Madison/Dane CoC Reimagine Coordinated Entry Phase III (9) - 10/16/24

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:

1. Transfer process
2. Backup plan for Tier 2 List
3. Transition Plan: Build the RRH and PSH lists from scratch.

Today's Topic #1: RRH History of homelessness lookback period

Tier-1 RRH scoring has three main components: (see link for details)

1) **New enrollment questions** - Criminal legal involvement and hx of eviction (8 points)
2) **History of Homeless** - service utilization in the past 12 months per HMIS (16 points)
3) **New to homeless but unable to self-resolve** - in 6th month of homelessness (20 points)

But there is contradiction between the goals of components 2 & 3.

● Component 2 prioritizes those with the highest service intensity over the past 12 months and those with <u>at least 12 months</u> of homelessness are likely to score higher
● Component 3 prioritizes those with <u>6 months</u> of homelessness

Proposal: Change the service utilization lookback period to 6 months (180 days)

Implications and next steps:

- No change to the PSH scoring
- Better alignment of goals for RRH
- We will need to reassess the point allocation for singles
- We still need to determine the point allocation for families

Today's Topic #2: Evaluation (Quantitative Review)

1. **New CE Questions Analysis**: Analyze responses to new Coordinated Entry (CE) questions by race/ethnicity, age, and gender.
2. **CE Referral and Housing Placement**: Identify demographics of individuals referred to RRH and PSH and successfully housed through CE.

   For households without children, households with children's head of household, race/ethnicity and age
   - Who are pulled into Tier 1 report (active enrollment in street outreach and shelter)
   - Who are prioritized for Tier 2 assessment
   - Who are prioritized for RRH openings
   - Who are prioritized for PSH openings
   - Who are actually getting housed
3. **Tier 1 & 2 Process Insights**: Does the method of calculating the number of Tier 2 assessments needed (i.e. three times the number of annual expected opening / 12 months) produce enough households for housing openings?
4. **Time between referral and move-in for RRH**: With the RRH prioritization change, is the time between referral and housing move-in shortened?

Discussion: Do the proposed measures above make sense? What other measures should be included?

Evaluation (Qualitative Review)

1. **Feedback from Households:** Conduct interviews or focus groups with households who were housed and those who weren't to understand barriers and successes.
2. **Staff Perspectives:** Gather insights on challenges faced by staff in implementing the new prioritization method and suggestions for improvement.
3. **Community Stakeholders:** Include feedback from partner organizations about the effectiveness and inclusivity of the program.

Discussion: What Questions should be included in the interview/focus groups? (We will also review other community examples and draft a questionnaire.)

Evaluation (Logistics)

Evaluation schedule

- Ongoing monitoring by implementation/evaluation team - quarterly?

- Follow up evaluation -- gets reported to the HSC board
  - 6 months after implementation

Implementation and Evaluation entity

- Reimagine CE implementation team: what responsibilities? Who?

- Reimagine CE evaluation team: what responsibilities? Who?

Future Agenda Topics

- Finalize the Tier 1 report points
- Final review of the policies and procedure manual → to be approved by the board in December
- Develop plans for training, outreach, and communication

Policies and procedures that have been approved:

https://docs.google.com/document/d/1oWZc8Skf9hySmwH2mKhhhCpzMfY2FxzrglGs63zVFLU/edit