

Reimagine CE  
October 2, 2024

Attendees: Sarah Lim, Torrie Kopp Mueller, Patrick Duffie, Takisha Jordan, Zach Stephen, Kristina Dux, Arret Druley, Melissa Mennig, Jessica Oswald, Annalee Kaiser, Diana Walker, Chara Taylor, Brenda Konkel, Maureen Quinlan, Angela Jones

Sarah gave a recap of the last meeting.

#### Today's Topic #1 – Transfer Process

Does the current transfer process still make sense with the new process? Are there other things to think about?

The current process is still doable under the new process. Want to review this with the group to see if providers have any feedback on this.

Currently about 10 participants on the transfer list.

Will keep as is but **clarify language in Written Standards** and bring to this group for review.

#### Today's Topic #2 – Backup Plan for Tier 2 List

The CE Manager will identify enough individuals to complete the Tier 2 assessment—specifically, three times the number of expected annual openings, including specific subpopulations such as veterans. This is expected to ensure a robust candidate pool for housing program openings, allowing for meaningful prioritization.

If this process fails to yield enough referrals for immediate housing openings, the following temporary measures will be implemented:

1. Refer individuals with the highest Tier 1 assessment scores for the relevant project type.
2. Reassess the number of Tier 2 assessments needed on a monthly basis.
3. Notify the CoC Coordinator and the HSC Board of Directors Executive Committee about the use of this alternate process and any corrective actions taken.
  - If we have lead time, would we pull more names. Typically, we would have a heads up and can provide additional names. This would be used as a back up in unexpected situations.
  - This could also be used for very specific situations. There is a wheel chair accessible 3 BR unit and we want to find a household who needs that unit.
  - I think will be used infrequently, but will probably be used more often with families due to unit size needs.

- For #3, does it make more sense to alert the Core Committee rather than Executive Committee? They are in the position to problem solve and suggest options. I second the Core Committee. Core Committee makes sense, but we can't wait for a meeting to happen. Do we then review and gather feedback at the next meeting?
- Questions about the timeline – Does Zach notify each time this happens or is it for the next 30 days? Could we put how long #3 would last “until the situation is resolved.”
- Who does number 2? Is that the Core Committee? Coordinated Entry Manager will likely reassess.
- Will Tier 1 have a bunch of people with the same score? How will we know who to take? Do we need to have a tiebreaker? Need to work on this some more and bring it back. Could potentially use history of homelessness as a tiebreaker, but will need to define that.
- Zach thinks this might happen quite a bit. We have many OPH programs and LIHTC units that have specific requirements. Want to be sure that we can send someone a referral.
- I thought that we would have enough people by doing 3 times the amount of people needed. I understand what Zach is saying, but in general we shouldn't run out of people. Do we need to reassess this? Yes, because there are so many specific things required by some of the housing units.
- Adding something like this may help: “When there are special requirements for a housing type and no one on the Tier 2 plan qualifies for, refer individuals with the highest Tier 1 assessment that qualifies for the unit.”

Who will work on this: Sarah, Zach, Melissa

### Today's Topic #3 – Transition Plan

We have a lot of people enrolled in CE and completed the VI-SPDAT. Some of them would not have been invited into Tier 2 because they don't meet prioritization or they are not enrolled in street outreach or emergency shelter. We have a goal of doing less VI-SPDATs and have people who have completed them already. We also have goals related to changes in prioritization.

### **1) Quick route – Build the RRH and PSH lists from scratch. Many referred to Tier-2 won't need a new VI-SPDAT.**

- Pros: Immediate adoption of the new prioritization goals and reduced staff demands. Logistically the simplest.

- Cons: Many folks with a valid VI-SPDAT will not be considered in Tier-2. More communication needed?

**2) Slow route 1 – Everyone is referred to both the RRH and the PSH lists. The transition happens over time as current folks exit ES or SO.**

- Pros: We have a pool of people with a completed VI-SPDAT, why not use that info? Tier-2 assessment ensures some alignment with the new prioritization goals.

- Cons: Slower adoption of the new prioritization goals. Continued use of staff time to maintain follow ups.

**3) Slow route 2 – Those with 10-months or less of homelessness per the Tier-1 report are referred to RRH. Those with more than 10-months are referred to PSH. Folks are removed from the lists as they exit ES or SO.**

- Pros - Perhaps a happy medium?

- Cons – or is it the worst of both without much gain?

Can we build the list and then see what it looks like? Maybe the people being asked to Tier 2 will already have the VI-SPDAT. Currently, people are enrolled in CE and then referred to the queue. Going forward, we will get rid of the enrollment and only do the referral to the queue. We won't be removing information.

I advocate that we don't start from scratch, but you can re-prioritize them. I would use what we have.

I say use the quick method, there are many people in shelter (especially men's shelter) that have not been assessed. These may not be mutually exclusive.

We can use the current list, but prioritize people using points with the new process. So, different people may rise to the top.

I believe that some people will at the top with the new system will have their VI-SDPAT and we will have 30 days to get assessments done for some folks.

The pro is a lot of people have the assessment complete, but the con is can we find them.

What's a "valid VIPDAT" vs a complete VISPDAT? Was that meant to be a distinction? I don't know why I put "valid VISPDAT" I meant current versus someone needing to redo the VI-SPDAT.

If we don't do the quick route, evaluation of the new process will be challenging because we aren't fully adopting it.

We could use the quick route and then go back and use the old process if it isn't working. The VI-SPDATs won't disappear. It may not be simple to go between the options as it could involve a lot of work.

The quick route immediately starts using Tier 1 to limit who moves to Tier 2. Where the other options will use people who have already done the assessment.

Most people were not going to be housed through CE anyway. We are not removing people, but they won't be prioritized. People have a low chance of getting housing. I thought we were hoping to focus on those who will get housing through CE and then offer other services to people who will not get housing through CE.

Want to touch on the next slide as it is part of this discussion.

What about those without an active enrollment in ES or SO, including those who never had one?

Under the quick route they would be removed immediately.

- Pros: Many may not be literally homeless anymore. Removing allows us to focus on folks we know need the assistance.

- Cons: They already had the VI-SPDAT so why not use that info while we have it?

Two options for the slow routes:

a. Folks with no connection are removed immediately. See above for pros/cons.

b. Folks are placed on the list(s) and are removed once contact ceases.

- Pros: We do this because they already had a VI-SPDAT done so why not use it?

- Cons: Time required to continue following up with folks unlikely to be prioritize

There are many pieces to consider in this conversation, such as family shelter doesn't have enough capacity.

Is everyone sleeping outside connected to a street outreach program? If they aren't connected are they likely to be connected to Coordinated Entry?

Making the change could potentially really help clean up the list.

At the end of the meeting, no participants were leaning toward the slow route. The small group will work on some language to bring back.

