

Reimagine CE Phase 3 – 11/20/24 Meeting Notes

Attendees: Zach Stephen, Sarah Lim, Torrie Kopp-Mueller, Patrick Duffie, Chara Taylor, Brenda Konkel, Francesca Atkinson, Wendy Siewert, Melissa Mennig, Kristina Dux, Brehan Gevelinger, Kayleigh Coloso, Maureen Quinlan, Arret Druley,

Recap of last meeting :

Reviewed and approved the following policies:

- CE Release of Information (ROI)
- Documentation Requirement for Referral to PSH
- Requesting Referrals from CE

2. PSH lookback period

- RRH looks back at the last 6 months and PSH looks back at the last 6 months and 36 months.

3. Staff training

- Prefer to have a live virtual training that is recorded
- Create FAQ document

Concerns about new board starting in December of 2024. Torrie did give a heads up but may be useful for these folks to get a refresher around how CE works.

Updated Timeline Suggestion to move HSCB Board Approval for 1/8/24, Training and Outreach in January 2025, and then Implementation starting in February 2025.

Today's Topic #1 : Returning Participants to the Tier 2 List

Q1. What happens to someone who completed VI-SPDAT, but was never prioritized for housing opening, disappears, and then returns?

Scenario 1. Kai was enrolled in an outreach program, prioritized for Tier 2, and completed a VI-SPDAT. Afterward, Kai was incarcerated for 120 days and was exited from the outreach program after 90 days of no contact. Upon release, Kai returns to the streets.

Scenario 2. Maya was enrolled in a shelter, prioritized for Tier 2, and completed VI-SPDAT. She moved to Texas to stay with a family, which resulted in her exit from the shelter. However, after 20 days, Maya returns to the shelter.

What is the approach we should take for Kai and Maya's cases?

Option A. If a participant returns to homelessness within XX days* after exiting a program, then the participant automatically returns to the Tier 2 list, either with same VI-SPDAT score or updated VI-SPDAT score. (* suggested 90 days)

Option B: The participant goes back to the Tier 1 process and is prioritized for Tier 2 if they score highly on the Tier 1 report.

Would it be different for PSH and RRH?

We would set the auto-exit from the community queue to 60 days to match Shelter/Outreach auto-exits. If you have no activity anywhere in HMIS for 60 days then you would get auto-exited from the community queue.

It would seem too hard to track to have shelter and outreach track whether or not someone is currently in the community and take them off the community queue, when we could have folks fall off the community queue naturally.

Thoughts around exiting people from the community queue promptly in order to keep a tidy priority list.

Since there's no longer a CE entry/exit for folks what does "exiting people from CE" mean. Patrick mentions that it would be cancelling their referral to the community queue/priority list due to no longer being eligible for the list.

Do we want to set an auto-exit for the priority list to be the same as street outreach and shelter or do we want it to be different? Can we say we'd like it to match the longer of the two (street outreach/shelter) and allow the policy to adapt?

Updated Proposal for Returning Tier 2 Participants to List

Participants' Tier 2 CE referrals are removed after:

- 1) a certain period of inactivity in HMIS, higher of the street outreach and shelter auto exit days; or
- 2) Exit to permanent destination (permanent housing or deceased) is documented in HMIS
- 3) Housing move-in date is documented in HMIS for permanent housing programs.

Tier 2 CE referral removal is done automatically by HMIS, not manually by street outreach and shelter staff.

Voting on updated proposal. Everyone voted to approve.

Topic #2 – Returning Participants to The Tier 2 List

Q2: What happens to someone who completed VI-SPDAT, was referred to a housing opening and became enrolled, but exited the program without securing housing (due to lack of response, follow-up, or inability to find housing within the program’s policy timeframe), what happens to that participant?

Option A. If a participant is continuing to be homeless, then the participant automatically returns to the Tier 2 list, either with same VI-SPDAT score or updated VI-SPDAT score.

