



SACRAMENTO
STEPS FORWARD

Ending Homelessness. Starting Fresh.

Coordinated Entry System (CES) Committee Agenda

Thursday, February 11, 2021 || 2:30 PM – 4:00 PM

[Zoom Meeting](#) Meeting ID: 858 0489 5905 Passcode: 178282

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Agenda Item	Presenter(s):	Time	Item Type
I. Welcome and Introductions	John Foley, Executive Director, Sacramento Self Help Housing & Jenna Abbott, Executive Director, The River District (Co-Chairs)	2:30 PM (5 minutes)	Informal
II. RAPS Metrics / 2-1-1 Report	Peter Bell, SSF CES Manager & Gabriel Kendall, 2-1-1	2:35 PM (30 minutes)	Action
III. Survivor Coordinated Entry System Overview Goal 2	Stacey Fong, SSF CE Analyst & Peter Bell	3:05 PM (25 minutes)	Informational
IV. Plan to expand CES resources Goal 2	Michele Watts, SSF Chief Planning Officer & Peter Bell	3:30 PM (20 minutes)	Discussion

V. Life Cycle Dashboard review	Peter Bell	3:50 PM (10 minutes)	Informational
VI. Meeting Adjourned Next Meeting: March 11, 2021 Topics to cover: Goal 1: CES Communication Strategy and Compliance			



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RAPS Proposal Draft Metrics

The following matrix outlines draft metrics for the RAPS proposal components, which include funding for new (1) 211 Care Coordinator; (2) SSF CES Program/Policy Coordinator; (3) SSF Problem-Solving Coordinator/Navigator; and (4) Problem-Solving Funding Recipient Agencies. The matrix organizes potential metrics by each of these components, as well as System-wide metrics not assigned to a particular funded component. In some instances, the same metrics apply to multiple components.

Goal 1: Improve Access	
<i>Funded Proposal Component</i>	<i>Draft Metrics</i>
1A. Expand 211 Capacity	
211 Care Coordinator	- # of people served/overall people requesting service - # of new agencies engaged @ the Care Coordinator level
1B. Expand CES Problem-Solving	
SSF CES Program/ Policy Coordinator	-Case Conferencing client-level outcomes - # of agencies actively participating (by-name list management) in case conferencing
SSF Problem-Solving Coordinator/Navigator	- Number of trainings provided - agencies supported (hours) - # of attendees trained
Problem-Solving Funding Recipient Agency	- Agency level: # of people served, # of problem solving conversations (possibly measured in hours), # of service connections, # of clients entering permanent housing -- (Level of responsibility depends on RFP responses)
Goal 2: Improve Assessment	
<i>Funded Proposal Component</i>	<i>Draft Metrics</i>
2A. Increase Number of Completed Assessments	
211 Care Coordinator	- # of VI-SPDATs and New Assessments Completed via the RAPS pilot: -- VI-SPDAT 2.0 - # of VISPDATs completed, # compared to baseline # for similar time period -- NEW problem-solving assessment - # of assessments completed -- NEW client housing preference assessment - # of assessments completed -- Implement DV/SA/HT screening - # of assessments completed -- Other NEW assessments?- # of assessments completed - & for ALL assessments, #/% of assessments resulted in a program connection and/or positive outcomes?
SSF Problem-Solving Coordinator/Navigator	
Problem-Solving Funding Recipient Agencies	

2B. Reduce Time from Contact to Assessment	
211 Care Coordinator	- Reduce time to assessment (change in wait time from contact to assessment, including VI-SPDAT + the new assessments) (*2-1-1 driven?) -- Reduce waiting time from one year to one month (or less?)
SSF Problem-Solving Coordinator/Navigator	
Problem-Solving Funding Recipient Agencies	
Goal 3: Improve Diversion	
<i>Funded Proposal Component</i>	<i>Draft Metrics</i>
3A. Expand System-wide Problem-Solving Resources	
System-wide	- # of resources introduced to CES
3B. Expand financial and non-financial resources for clients	
Problem-Solving Funding Recipient Agencies	<ul style="list-style-type: none">- the total/average amount of financial assistance provided, # of people helped, cost per person<ul style="list-style-type: none">-- mean and median amount and top 3 or top 5 uses of these funds.- % of folks helped with financial vs. non-financial- # of referrals and leveraged resources (transportation assistance, drop-in services, health connections, etc.) <p>Proposals should explain how many clients can be served annually with and without financial resources</p> <p>NOTES: CES evaluation shows ~250 people score in the diversion range annually EXAMPLE: 66 clients served \$2,000 avg cost per person for a total of 132,500 spent each year</p> <ul style="list-style-type: none">- Housing Retention<ul style="list-style-type: none">-- <15% returning to homelessness within 12 months after a successful housing outcome-- <30% returning to homelessness within 24 months after a successful housing outcome- Reduce CES wait time (for those who require less intensive services)<ul style="list-style-type: none">-- change in wait time for those who fall into the diversion category as compared to current wait (indefinite)- Reduce days homeless<ul style="list-style-type: none">-- reduction in # of days homeless for those who fall into the diversion category (assessed by looking at historical VI-SPDAT data?)- Provide collaboration and skills training

