

# Chittenden County Homeless Alliance Coordinated Entry Committee Meeting

Wednesday, October 25, 2017

8:30AM – 10:00AM

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

## MINUTES

**Attendees:** Chris Brzovic (Champlain Valley Office of Economic Opportunity, committee chair), Paddy Shea (Chittenden County Homeless Alliance, meeting note taker), Jan Demers (Champlain Valley Office of Economic Opportunity), Sandrine Kibuey (Champlain Valley Office of Economic Opportunity), Jesse Dirkman (Institute for Community Alliances), Meghan Morrow Raftery (Institute for Community Alliances), Caitlin Ettenborough (Institute for Community Alliances), Margaret (Maggie) Merriam (Safe Harbor Health Center), Will Towne (Spectrum Youth & Family Services), Elaine Soto (Howard Center), Nicole Kubon (Committee on Temporary Shelter), Adam Wager (Committee on Temporary Shelter), Steve Lunna (Supportive Services for Veteran Families at UVM), Sharon Rotax (Steps to End Domestic Violence), Margaret Bozik (Champlain Housing Trust), Jason Brill (U.S. Department of Veterans Affairs), Sarah Phillips (VT AHS DCF Office of Economic Opportunity), Lindsay Casale (Pathways Vermont), MaryEllen Mendl (Vermont 2-1-1, via phone), Christine Nguyen (ICF: one of HUD's national technical assistance providers, via phone).

### Introductions and Announcements:

Chris Brzovic (CVOEO): Let's do introductions.

*The group does introductions.*

Christine Nguyen (ICF): I'm from ICF, one of HUD's national technical assistance (TA) providers. We are working with groups around the country.

Chris Brzovic (CVOEO): We will vote on our coordinated entry policies during the January Steering Committee meeting, which might not be the usual Thursday due to the legislature's homelessness awareness day.

Margaret Bozik (Champlain Housing Trust): I learned today that for the first time in ages, the legislature's homelessness awareness day is not on a Thursday.

Chris Brzovic (CVOEO): It may actually be January 4<sup>th</sup> then.

The deadline we are really working with is December 7<sup>th</sup> [the last CCHA Steering Committee meeting before the one where we'll vote].

We need to map out a plan of how we will delegate duties over the next 6 weeks to write policies and procedures.

I look forward to the assistance ICF can provide.

## 1. Update from assessment tool workgroup

Chris Brzovic (CVOEO): We'll do a brief update from the assessment tool workgroup. There will be some universal data elements that will go into ServicePoint. We'll have more concrete things to report next week. Our target date to have more decisions made on the DV assessment is next week. We'll use some version of the TAY-VI-SPDAT.

Sarah Phillips (VT AHS DCF Office of Economic Opportunity): The thinking was that in November we would have a meeting to invite people to give feedback. Has that date been sent yet?

Chris Brzovic (CVOEO): Not yet.

Margaret Bozik (Champlain Housing Trust): Can you circulate things in advance as much as possible?

Chris Brzovic (CVOEO): Yes.

Sarah Phillips (VT AHS DCF Office of Economic Opportunity): Can we set that November date today, since November is right around the corner? At the end of the meeting?

Chris Brzovic (CVOEO): Yeah.

## 2. Determine roles for 2-1-1 in coordinated entry as access and/or assessment partner

Chris Brzovic (CVOEO): We have MaryEllen Mendl on the phone. We have to figure out what it makes sense for 2-1-1's role to be. Are they going to be a virtual access point alone, or also be an assessment partner and offer the coordinated entry **[CE]** assessment too? I'll turn it over to MaryEllen.

MaryEllen Mendl (Vermont 2-1-1):

*A glitch in the conference call made it so we couldn't hear her for a few minutes, and she had to call back.*

Chris Brzovic (CVOEO): They would have a license with ServicePoint and could do data entry. They probably couldn't do assessments with everyone, especially during cold weather exemption days when they are getting flooded with calls. It would be an extra 10-15 minutes on the phone with someone, but then the client wouldn't need to do an assessment with someone else.

