Reimagine CE
September 18, 2024

Attendees: Sarah Lim, Torrie Kopp Mueller, Patrick Duffie, Takisha Jordan, Arret Druley, Angela Jones, Zach Stephen, Brehan Gevelinger, Jessica Oswald, Alicia Spry, Chara Taylor, Melissa Mennig

Reviewed decisions made at last meeting.

Topics for Today

- Coordinated Entry – Release of Information
- Documentation Requirement for Referral to PSH
- Shelter and Outreach Exits
- How housing programs receive referrals

<u>CE Release of Information (ROI)</u>

Proposal:

- Run the Tier 1 Report without a signed CE ROI. (DV shelter staff will need to obtain ROI before sending Tier1 information to CE staff as they are not covered under the HMIS privacy notice.)
- Complete a CE ROI with participants who get prioritized into Tier 2. The staff tasked with completing the participant's Tier 2 Assessment would be responsible for completing the CE ROI.
- The signed ROI will be uploaded into HMIS.

On the ROI, does it still list multiple agencies. Can people still check which agencies they don't want information shared with? People do not have an opportunity to pick or choose which agencies can view……it's all or nothing. HMIS info is either available to all agencies or only the referral agency. For the Tier 1 report, only Coordinated Entry will be able to run and view the report and everyone in shelter/outreach is pulled into the report. If they are then brought into Tier 2 and offered a housing opportunity with an agency they don't want to work with, then the referral doesn't need to be made or they can turn down the referral and remain on the list.

No one expressed objections to the proposal. Because we have a small group today, we won't vote on this proposal. We will vote when we approve the written policy and procedure.

Documentation Requirement for Referral to PSH

Proposal is to continue to prioritize individuals who have completed the chronic documentation.

No one expressed objections to this proposal.

What documents will be required prior to prioritization and referral to a PSH Program?

Currently requested:

- Disability verification (Continue to Require)
- Homelessness documentation (Continue to Require)
- Participant Interest Form
- Income Verification

Torrie reached out to PSH providers and heard back from 3 agencies. No one is using the Participant Interest Form. The Income Verification would be great to have, but 2 agencies will allow them to move in with out it. Another provider requires it to move-in……likely due to funding sources for one of their buildings.

Participant Interest form is not used at CE level so should no longer be collected.

Income verification should be collected by the provider as it often changes from assessment to program referral.

Proposal: Require disability verification and Homeless documentation.

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.

I like the idea of setting the 60 day timeline. Is there a consequence for not getting the documentation in? The consequence would be for the agency if they are not meeting the requirement of the Written Standards. The client would not be served until the documentation is complete. Allows the system to monitor whether it is taking longer to get documentation.

**Change language from MUST BE completed to “It is expected to be completed.

I like the last sentence as collaboration is good, but who is taking the lead to get the documentation. It should be assigned to the person who is tasked with completing the Tier 2 Assessment.

**“For participants enrolled in multiple programs, the program designated to complete the Tier 2 assessment will take the lead on collecting documentation and providers will collaborate to ensure documentation is completed effectively.”

<u>Shelter and Outreach Exits</u>

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?

It was set up for 90 days for street outreach due to sometimes having difficulty finding people, especially if they end up in jail frequently. Staff did not want to have to keep exiting and re-enrolling people.

It was set up shorter for shelter because people come to the shelter.

This affects the Tier 1 report as people get credit for enrollments and number of days enrolled.

Is there data around if street outreach doesn’t see someone for 30 days that shows the likelihood of seeing them again? Patrick looked at something similar in the past. Look at number of Current Living Situations entered for people enrolled in Street Outreach. The data we looked at was from a year ago so it should be improved. As we coordinate more, it seems less likely that no one would see someone for 90 days if they are still in the area. Can use case conferencing to ask if people have seen someone.

Chat: Do we have data on the number of people who leave the community before we are able to get them housed?

Short answer is no. We don't know where people go unless they go to another area of Wisconsin and show up in HMIS.

If we go to 60 days, there is a question about what the Written Standards say about when to exit someone and when the auto exit occurs. We can either have those align or we don't have them align. If they don't align, staff have time to go in and exit them with their destination.

Should take a recommendation to the Outreach and Shelter Staff to get their input.

Will all of these changes be in agency contracts or will it just be in the written standards? How will agencies learn about this?

There will be an updated CE manual which will be used for staff training. I believe that right now its in the Written Standards. Will have it in the manual as we plan to make changes as we evaluate. We will also do a presentation at HSC about changes.

<u>How housing programs receive CE referrals</u>

- 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

The first two points are the current process. We don't have anyone here today who receives referral. The bottom two points are where I would have questions for providers. Everyone does this a little differently. Want to create some standardized language on when someone should reach out. Some providers don’t know when to reach out and we don’t have guidance to give them.

Seems like it can be harder for single site to make the prediction of when a unit will be ready. Sometimes repairs take longer or the person doesn’t move out.

Want programs to help wordsmith the last bullet point.

Section 42 units are the hardest because there is a time limit that they have to get a referral from CE. This is considered OPH…..does it make sense to loop them in here. Should there be something separate for Section 42. Will need to let participants know that it can take some time for the unit to be ready. Seems strange to create a standard for OPH when we don’t have any other standards for those programs…..it seems that people get denied more than they get accepted. The clock is ticking on Section 42 housing so it seems we need to have a flexibility. Maybe create some general language to build in some flexibility.

Sarah, Zach and Melissa will work on creating a policy.