	-- # of trainings created and/or provided, # of trainers developed, # of people who participated -- Host quarterly trainings for the problem-solving access point agencies - 4/year	
SSF Problem-Solving Coordinator/Navigator	- Provide collaboration and skills training -- # of trainings created and/or provided, # of trainers developed, # of people who participated -- Host quarterly trainings for the problem-solving access point agencies - 4/year	
Goal 4: Improve Public Relations		<i>Draft Metrics</i>
<i>Funded Proposal Component</i>	<i>Draft Metrics</i>	
System-wide	- # of media mentions - changes to client satisfaction survey (needs to be developed) - changes to provider satisfaction survey (needs to be developed)	

Data Tracking in HMIS

Agency

- # of individuals and families (families are households of more than 1)
- # of participants by participating program
- Participant Demographics:
 - o Gender
 - o Race
 - o Ethnicity
 - o Age
- Types of conversations:
 - o # of individuals and households with 1 conversation/service
 - o # of individuals and households with more than 1 conversation/service
 - o average # of conversation/service for individuals and households with more than 1 conversation/service
 - o average # of conversation/service for each category/sub category
- Financial assistance:
 - o Average amount spent on individual/family
 - o # of individuals/families with successful exits who received financial assistance

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- System Measures
 - Successful exit rate, including temporary and permanent destinations (# and %)
 - Exit destinations
 - % of returns to homeless system within 1, 3, 6, 12 and 24 months
 - % of individuals and households who received financial assistance
 - How many conversations resulted in Client Housed/ re-housed in a safe alternative? (CE APR)
- Process Measures
 - Average number of conversations per successfully exited household
 - Project types
 - What types of services were provided
 - ex: 80% of exits involved financial assistance
 - ex: 60% in mediation

El Hogar Guest House

Wellness and Recovery - South

Francis House

Sacramento Steps Forward
Housing Resource Access Points
Referrals
January 1 to December 31, 2020

Sacramento Veterans Resource Center



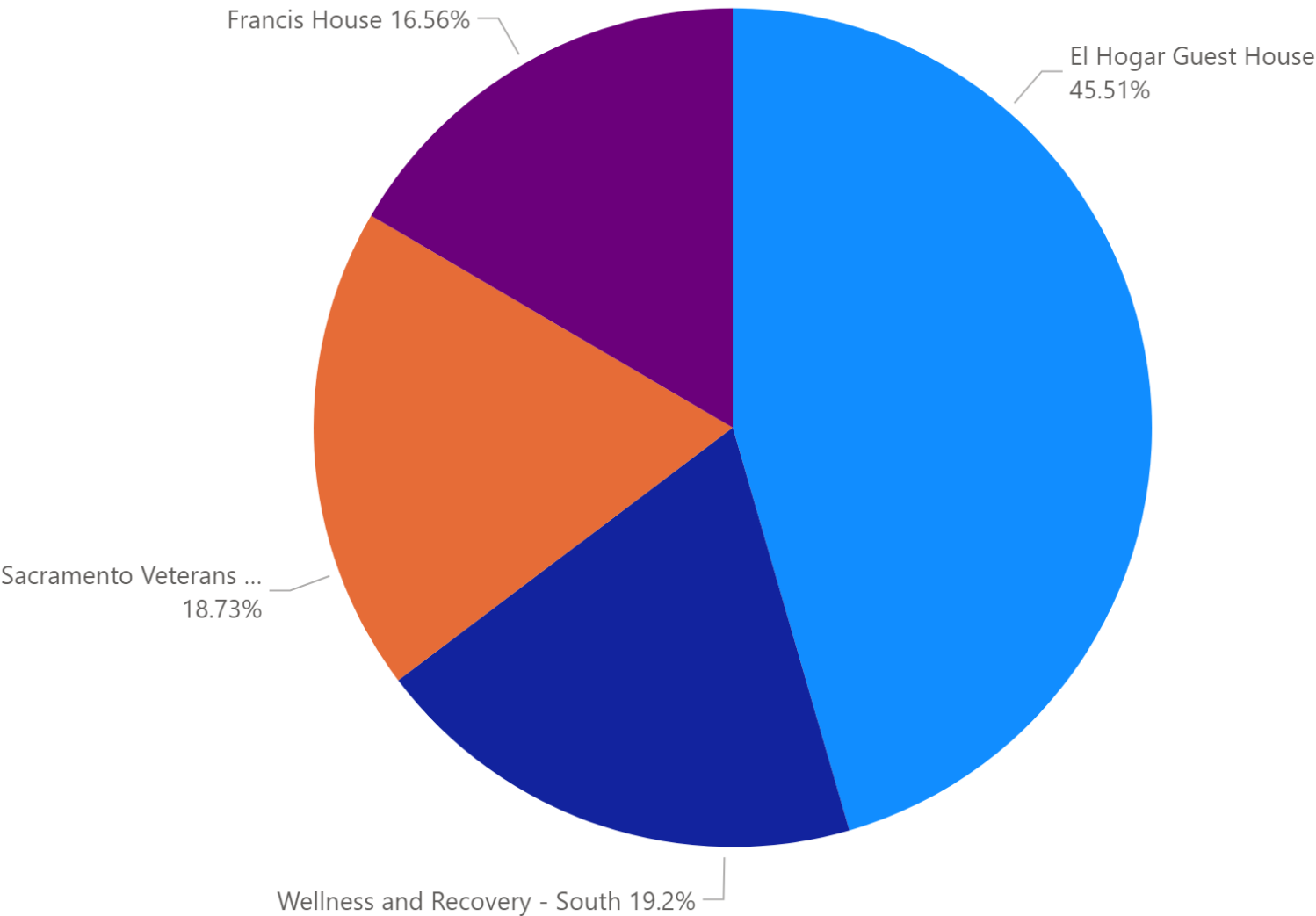
Referrals to Sacramento Steps Forward
Housing Resource Access Points
January 1 to December 31, 2020