MaryEllen Mendl (Vermont 2-1-1): I don't know what happened. I could hear you all, and I was speaking loudly, but you couldn't hear me. I hope I didn't interrupt anything.

Chris Brzovic (CVOEO): No. I was just saying that it could be a benefit to clients to do the assessment on the phone so they could get that part done without being required to physically go to an assessment provider. It would be more streamlined for the service user. On the other hand, I worry then that everyone will refer to 2-1-1, whereas we would like people to meet face to face as much as possible as a best practice. I worry about becoming over-reliant on 2-1-1.

MaryEllen Mendl (Vermont 2-1-1): I totally understand and appreciate your thought on it being centralized, and am not sure if we want everyone in the county calling only 2-1-1. We would be a good access and assessment partner because we're 24/7, we have translation services, and people around the county already know to call us about housing. We are purchasing ServicePoint, and we hope the state will too. We'll have ServicePoint shortly.

Margaret Bozik (Champlain Housing Trust): Does that include Maine, because you go to them after hours, right?

MaryEllen Mendl (Vermont 2-1-1): We did for 8 years, but now we are contracting with South Carolina (Aiken County 2-1-1). They are an accredited agency (which Maine was too), and they work closely with their emergency management (as did Maine), and they have a quality assurance program where they record calls (which Maine didn't do). You will notice their South Carolina accent. And they do have a ServicePoint license, whereas Maine didn't.

Meghan Morrow Raftery (Institute for Community Alliances): They will get a second ServicePoint license and use the Vermont intake forms.

Nicole Kubon (Committee on Temporary Shelter): I like the idea of them being an assessment partner, especially after hours, but I would not want them to be the main hub, and I would hate to see people turn clients to them because their office was busy that day.

MaryEllen Mendl (Vermont 2-1-1): I agree with that. And, we do build relationships with some of the people we help over the phone, and get to recognize their voices and know their stories, but we agree that the face to face is also important. But, I think our being 24/7 is so important for nights, weekends, during blizzards, etc. We are open all the time, whereas some of the local service providers might close down during a blizzard.

However, I am concerned that during adverse weather conditions, we would be totally overloaded. During those times, we are inundated by 4 PM, or even earlier. On a typical winter night, we get 80-100 calls between 4 PM and 8 PM. So, we would need to discuss some parameters around it. We need to figure out how to get the folks in the loop who only call during adverse weather conditions.

Margaret Bozik (Champlain Housing Trust): Have you been doing the referral forms that people who physically go to ESD fill out?

MaryEllen Mendl (Vermont 2-1-1): No. I did show Chris what we fill out.

Margaret Bozik (Champlain Housing Trust): It's our screening form.

MaryEllen Mendl (Vermont 2-1-1): No. We aren't doing that.

Margaret Bozik (Champlain Housing Trust): So, for right now, folks who call after hours are not getting referred.

Sandrine Kibuey (CVOEO): They have to.

Chris Brzovic (CVOEO): That's right, they have to follow up.

MaryEllen Mendl (Vermont 2-1-1): If they call 2-1-1, we can house them provisionally, but the next day they have to follow up with ESD and fill out forms, and if they don't we have to deny them the next time they call.

Chris Brzovic (CVOEO): So yeah, they do follow up and we would get the referral form there. We could leave the Economic Services referral in place the way it is now. But for community referrals, we could front-load the assessment/do it at an assessment partner, and refer to case management as needed. Are we comfortable moving forward with 2-1-1 as an assessment partner?

Jan Demers (CVOEO): The concern I have is where is the follow-up? If they go to ESD the next day, who would do the follow-up?

MaryEllen Mendl (Vermont 2-1-1): Our system allows us to follow up. We could do some calls to make sure they got to ESD or their face-to-face assessment partner.

Sarah Phillips (VT AHS DCF Office of Economic Opportunity): That's great if you made a referral, but if 2-1-1 is doing the assessment, who will clients be following up with?