Option B: The participant goes back to the Tier 1 process and is prioritized for Tier 2 if they score highly on the Tier 1 report.

Concerns around folks sticking around in RRH Tier 2 list for a long time. However them sitting on the tier 2 list for RRH wouldn’t prohibit them from being pulled into the PSH Tier 1 list.

Option A includes the “continuing to be homeless” and if they’re unable to be contacted for 90 days for a RRH project, does it make sense to return them to the Tier 2 list? Thoughts that if someone is unable to be contacted for 90 days or more that it wouldn’t make sense to return that person to the list in those cases.

Sarah moved to Approve Option A. Unanimous approval to Adopt Option A.

Today’s Topic #3: Tier 1 Report History of Homelessness Points

Option A: Tiered Distribution

- 4 points: Above 95% (top 5%)
- 3 points: 90-94% (top 10%)
- 2 points: 80-89% (top 20%)
- 1 points: 60-79% (top 40%)
- 0 point: Below 60%

Pros: It offers greater differentiation for individuals in the target group.

Option B: Even Distribution

- 4 points: 80-100% (top 20%)
- 3 points: 60-79% (top 40%)
- 2 points: 40-59% (top 60%)

- 1 points: 20-39% (top 80%)
- 0 point: Below 20%

Pros: It provides opportunities for those with varying levels of program involvements to gain points.

Came up with Option A because we realized Option B wasn't specific enough in rewarding points in order to really target the population we're aiming to serve. If we're really focused on heavy utilizers it makes sense to target the top 5%. When we spot-checked things – Option A was better at identifying heavy utilizers which was our intent. Option B was essentially where we started and then realized that it may make more sense to have greater differentiation for individuals in the target groups.

Sarah Lim moves to Approve Option A. Unanimous support to adopt Option A.

Today's Topic #4: Family RRH New to Homeless Points

First, a Recap of the RRH Prioritization:

The Tier 2 prioritization score for RRH 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).
- New to Homelessness Points*: 20 points are added to individuals who are “new to homelessness but unable to self-resolve.” These points expire at the 10th month mark of enrollment in shelter or street outreach program.
- Length of Shelter Stay/Number of Bed Nights: Up to 10 points (the number of shelter bed nights in the last 180 days divided by 18)

***New to Homelessness Points Example:** If someone newly enrolls in shelter or street outreach program in January, they receive 20 additional points in the July Tier 1 report if still enrolled. Once they complete the Tier 2 assessment, they will continue to receive 20 additional points in the Tier 2 process until the end of October, after which the additional points expire. During their enrollment in a shelter or street outreach program, they can continue to receive housing navigation support and continue to be assessed for PSH via the PSH Tier 1 process.

Today's Topic #4: Family RRH New to Homeless Points (cont.)

When ICA ran a Tier 1 report (test run) on 11/7, no families met the criteria for being “new to homeless but unable to self-resolve within 6 month”, which assigns additional prioritization points for RRH. As a result, the top of the RRH list looked a lot like the top of the PSH list.

Q1. Is this result an anomaly, or should we anticipate this trend to persist?

Q2. If we continue to have insufficient families meeting the target prioritization criteria at the 6-month mark, what should we do? One potential adjustment could involve lowering the 6-month threshold to 4 or 5 months for families. Other ideas consider?

Patrick and Torrie spoke about it's may not be an anomaly. There are certainly fewer families in our community than singles and so that could play a part. The ebb and flow into and out of shelter could be a significant piece of it as well. If families aren't moving into shelter regularly than we would want to look at that further as well. We don't quite know how quickly families are moving through shelter.

We may expect it to be different in the future however it'd be useful to come up with a backup plan because as is if we don't have any that then means that it'll default to the highest utilizer which is not necessarily the intended population either.

No time limit for Salvation Army shelter may be a piece of it as well. If TSA Shelter isn't regularly getting new families it will mean less folks are going to get these points.