646

Total Referrals

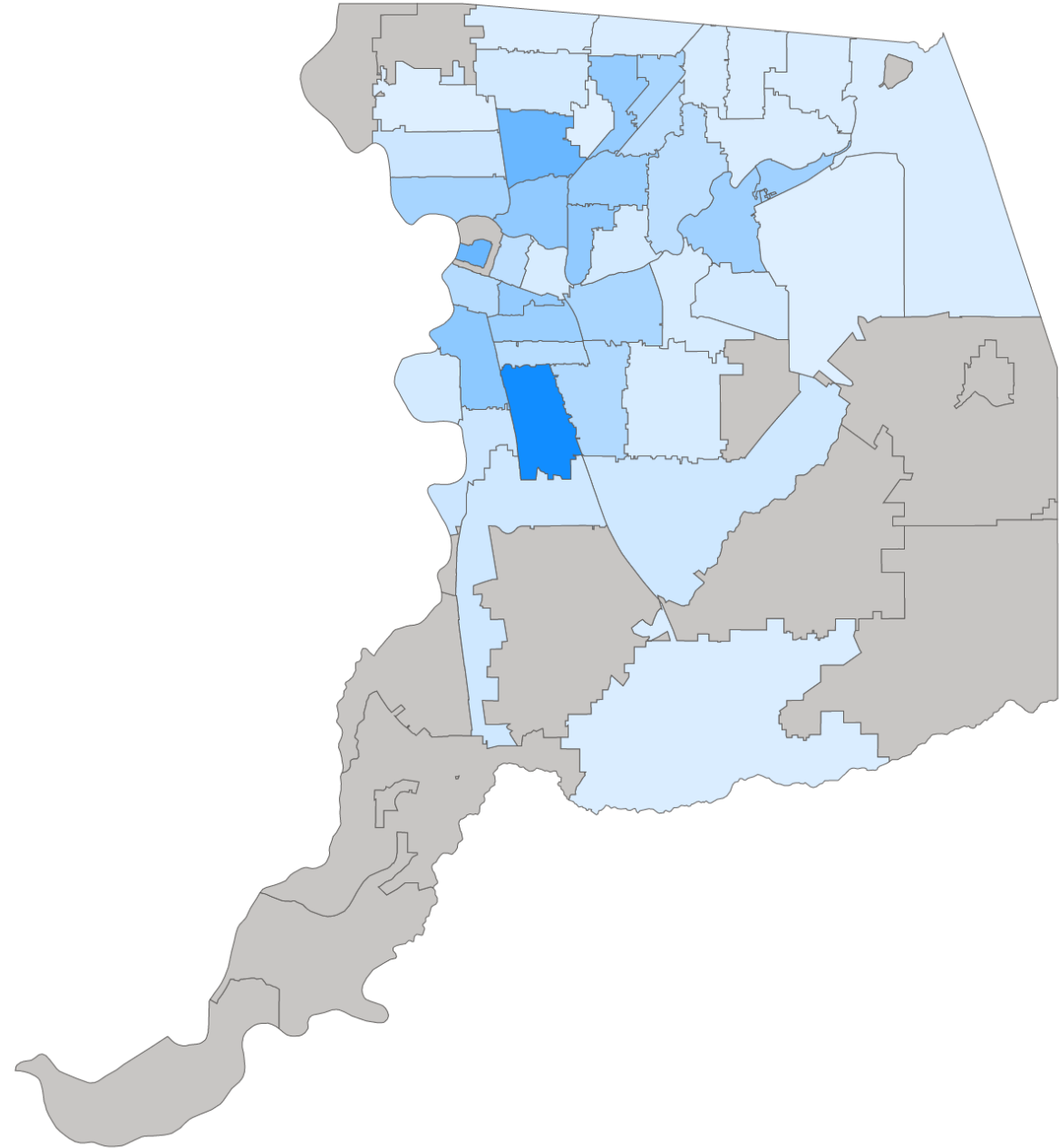
Referrals to Housing Resource Access Points by Site	Count
El Hogar Guest House	294
Francis House	107
Sacramento Veterans Resource Center	121
Wellness and Recovery - South	124
Total	646