Nicole Kubon (Committee on Temporary Shelter): That's a question across the board. There will be people who show up to all the assessment hubs who get referred to other services providers.

Sandrine Kibuey (CVOEO): Aren't you having a master list?

Chris Brzovic (CVOEO): Yes. My thought is that all the assessment hubs would do the same thing. If they need case management, any assessment hub would make a referral to the appropriate case management.

MaryEllen Mendl (Vermont 2-1-1): For those who are using ServicePoint, is it possible for 2-1-1 to make a referral in ServicePoint by clicking a box and that would shoot a referral notification to the agency that you are referring to?

Meghan Morrow Raftery (Institute for Community Alliances): I'm not sure. I would have to look into that.

Paddy Shea (Chittenden County Homeless Alliance): That doesn't seem like a 2-1-1 specific concern. No matter which assessment partner tries to refer someone, they will need to have a way to know which assessment partners are at capacity and which ones have capacity to accept referrals at that moment.

Chris Brzovic (CVOEO): True, that's not 2-1-1 specific.

MaryEllen Mendl (Vermont 2-1-1): So, you don't want to use 2-1-1 as a catch-all.

Nicole Kubon (Committee on Temporary Shelter): A hub should never send someone to 2-1-1.

Lindsay Casale (Pathways Vermont): But, 2-1-1 would still be getting calls during the day like if someone shows up at a church or whatnot for help.

MaryEllen Mendl (Vermont 2-1-1): And we would never house someone between 8:00 AM and 4:30 PM Monday-Friday. We can't do that.

Chris Brzovic (CVOEO): So, there will be certain agencies that will be assessment hubs, and will take the lead over other agencies, and we want to make sure that those agencies are not referring to 2-1-1 for assessments.

### **3. Map out work plan for drafting policies and procedures (for presentation to Steering Committee December 7, 2017)**

- a. Review schematic overview**
- b. Review policies and procedures from other communities**
- c. Review HUD checklist and CE requirements**

Chris Brzovic (CVOEO): We're going to have a hybrid or semi-centralized approach. There is a distinction between assessment partners and assessment hubs. Many people are already working with agencies with case managers who have access to ServicePoint, and they can just do the assessment there. The hubs are really for people who are not already connected to service providers. In this scheme, 2-1-1 would be more like an assessment hub, but maybe not quite on the same footing as the others because they might not be following up as much. The assessment hubs would be referring as needed to case managers, housing navigators, etc. So, the housing navigator, for instance, wouldn't have to do the assessment and could immediately start housing navigation.

Jan Demers (CVOEO): Will there be a connection with the weekly HOP case management meetings that are held at CVOEO?

Chris Brzovic (CVOEO): Yeah, there would be a collaborative referral process. We would bring as many case managers as we can into that process. It's where is the assessment happening; it's happening before case management referral, not after.

Sarah Phillips (VT AHS DCF Office of Economic Opportunity): We haven't really worked through that.

Lindsay Casale (Pathways Vermont): How is that any different from what we are doing now if we do an assessment with a client and continue to provide them with services?

Margaret Bozik (Champlain Housing Trust): Because now they will be on the master list.

Sarah Phillips (VT AHS DCF Office of Economic Opportunity): Because Pathways doesn't have housing navigation services unless you have been working with someone for a while. We have to tease this out for a while. For the Balance of State, if you do an assessment, you are assumed to be the primary point of contact unless/until a referral and handoff is made to another service provider. Chris, from a client perspective, what is the difference between an assessment partner and an assessment hub? Would we be advertising for people to get connected only through the assessment hubs?

Chris Brzovic (CVOEO): Yes.

Nicole Kubon (Committee on Temporary Shelter): So, assessment partners would be doing assessments on their current clients, but not new people who walk in.

Chris Brzovic (CVOEO): Well, they might.

