date, time, and place are all TBD)**

*(The CCHA Steering Committee will be updated on Coordinated Entry info. during the December 7, 2017, Steering Committee meeting: 9:00 AM – 11:00 AM, at Champlain Housing Trust, 88 King Street, Burlington, VT – 2<sup>nd</sup> floor conference room.)*

Regular CCHA CE committee meeting: **Wednesday, December 27, 2017**, 8:30 AM – 10:00 AM, at Champlain Housing Trust, 88 King Street, Burlington, VT – 2<sup>nd</sup> floor conference room.

**VOTE on coordinated entry plan at CCHA Steering Committee Meeting: Thursday, January 4, 2018**, 9:00 AM – 11:00 AM, at Champlain Housing Trust, 88 King Street, Burlington, VT – 2<sup>nd</sup> floor conference room.

**HUD Coordinated Entry deadline: Jan 23, 2018**