Referrals to Housing Resource Access Points by Site

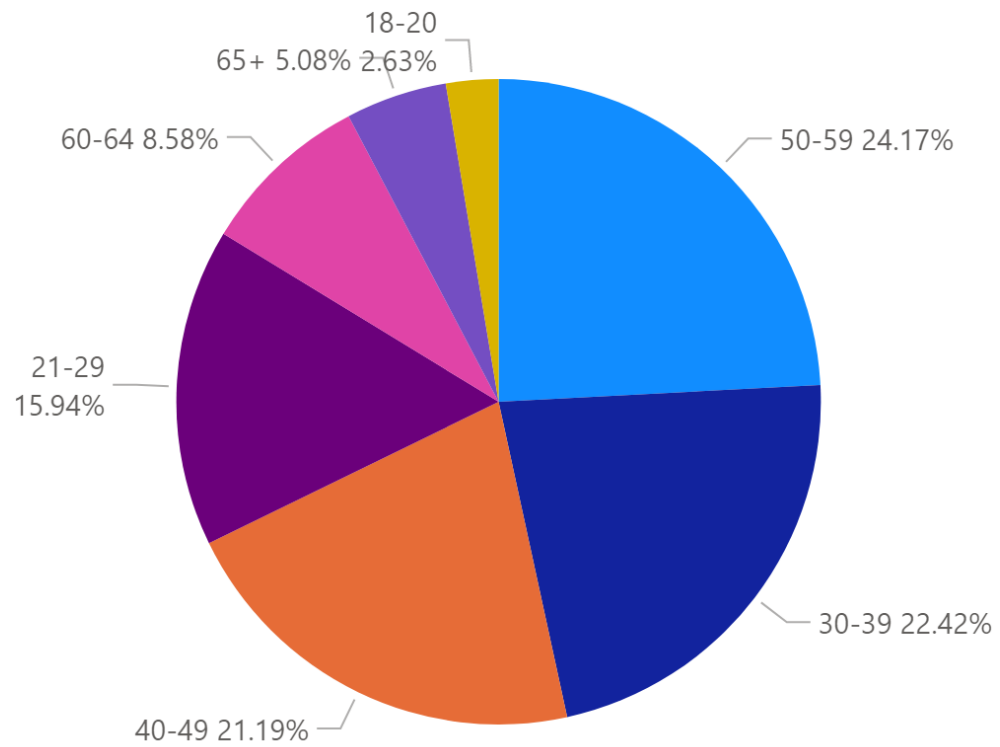


Top Postal Codes of Callers 2020

Caller City	Caller Postal Code	Count
Sacramento	95823	57
Sacramento	95814	33
Sacramento	95838	33
Sacramento	95822	23
Sacramento	95815	22
Sacramento	95825	22
North Highlands	95660	21
Sacramento	95817	21
Sacramento	95820	19
Sacramento	95821	19
Gold River/Rancho Cordova	95670	18
Sacramento	95833	16
Sacramento	95826	15
Sacramento	95842	15
Sacramento	95828	13
Sacramento	95818	12
Sacramento	95824	11
Carmichael	95608	10
Sacramento	95816	10
Sacramento	95841	10