Paddy Shea (Chittenden County Homeless Alliance): Didn't we decide that, no matter where someone showed up, they would do a screening form with them, and, based off that, refer them to the right hub to do the assessment?

Chris Brzovic (CVOEO): We're not sure if we need a separate screening form now.

Sarah Phillips (VT AHS DCF Office of Economic Opportunity): But, if a 30-year old showed up to Spectrum, they probably would refer them right away.

Chris Brzovic (CVOEO): There will be a few hubs for the various sub-populations.

Lindsay Casale (Pathways Vermont): It sounds like we're saying a non-hub assessment partner would only do the assessment if they were going to be able to take the person on as a client.

Chris Brzovic (CVOEO): Yes.

MaryEllen Mendl (Vermont 2-1-1): I have to leave the call. Thank you and my apologies for not being able to make these meetings, but I am available if you need to talk it through any further.

Chris Brzovic (CVOEO): As far as prioritization, we have talked it out some in committee meetings. For rapid re-housing **[RRH]** we will be prioritizing based on vulnerability, but those who will be able to financially sustain paying the rent. I'd love to work with BHA to look at households that aren't being considered for RRH or permanent supportive housing **[PSH]**. As far as the referral piece, there's nothing there because we need to delegate how the housing review team **[HRT]** works. That's the team that makes referrals to particular PSH programs, so we need to be proactive in making sure there's follow-up. There are documentation requirements for shelter plus care **[S+C]** and PSH.

Adam Wager (Committee on Temporary Shelter): I have a question about the prioritization piece. I agree with the way you have it categorized within RRH, but what about people who have low financial barriers and high vulnerability—should they be first directed to RRH or PSH? It might be better to direct them to RRH and see how they do, since it takes a long time to get into PSH.

Margaret Bozik (Champlain Housing Trust): If someone has really severe service needs, they would need ongoing supports, and RRH doesn't really provide that.

Sarah Phillips (VT AHS DCF Office of Economic Opportunity): You can have the intensity of services provided differ based on if it's RRH or PSH. You could titrate up services. RRH doesn't inherently mean a lower level of services.

Margaret Bozik (Champlain Housing Trust): Not the level of services, but the length of services.

Sarah Phillips (VT AHS DCF Office of Economic Opportunity): It doesn't inherently mean length or level.

Lindsay Casale (Pathways Vermont): Are we saying, for a single adult, that a person who gets, say, a 15 on the VI-SPDAT, would go to both lists?

Meghan Morrow Raftery (Institute for Community Alliances): You can have them on both lists. Their rank might just differ on the two lists.

Lindsay Casale (Pathways Vermont): But I thought part of what we were trying to do would be to sort them into one list or the other.

Chris Brzovic (CVOEO): We want to look at the financial stability first, and for those who are stable, they would be referred to RRH. They could also have scored high on the VI-SPDAT and be referred to the PSH list.

Margaret Bozik (Champlain Housing Trust): I think that's a mistake.

Lindsay Casale (Pathways Vermont): So, will everyone get the financial assessment questions too?

Chris Brzovic (CVOEO): Yes. It's about 6 extra questions.

Margaret Bozik (Champlain Housing Trust): The only way I see that working is if the distinction we are making is on the nature of the subsidy, but the services remain constant for those who start out with RRH but have a high service need.

Sarah Phillips (VT AHS DCF Office of Economic Opportunity): I agree. Best practice would be everyone has an individualized plan that takes into account the level and duration of services they will need.

Chris Brzovic (CVOEO): So, we can do that in ServicePoint.

Caitlin Ettenborough (Institute for Community Alliances): Yes, you'd have a master list and then each person can be on multiple different tabs/sub-lists.

Margaret Bozik (Champlain Housing Trust): I think it needs to be a requirement that the first thing you do with people is make sure people are "document-ready" with their ID, and then do the subsidy applications. Everyone needs to be document-ready as soon as possible.

Chris Brzovic (CVOEO): Yes, after assessment and referral, they should be getting them document ready.

