Coordinated Entry Workgroup

9830 Patuxent Woods Drive ●Columbia, MD 21046

Minutes of the February 6, 2019 Meeting
9830 Patuxent Woods Drive, Columbia, MD 21046

Attendance:
Department of Community Resources and Services Staff: Rose Burton, Jennifer Corcoran, Elizabeth Van Oeveren
Attendees: Donna Blackwell, Jennifer Broderick, Ayesha Holmes, Linda Zumbrun

Minutes from the January meeting were approved.

Topic: Structure and formation of the Prioritization Workgroup
Discussion: The Prioritization Workgroup would create more transparency in the referral process and management of the By-Name List. It would allow the opportunity to provide supplemental information for clients that is not captured by the VI-SPDAT. The recommendation is for 1-2 supervisors from each outreach and housing/shelter agency to participate in the workgroup. Discussion of which providers should be represented: Shelter (Grassroots and HopeWorks), RRH (Bridges, Corrections, and HopeWorks), PSH (Humanim, Bridges, VOA), Street Outreach (Grassroots). The Workgroup would focus on the By-Name List solely, and policy recommendations would stay at the Coordinated Entry Committee level. The Workgroup would also create more accountability to monitor progress of clients since they were referred to a housing program and give opportunity for case consulting if needed. While the Workgroup would collectively decide on referrals for open housing placements if they arise at the time the workgroup is meeting, referrals for open housing placements should continue to be made by the Coordinator of CSHS in between workgroup meetings. There were questions around what will happen if someone on the By-Name List is referred for an opening but they can't be reached or have moved. How long do we keep the referral open and try to find them? This will need to be decided by the Workgroup. There was a suggestion to create a provider participation agreement form to outline the purpose and benefits of agency partners joining the workgroup.

Topic: Performance Monitoring
Discussion: The data show a gap between referrals made and % of those referred who were actually served in programs: shelter, CSHS prevention, Family Stability Initiative, and CSHS Rehousing. What is causing this gap? It may be that people are on the waitlist so long that once they are referred they may no longer need assistance/ be reachable. At what point do we need to remove individuals from our By-Name List? The time Case Managers spend looking for clients that were referred to them slows down the system when those clients can't be found for weeks/months or at all. It is possible that if we had more street outreach to locate those who are referred and may be difficult to reach, that might increase the system flow. Regarding the FSI program, there has been a significant decrease in referrals and uptake since 2016. This could be that those who are presenting for services have higher barriers and fewer qualify for the eligibility requirements of the FSI program.

Topic: Cut off time periods for the By-Name List
Discussion: How do we get started with our current By-Name List of approx. 300 people? Suggestion that the By-Name List could have 3 separate categories: active, inactive, and housed. Committee members are unsure what the cut-off point should be for moving clients to inactive list: 30 days since they contacted hotline, 60, 90? The committee would like to look at how other communities manage their By-Name Lists. Also discussed documentation readiness, and asked who that sits with, so that clients can be quickly re-housed once referred to a program.