



Coordinated Entry Workgroup

9830 Patuxent Woods Drive • Columbia, MD 21046

Minutes of the November 12, 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, Kristi Simon, Sara Smoley, Beth Stein, Linda Zumbrun

The meeting began at 10:38 am with Linda Zumbrun welcoming everyone and attendees introducing themselves. It was noted that the Coalition Board was about to have a planning retreat, facilitated by National Alliance to End Homelessness staff, to identify priorities and action steps for the first three years of implementing The Path Home. Decisions made at the retreat will guide the future work of the committee, though the committee will also need to make recommendations to the Board regarding standards for street outreach, as Humanim has been awarded State funds for this function.

Draft Policies and Procedures

The Committee reviewed items that are required to be in a community's Coordinated Entry Policies and Procedures that are not addressed in the current draft (see attached). Staff is recommending that the draft in its current form be forwarded to the Board for approval in order to consolidate updates to original CSHS procedures and decisions the Board has made regarding assessment and prioritization policies.

System Design

The Committee addressed its role within the Coalition governance structure as the experts on system flow and requested a more detailed visual of the system than what was included in *The Path Home*.

Prioritization Workgroup

Staff provided an update on the workgroup's activities. The By-Name List has been refined to more accurately reflect who in the county is experiencing chronic homelessness and has been used to make referrals for a series of openings in Housing Commission and McKinney projects that occurred over the Spring and Summer. There is interest in using more case conferencing to make referrals; this will have to be discussed with the Housing Commission so that Fair Housing laws are not violated. Moving forward, the workgroup will begin formally considering the implications of setting a 90-day active/inactive filter to the By-Name List and looking at how quickly people move through the system.

PSH Transfer Request

VOA has submitted a request to transfer a project participant out of Leola Dorsey. There have been interpersonal conflicts between a couple that is residing there, placing both tenancies in jeopardy and domestic violence is now suspected. If one of the individuals would like to move it may stabilize the tenancies of both. There was a discussion of whether the person moving had to meet the chronic definition given that there were not 35 individuals for whom chronic status could be documented when Leola Dorsey opened, as well as the role of protections for domestic violence victims.

The meeting ended at 11:32 am.

TOPICS NOT ADDRESSED IN CURRENT POLICIES & PROCEDURES DRAFT

1. Outreach – there will need to be policies around how street outreach interacts with Coordinated Entry – based on NAEH’s assessment, it is assumed but not certain that street outreach will be an access point.
2. Grievance procedures – households must be informed of their right to file a grievance; this is straightforward once a household is in a project, but there is not an obvious process for households to appeal their lack of referral into the system or project.
3. Robust marketing procedures – Unaccompanied youth (18-24) and non-English speakers have been identified as populations in need of special outreach. Ideally, this document would include strategies to reach these populations in addition to requiring partner agencies to affirmatively market their housing opportunities.
4. Access points
 - HopeWorks – NAEH has recommended the HopeWorks Safe House rather than their RRH project serve as their system access point. This will be addressed by the committee at a later date.
 - Prevention - NAEH has recommended that there be comprehensive planning with regard to prevention efforts across the County. The FCS Family Stability project became an access point before current Coordinated Entry requirements went into effect, and CAC is currently considering whether to act as an access point for a specific pot of funding. Both of these arrangements will probably continue as-is until the Coalition Board tackles prevention as a whole.
 - Day Resource Center – Some staff who spend time at the DRC enter households into ServicePoint and it is unclear whether this is happening as a DRC or outreach function. This needs to be clarified and standardized.
 - Accessibility – This document details the accessibility of the Grassroots hotline. That discussion needs to be expanded to all access points.
5. Phased assessment and shelter prioritization/new HUD data standards – NAEH is recommending moving use of the VI-SPDAT deeper into the system to be executed by street outreach and shelter. If that recommendation is implemented, there will need to be a new way of prioritizing for shelter. Additionally, HUD has released new data requirements that impact the flow of questions at access points. Data changes will need to be made by April 1.
6. Prioritization standards – NAEH has made a recommendation to simplify the prioritization standards to shift away from a focus on subpopulations – including chronic - and toward length of time of current homeless episode.
7. Set-aside vouchers – Section 8 vouchers given to the Coordinated Entry System by the Housing Commission are prioritized in the same way openings in Leola Dorsey placements, which means they cannot be used as part of a move-on strategy. Additionally, the Commission has applied for another round of Mainstream Vouchers from HUD in a competition that awards extra points for using the potential vouchers as RRH stabilization or PSH move-on. There will need to be a process for selecting households to obtain any vouchers that become available to the system through

these avenues. The first step will be to have HUD representatives from our respective areas meet to discuss approaches and regulatory restrictions.

8. There is not yet a resolution to the issue of whether a household staying in an “extra” room at Grassroots should receive special consideration when there is a shelter opening.
9. This document does not address development of active/inactive versions of the By-Name List. The Prioritization Workgroup is reviewing how such a delineation would work and recommendations will then be brought back to the committee.
10. Referral timelines – Guidelines for the level of effort and length of time Case Managers must try to reach a household that has been referred for a project must be developed, as will a standard for length of time to enroll in PSH projects.
11. There are separate written policies for FFA and for the Landlord Guarantee Project that will need to be updated and incorporated.