Sarah Phillips (VT AHS DCF Office of Economic Opportunity): It's hard not to get into the pieces around case management practice. It's not really a coordinated entry policy or procedure.

Margaret Bozik (Champlain Housing Trust): It could be. I don't think you're adequately helping people if you don't get them to that stage.

Sarah Phillips (VT AHS DCF Office of Economic Opportunity): I just don't know if it's under our purview.

Chris Brzovic (CVOEO): It's not a HUD requirement to deal with that, but we could set those expectations. We won't go deep into case management technique, but we can make clear what the steps are that we need someone to be document-ready.

Sarah Phillips (VT AHS DCF Office of Economic Opportunity): I think it's fine and we should be talking about it. I'm not trying to shut down the conversation. We just haven't defined or funded the housing navigation specifically; that's all voluntary at this point.

Adam Wager (Committee on Temporary Shelter): Did you have in mind making it a checklist of what we expect housing navigators to do, or did you want it to be a more detailed thing with deadlines, etc.

Margaret Bozik (Champlain Housing Trust): I know it can take time to get replacement SSN cards, etc., but housing navigators should be working on it because people need that to be able to get housing. We would expect that they'd begin working on getting them document ready within a month or less.

Sandrine Kibuey (CVOEO): You are talking about cooperation between the client and the case manager. One case manager has been waiting for 3 months for their client to follow the right steps to get their SSN card. It's not fair to make it a requirement of the housing navigator because it depends on the client's engagement.

Margaret Bozik (Champlain Housing Trust): I'm not arguing with that at all, but we need the navigator to tell the client the required steps, give them the application, etc. I'm not saying you don't do that, but we should have it be a common understanding that housing navigators do that.

Sandrine Kibuey (CVOEO): It is part of it, but I don't know it has to be a part of this.

Chris Brzovic (CVOEO): But why not put it in? What's the push-back?

Sarah Phillips (VT AHS DCF Office of Economic Opportunity): We could put in what our expectations are for housing navigators.

Chris Brzovic (CVOEO): I think what we need to start doing more is really set policy at a continuum system level. We're a system. We should think aspirationally about what kind of system we need. Housing navigation, or something like it, is a crucial component of the system we are trying to develop. This is an opportunity for systems change. If we have system-wide expectations for housing navigation, it's a better system.

Sarah Phillips (VT AHS DCF Office of Economic Opportunity): It's fine if you want to include it, but coordinated entry is not the whole system, it's just part of the system. I've been pushing to define "housing navigator" for three years, so I agree that's important to do.

Jan Demers (CVOEO): It has to do with accountability, and where the accountability falls. There's a line you have to be careful about when it comes to telling someone how to do the work they will be doing. We've talked about it some in the Strategic Planning meetings. When you start to talk about coordinated entry having authority over housing navigation—I don't think you can do that.

Margaret Bozik (Champlain Housing Trust): But, it's not just Chris, it's the whole committee. I think making sure people flow through the system and get to housing is part of coordinated entry. I think we can come to some group consensus around what the things are that we will do to get people housed. We can figure out a common understanding.

Chris Brzovic (CVOEO): We're developing policies and procedures, and we want to make sure people get past the assessment into housing.

Sarah Phillips (VT AHS DCF Office of Economic Opportunity): I think we all agree we could come to an understanding about that.

Chris Brzovic (CVOEO): We're meeting bi-weekly right now. Our next meetings will be:  
November 8<sup>th</sup>  
November 22<sup>nd</sup>  
December 6<sup>th</sup>

Is that enough, or should we have more workgroups that meet outside the meetings?  
Or, should we have the whole committee meeting every week?

Sandrine Kibuey (CVOEO): Option 1 for me.

Sarah Phillips (VT AHS DCF Office of Economic Opportunity): What do you mean by small groups?

Margaret Bozik (Champlain Housing Trust): We did the list of the things we have to have for HUD. A lot of it will be non-controversial, like non-discrimination policies. Let's borrow those from the VT Balance of State.

