Madison/Dane CoC Reimagine Coordinated Entry Phase III (7) - 9/18/24

Illustration by Raffi Marhaba, The Dream Creative

Phase III Workgroup Draft Schedule

Date	Topics
6/5	Phased III Orientation, Tier 1 assessment & discuss new data collection
6/19	(No meeting - Juneteenth)
7/3	Tier 1 assessment & discuss new data collection, Accommodation for DV only clients
7/17	Tier 1 and Tier 2 assessment workflow
8/7	Prioritization
8/21	Chronic homelessness documentation for PSH
9/4	Referral and connection to housing program
9/18	Staff training
10/2	Marketing and outreach
10/16	Evaluation
11/6	Implementation plan and review
11/20	Implementation plan and review (if needed)
12/4	Implementation plan and review (if needed)
12/18	Implementation plan and review (if needed)

Recap of Last Meeting:

Tier 2 Prioritization (PSH)

The prioritization score for PSH is determined by summing the following components:

- VI-SPDAT Score: Based on the individual's assessment (Families up to 22 points and singles and youth up to 17 points).
- Adjusted Tier 1 Assessment Score: Up to 6 points

Tier 2 Assessment Completion: Who would complete Tier 2 assessment for clients?

  - Designated and trained emergency overnight shelter staff, including domestic violence shelters
  - Trained street outreach staff from outreach programs using HMIS
  - ICA Coordinated Entry Staff for individuals enrolled in emergency shelter or street outreach programs who are not able to complete Tier 2 assessment within the program

Today's Topic #1:CE Release of Information (ROI)

CE Release of Information (ROI)

Do we need a CE Release of Information for conducting Tier 1 and/or Tier 2 assessment? When should the CE Release of Information be completed?

Proposal:

- Run the Tier 1 Report without a signed Coordinated Entry Release of Information. (DV shelter staff will need to obtain ROI before sending Tier 1 information to CE staff as they are not covered under the HMIS privacy notice.)
- Complete a Coordinated Entry Release of Information with participants who get prioritized into Tier 2. The staff tasked with completing the participants Tier 2 Assessment (VI-SPDAT) would be responsible for completing the CE ROI.
- (Should a signed ROI be uploaded to HMIS?)

Today's Topic #2: Documentation Requirement for Referral to PSH

(No additional documentation, other than VI-SPDAT, is needed for prioritization and referral to RRH programs.)

For PSH programs:

Q 1: Will complete chronic homeless documentation be required for PSH prioritization and referral, as it is currently?

No changes are proposed. Continue to prioritize individuals who have completed the chronic documentation.

Q 2: What documents will be required prior to prioritization and referral to a PSH program?

- ❏ Disability
- ❏ Homelessness documentation: evidence of the length and frequency of homelessness
- ❏ Participant interest form (?)
- ❏ Income verification (?)

Q 3: When must the required documentation be completed?

Street Outreach, Shelter, and CE Staff will begin gathering the required documentation for PSH upon notification that the individual needs a Tier 2 assessment. This documentation must be completed within 60 days of Tier 2 prioritization and submitted to the Coordinated Entry Manager. For participants who are enrolled in multiple programs , providers will collaborate to ensure the documentation is completed effectively.

Today’s Topic #3: Shelter and Outreach Exits

Currently:

- Night-by-night shelters are instructed to exit individuals who have not used the shelter for 30 days. No auto exit feature in HMIS is used.
- Outreach programs are instructed to exit individuals who have had no contact for 90 days. An auto exit in HMIS is set up after 120 days of no contact.

There is a concern that individuals who are unsheltered may receive a longer length of homelessness credit in Tier 1 assessment. Conversely, shelter guests may get higher points for frequent enrollments.

Should we consider aligning these policies by implementing a uniform exit criteria (e.g. exiting individuals with no contact within 60 days) to ensure consistency across both shelter and outreach programs?

Today's Topic #4: How housing programs receive CE referrals

- When there's an expected opening in a housing program*, they are asked to send an email to cehousing@icalliances.org. You can expect to receive a response within 24 business hours. When requesting a referral, please specify the program you are requesting the referral for. This information is required to receive a referral in Clarity.
- The Coordinated Entry Manager is responsible for sending a referral to Permanent Housing Programs (PSH and RRH) after receiving an email notification from the housing provider of the vacancy. This email serves as documentation of compliance with coordinated entry.

* When programs should contact CE for openings and requesting referrals:

- Programs should reach out to request a referral from Coordinated Entry within 5 business days of being aware of an opening.
- If the unit is not immediately ready to be occupied, programs should reach out to request a referral from Coordinated Entry when the unit is within 30 days of being able to be occupied. Example - If a unit won't be ready until October 31, then programs would be expected to request a referral from CE by October 1st.

Policies and procedures that have been approved:
https://docs.google.com/document/d/1oWZc8Skf9hySmwH2mKhhhCpzMfY2FxzrglGs63zVFLU/edit