



Reimagine Coordinated Entry Workgroup (12/6/22)

Member Introduction

Name

Agency

Pronoun

Race

Any other ways you identify yourself

Experience level with Coordinated Entry (CE) (e.g.

I have referred people to CE as an outreach staff;

have heard of CE but am not familiar with how it works, etc.)



Coordinated Entry Overview

What is Coordinated Entry?

According to HUD:

Coordinated Entry (CE) is a process developed to ensure that all people experiencing a housing crisis have fair and equal access and are quickly identified, assessed for, referred, and connected to housing and assistance based on their strengths and needs.

(Coordinated Entry vs. Pre-Coordinated Entry)

What is HMIS?

Often confused with CE...

- HMIS is a HUD defined database that many homeless service providers are required to use
- In Wisconsin we use BitFocus's Clarity software to operate our HMIS database
- In Dane County The Institute for Community Alliances (ICA) is both the HMIS lead and the CE lead
- In Dane County we use the Clarity HMIS software to manage our CE process.

Access

- Virtual or physical places to access Coordinated Entry
- Examples
 - Central location(s) within geographic area
 - 211 or other hotline system
 - “No wrong door” approach
 - Specialized team of case workers providing assessment services at location
 - Regional approach - referral zones created in smaller geographic areas
 - May have separate access points for special populations

Assessment

- Must have written policies & procedures to describe the standardized assessment process, must include information on all criteria used for decision-making across access points and staff.
- May include a phased assessment:
 - Prevention & diversion
 - Shelter & other emergency needs
 - Identify housing resources & barriers
 - Evaluating vulnerability to prioritize for assistance
- May not screen people out due to perceived barriers to housing or services
- Must have policy for updating information

Prioritization

- Why must we prioritize?
- Must identify and describe factors and assessment information used to prioritize people
 - Can have different prioritization for different program types
- Must be clear about what services will not be prioritized (emergency services)
- Must have prioritization list, avoid serving people on 'first come - first served basis'

Access in Dane County

ICA is the lead agency for Coordinated Entry and is a recipient of the CoC grant for CE.

Access Points:

- Tenant Resource Center - Prevention services
- Emergency Shelters: The Salvation Army Single Women and Family Shelter, Porchlight Men's Shelter, The Beacon, DAIS
- Street Outreach Staff
- Coordinated Entry Contact Form on HSC Website
- Directly call Coordinated Entry

Assessment in Dane County

- Experience literal homelessness for 7 days
- Assessment tool
 - Vulnerability Index - Service Prioritization Decision Assistance Tool (VI-SPDAT) was chosen by Dane CoC
 - Version for single adults, households with children and transition age youth (TAY) (ages 18-24)
 - Ask questions about length of homelessness and number of episodes
- Formal diversion provided by TSA for single women and families
- Assessors follow-up with people every 30-45 days to assess current need and update information

Prioritization in Dane County

- Must be experiencing Category 1 - Literally Homeless or Category 4 - Fleeing Domestic Violence (as defined by HUD)
- Prioritized by chronic homeless status, length of time homeless (capped at 36 months) and VI-SPDAT Score
 - PSH serves people whose situation meets chronic definition, been homeless the longest AND have highest VI-SPDAT Score
 - RRH serves people whose situation has not yet met chronic definition, regardless of VI-SPDAT score
- Priority list for single adults and for households with minor children
- May receive a lesser intervention than their score



Workgroup Overview

Why and how was the workgroup formed?

- Local and national criticism of VI-SPDAT & Org Code no longer supporting the tool
- HUD's encouragement for CoCs to re-examine the CE process
- 2020 CE evaluation recommendations: 2) consensus building around prioritization strategies; 3) convene a conversation on race and equitable outcomes
- Built for Zero group, HSC Core Committee, Lived Experience Committee, and Board of Directors have tried to assess existing disparities and better way to prioritize housing program openings.
- Core Committee decided to form a workgroup with wider community representation that is tasked with proposing a new way to prioritize individuals and families for RRH and PSH openings in Dane CoC to the HSC board of Directors.

Discussion

What are some things you want to know or discuss in order to reimagine Coordinated Entry prioritization?

Some advice from HUD Racial Equity Huddle Technical Assistance Providers:

- Whatever data the workgroup wants to see (e.g. length between CE referral and housing placement), look at the data by race.
- Look at the quantitative data, but do not make assumptions and draw hasty conclusions. Ask people with lived experience why the data looks like that and how we should understand the data.
- HUD TA could present to us how other communities have gone about revamping their CE processes

Logistics Meeting Notes

- Timeline
- Meeting frequency

Resources

- A message from Org Code on the VI-SPDAT Moving Forward:
<https://www.orgcode.com/blog/a-message-from-orgcode-on-the-vi-spd-at-moving-forward>
- Going Beyond VI-SPDAT:
<https://www.bitfocus.com/going-beyond-the-vi-spd-at>
- Next Generation Assessment Tool Series:
<https://endhomelessness.org/resource/next-generation-assessment-tools-series/>
- Racial Equity Analysis of Assessment Data:
https://c4innovates.com/wp-content/uploads/2019/10/CES_Racial_Equity-Analysis_Oct112019.pdf



THANKS!

DO YOU HAVE ANY
QUESTIONS?

Chara Taylor, chara@danecountylec.com
Sarah Lim, slim@cityofmadison.com