Chris Brzovic (CVOEO): I circulated the Vermont Balance of State policies, and the Wisconsin Balance of State policies.

Sarah Phillips (VT AHS DCF Office of Economic Opportunity): And we [*the Vermont Balance of State*] borrowed a lot from Wisconsin.

Chris Brzovic (CVOEO): There's key terms, background, non-discrimination, geographic area, etc. That we could copy a lot from. It's really the specific procedures we will have to focus on. We need more work around the DV portion. We're still working on the assessment form.

Sarah Phillips (VT AHS DCF Office of Economic Opportunity): I think you can poach a lot of the DV stuff from what Karen did for the Balance of State.

Chris Brzovic (CVOEO): We have to decide how we will do management, oversight, evaluation. For instance, will this committee carry on?

Sarah Phillips (VT AHS DCF Office of Economic Opportunity): Training plan?

Chris Brzovic (CVOEO): So, does it make sense to say we will begin poaching and see how far we get with that?

*Group murmurs agreement.*

Sarah Phillips (VT AHS DCF Office of Economic Opportunity): Do you want a longer meeting on November 8th?

Christine Nguyen (ICF): Today's discussion was great, specifically around access, and prioritization and referral. Even with all the requirements in the notice, a lot of it is based on your workflow. How someone maintains their status on the active list. Making the compliance deadline by January.

Sarah Phillips (VT AHS DCF Office of Economic Opportunity): It's a great idea to have some example cases in the policies and procedures in order to make them easier to understand.

Chris Brzovic (CVOEO): Let's look at the example policies and procedures and continue to talk about the workflow next time.

Lindsay Casale (Pathways Vermont): Could you make a draft document and highlight what sections are poached from the Balance of State?

Chris Brzovic (CVOEO): Yes.

So, Sarah, you were asking if we wanted to meet longer on November 8<sup>th</sup>? Like 2 hours?

Sarah Phillips (VT AHS DCF Office of Economic Opportunity): Even 2.5 hours. Just power through it.

Margaret Bozik (Champlain Housing Trust): 8:30 AM will be the earliest you can get in the building.

Chris Brzovic (CVOEO): Let's do 8:30-11:00 AM.  
For the November meeting, when should it be?

*Group agrees: CE meeting for the public: November 29<sup>th</sup>, 2:00 PM-4:00 PM, Location TBD.*

Planning for Nov. 29 meeting: Paddy Shea will look into meeting space for 30 people with projector, such as the Fletcher Free Library or COTS' large meeting room (Adam Wager will check on the COTS room). Chris Brzovic will create presentation and materials, and bring his computer.

\*\*\*Next CCHA Coordinated Entry Committee Meeting: Wednesday, November 8, 2017, 8:30 AM – 11:00 AM (2.5 hours), at Champlain Housing Trust, 88 King Street, Burlington, VT – 2<sup>nd</sup> floor conference room.

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

## **CCHA Coordinated Entry Committee Meetings Before HUD CE Deadline (November 2017-January 2018):**

*(The CCHA Steering Committee will be updated on Coordinated Entry info. during the **Thursday, 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 8, 2017**, 8:30 AM – 11:00 AM (2.5 hours), 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): **Wednesday, November 29, 2017**, 2:00 PM – 4:00 PM, Fletcher Room at Fletcher Free Library, 235 College Street, Burlington, VT.

Regular CCHA CE committee meeting: **Wednesday, December 6, 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 **Thursday, 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 20, 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.

Regular CCHA CE committee meeting: **Wednesday, January 17, 2018**, 8:30 AM – 10:00 AM, at Champlain Housing Trust, 88 King Street, Burlington, VT – 2<sup>nd</sup> floor conference room.

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

*In addition to the full committee meetings listed above, there may also be some small workgroup meetings. Contact Chris Brzovic, CCHA Coordinated Entry Committee chair, if you need more information about those: [cbrzovic@cvoeo.org](mailto:cbrzovic@cvoeo.org).*