Madison/Dane CoC Reimagine Coordinated Entry Phase III (4) - 8/7/24

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)

Review of the Draft Policies: Accommodation for Individuals Who Only Access DV Shelter

The Reimagine CE Workgroup had a discussion on this topic on July 3. The small group members who volunteered to work on the draft policies and procedures following the discussion has met on July 26 and shared the following draft for the workgroup review and approval.

Link to the Draft Policies and Procedures: https://docs.google.com/document/d/1oWZc8Skf9hySmwH2mKhhhCpzMfY2FxzrglGs63zVFLU/edit?usp=sharing

Today's Topic: Tier 1 and Tier 2 Assessment (Cont.)

At the July 17 meeting, we started the discussion on the Tier 1 and Tier 2 assessment workflow. We discussed the following topics:

- How do we ensure there are sufficient available referrals for projects with specific target populations? (DV, unsheltered, have income, connected to CM, youth, etc.?
- Considering the workflow, is there a risk of stagnation in the Tier 2 list if there is not sufficient movement into housing or exists from street outreach or shelter programs? How can we mitigate this potential issue, especially with new clients entering the system later in the year?
- When are people exited from the Tier 2 list?
- When we can't find the person on the list, when do we move on to the next person (sufficient effort to find them, due diligence)?

Envisioned Workflow (updated)

Based on the discussion, the prep group drafted the following workflow:

1. Monthly Tier 1 Report Generation:

On the first Monday of each month, the Coordinated Entry (CE) Manager runs Tier 1 Rapid Re-Housing (RRH) and Tier 1 Permanent Supportive Housing (PSH) reports.

2. Tier 2 Assessment (VI-SPDAT) Invitation:

The CE Manager identifies individuals to invite for the Tier 2 VI-SPDAT assessment that month. The number is calculated as three times the annual openings for each project type, divided by 12 months.

3. Coordination with Shelter and Outreach Programs to complete Tier 2 Assessment:

The CE Manager contacts staff from shelter and outreach programs to arrange VI-SPDAT assessments for the identified individuals. In cases where an individual is enrolled in multiple programs simultaneously, all program staff are notified. The agency staff members will then coordinate to determine who will conduct the VI-SPDAT and report back to the CE Manager. (Communication methods and documentation requirements to be specified. ICA is exploring options.) The VI-SPDAT assessment must be completed within 30 days of the contact from the CE Manager to staff. If it is not received within 30 days, CE Manager will contact another person to complete the assessment. For those assessed for PSH, shelter or outreach staff are asked to initiate the chronic homelessness documentation process.

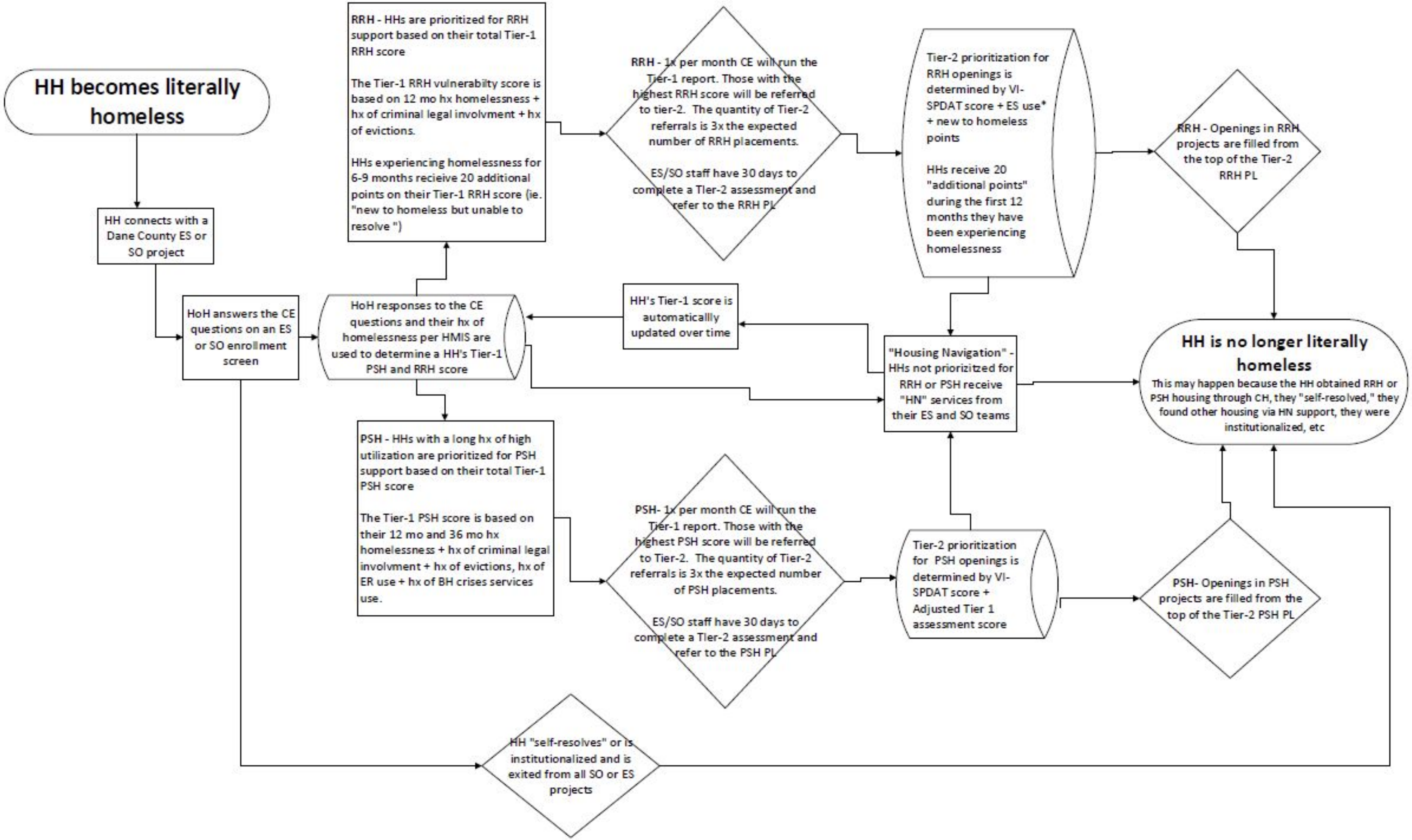
4. Tier 2 Documentation in HMIS:

Tier-2 involvement is recorded through a CE Assessment and Referral to the appropriate Priority List (i.e., Single or Family and RRH or PSH). Individuals who complete the VI-SPDAT are not required to have a separate CE program enrollment in HMIS. Instead, emergency shelter and street outreach projects are classified as “CE Access sites” in HMIS and for the CE Annual Performance Report. There is no separate process to remove client from Tier 2 list. Clients remain on the Tier 2 List they were referred to until they are no longer actively enrolled in a shelter or outreach project.

5. Prioritization and Reassessment

RRH: In accordance with the goals identified in Phase II, the RRH tier-2 report ensures that RRH resources are prioritized for those "new to homelessness but unable to self-resolve." This is accomplished by allocating additional points to those meeting the defined criteria in the RRH prioritization score that sorts the priority list. We propose using 12 months as the cut-off for receiving these additional points (rather than of "6-9 months") to create time to move through the Tier-2 processes. Households would not typically be reassessed (i.e. get an updated VI-SPDAT) for RRH because they would no longer be "new to homelessness" and would not receive the additional points and are therefore unlikely to be prioritized for referral to a referral to an RRH opening. While enrolled in a shelter or outreach project they continue to receive housing navigation support and continue to be assessed for PSH via the tier-1 PSH process.

PSH: There are no additional criteria for PSH beyond the use of the vulnerability score plus the history of homelessness. The process for completing a new Tier-2 assessment (i.e., a new VI-SPDAT) follows existing CE policies.


HH becomes literally homeless
HH connects with a Dane County ES or SO project
HoH answers the CE questions on an ES or SO enrollment screen
HoH responses to the CE questions and their hx of homelessness per HMIS are used to determine a HH's Tier-1 PSH and RRH score
RRH - HHs are prioritized for RRH support based on their total Tier-1 RRH score
The Tier-1 RRH vulnerabilty score is based on 12 mo hx homelessness + hx of criminal legal involvment + hx of evictions.
HHs experiencing homelessness for 6-9 months recieive 20 additional points on their Tier-1 RRH score (ie. "new to homeless but unable to resolve ")
RRH - 1x per month CE will run the Tier-1 report. Those with the highest RRH score will be referred to tier-2. The quantity of Tier-2 referrals is 3x the expected number of RRH placements.
ES/SO staff have 30 days to complete a Tier-2 assessment and refer to the RRH PL
Tier-2 prioritization for RRH openings is determined by VI-SPDAT score + ES use* + new to homeless points
HHs receive 20 "additional points" during the first 12 months they have been experiencing homelessness
RRH - Openings in RRH projects are filled from the top of the Tier-2 RRH PL
HH's Tier-1 score is automaticallly updated over time
"Housing Navigation" - HHs not priorizitzed for RRH or PSH receive "HN" services from their ES and SO teams
HH is no longer literally homeless
This may happen because the HH obtained RRH or PSH housing through CH, they "self-resolved," they found other housing via HN support, they were institutionalized, etc
PSH - HHs with a long hx of high utilization are prioritized for PSH support based on their total Tier-1 PSH score
The Tier-1 PSH score is based on their 12 mo and 36 mo hx homelessness + hx of criminal legal involvment + hx of evictions, hx of ER use + hx of BH crises services use.
PSH- 1x per month CE will run the Tier-1 report. Those with the highest PSH score will be referred to Tier-2. The quantity of Tier-2 referrals is 3x the expected number of PSH placements.
ES/SO staff have 30 days to complete a Tier-2 assessment and refer to the PSH PL
Tier-2 prioritization for PSH openings is determined by VI-SPDAT score + Adjusted Tier 1 assessment score
PSH- Openings in PSH projects are filled from the top of the Tier-2 PSH PL
HH "self-resolves" or is institutionalized and is exited from all SO or ES projects

Additional Considerations

CE Release of Information (ROI)

- Do we need a CE Release of Information for conducting Tier 1 and/or Tier 2 assessment?
- Who gets it and when?

Tier 2 Assessment

Who would complete Tier 2 assessment for clients of the following programs?

  - Porchlight men's shelter
  - Salvation Army women's shelter
  - Salvation Army family shelter
  - YWCA family shelter
  - Healing House
  - Outreach programs that use HMIS and are CE mobile hubs
  - Outreach programs that are not CE mobile hubs