

Reimagine Coordinated Entry Phase III (1) – 7/3/24 Meeting Minutes

Attendees : Sarah Lim, Torrie Kopp Mueller, Holland Dvorak, Patrick Duffie, Zach Stephen, Kristina Dux, Maria Tran, Takisha Jordan, Jessica Oswald, Maureen Quinlan, MacKenzie Byer, Latoya Solis, Michael Moody, John Adams, Brenda Konkel, Melissa Mennig, Chara Taylor, Alicia Spry, Kayla Every, Wendy Siewert

1. Update around the Updated Enrollment Questions for Shelter & Outreach. Patrick and Zach completed training and recorded training for relevant shelter and outreach staff. These questions will go live in HMIS shelter and outreach enrollments starting Monday July 8th so that we'll have some of that information already available and collected going forward.
2. Draft Policy to Review and Finalize. Reviewed the interim policy for initial data collection. Torrie did make a note that Wendy from Porchlight was part of the draft policy process as well so Porchlight shelter staff did have some input in drafting this policy in addition to others. Sarah explained that the Tier 1 assessment score will be pulled from the most recent enrollment available.

Brenda asked how do we know who to contact at the shelter in order for outreach and shelter staff to better collaborate? Sarah mentioned we'll note that as a follow-up item. If there is new information that would change someone's score, etc how do we get shelter staff and outreach staff to coordinate in order to get the most updated information?

Could we use folks who are assigned as the client's care team listed in HMIS? Patrick mentioned that there would be issues with this because different organizations enter differently into HMIS so it might not end up being all that useful. Also that's hoping that organizations are constantly keeping the care team person updated and that doesn't always happen in HMIS.

A lot remains to be determined between how much this information will need to be updated. Shelter staff and outreach staff may have a better idea however the scale of this issue remains to be seen. HMIS messaging could be used however for clients who have a staff member who is no longer active – that's not helpful. Sarah mentioned we will have to come up with a written plan around this specific piece to be approved at the next meeting.

Policy to Review and finalize is accepted and no one present has any objections.

3. Q: Regarding street outreach programs, where should the data be pulled?

Option A: Most recent street outreach enrollment

Option B: most recent street outreach enrollment with date of engagement

Patrick mentioned that it would be useful if the data reflected the work that was going on. If someone doesn't have a date of engagement the chance of us having useful information about their housing needs would tend to be very low and so they may in turn score quite low on the assessment.

Brenda likes the idea of using option A because at times it may be really hard to get folks to get engage and complete paperwork. She believes that if we wait to do paperwork with everyone then some folks will just never get assessed despite working with outreach. Brought up that some people they've been working with for years but they never actually get enrolled for whichever reason.

Maria also likes option A because other providers also engage with folks for housing such as CCS. Someone may be heavily engaged with CCS however Clarity has no ability to check that. Likes option A since that would include more folks who are unable to get over the hurdle of completing paperwork, etc.

Might be worth flagging as something to look at down the road as to whether or not the folks that are being pulled are actually interested in housing, are they completing documentation once they're pulled for things, etc?

4. New Question – Accommodation for Individuals who only access DV Shelters

Only people who are currently using DV shelter in Dane County can be pulled into this assessment.

Question around whether or not someone can use an alias in HMIS and Patrick stated that they could however that will not automatically be tied to their old history if they're using a new name and therefore they may not get that old history of enrollments added to their score.

Question around whether there was consideration given to folks who may be on a waitlist for shelter but unable to use shelter at this time?

Question around are there situations where someone is unsheltered and connected to a program like UNIDOS instead of connected to outreach, etc. What about those folks?

Question around why DAIS is the only DV provider able to get folks on the CE list? Response was that DAIS is the only DV provider with an emergency shelter where we could know that folks were category 1.

Question around whether or not we could assign a number to someone coming from DV Shelter in order to help keep some additional confidential information. Patrick mentioned it would help to

have DAIS be able to inform people that part of enrolling into CE might mean that some of their access is shared and those concerns need to be shared with clients before making a decision.

Folks liked included the options of warm-handoffs and client choice around folks in DV shelter and how their CE paperwork would get completed.

Talked about Data Entry and whether or not folks would be able to see the history of homelessness for DV folks in Tier 1 score and whether or not that information would be private or not.

Data Exit – when individuals leave DV shelter they must promptly be removed from the list.
Suggestions on how to do this? Do we complete auto-exits after 60 days?

Conversation around Category 1 and Category 4 homelessness for folks exiting DAIS shelter.
System is currently setup that folks need to be both Category 1 and Category 4 homeless in order to access housing programs through CE.