



# Coordinated Entry Workgroup

9830 Patuxent Woods Drive • Columbia, MD 21046

## Minutes of the May 14, 2019 Meeting

9830 Patuxent Woods Drive, Columbia, MD 21046

### **Attendance:**

Department of Community Resources and Services Staff: Cara Baumgartner, Jennifer Corcoran, Elizabeth Van Oeveren

Attendees: Karen Booth, Jen Broderick, Shanika Cooper, Tifnie Criner, Adam Delauter, Uchenna Nwaobilor, Sara Smoley, Linda Zumbrun

The meeting began at 10:35 am.

**Minutes** from the April meeting were approved.

### **By-Name List active/inactive status**

The Committee returned to the topic of setting a time period to define an active and inactive By-Name List. Communities often use this strategy to manage their list in an effort to define who is literally homeless at any given point in time. Previously, there had been concern that having an inactive list would put up a barrier to housing, and various approaches to locating households were discussed.

Without robust street outreach capacity, households experiencing literal homelessness often fall out of contact. With a static list, time is spent unsuccessfully trying to reach households who cannot be contacted. The Committee heard about outreach strategies used by the VA as well as communication strategies of other counties with little or no outreach capacity. The VA uses a 90-day cut-off for active and inactive lists, though they are required to continually offer housing to all Veterans. Most communities other than Baltimore City and Baltimore County do not have extensive street outreach and so rely on drop-in centers and phone contact. It was pointed out the police and other first responders can be a good resource for maintaining contact with those experiencing homelessness.

In discussing the apparent effect of using a static list on shelter utilization, and acknowledging that knowing who is literally homeless is a key underpinning of the in-progress Plan to End Homelessness, the Committee agreed it would be reasonable to develop active and inactive versions of the list. Households placed on the inactive list would become active again as soon as they make contact with the Coordinated Entry System (CSHS). The Committee also discussed using the Prioritization Workgroup as a kind of “safety net” to avoid removing households inappropriately. Before anyone is moved to the inactive list, the Prioritization Committee would be asked if they have had recent contact with the household.

The Committee decided there should be a two-step process – first cleaning up the current waitlist and then working to keep it up-to-date. The first step would involve cross-checking anyone who has been on the By-Name List for longer than 90 days against Grassroots’ caller database to identify those households who have contacted Grassroots more recently but not had follow-up calls entered into ServicePoint. Then, those still remaining would be shared with the Prioritization

Workgroup so that they could indicate the need to keep anyone they know to currently be literally homeless on the active list. Finally, the remaining “old” names would be parceled out to volunteers within the Coordinated Entry System to try to contact. Three phone attempts and an email, if available, would be made over the course of two weeks. If none of those attempts were successful, the household would then be removed from the active list. DSS and the Health Department will also look at their “homeless mail” messages. The second step, to be fleshed out at a subsequent meeting, would focus on keeping the list current.

### **Next Steps**

There are two upcoming tasks for the Committee – (1) getting comprehensive written Policies and Procedures in place and (2) year one Plan to End Homelessness implementation planning. Jennifer will send a draft P&P document for review. The process for implementation planning is being developed and will be brought to the Committee at upcoming meetings.

The meeting ended at 11:23 am.