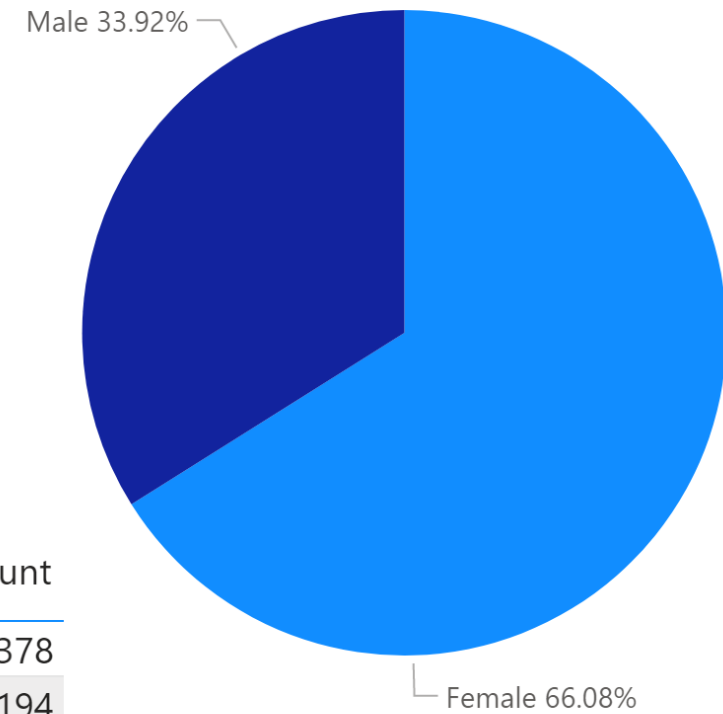
Age



Age

Age	Count
18-20	15
21-29	91
30-39	128
40-49	121
50-59	138
60-64	49
65+	29
Total	571

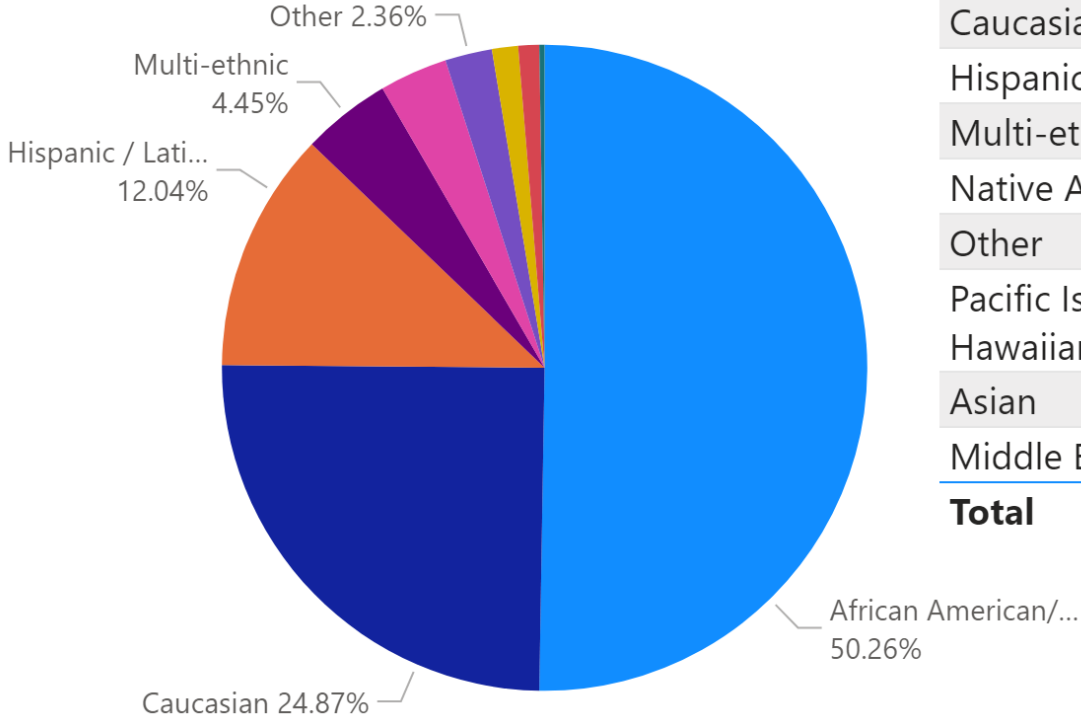
Gender



Gender

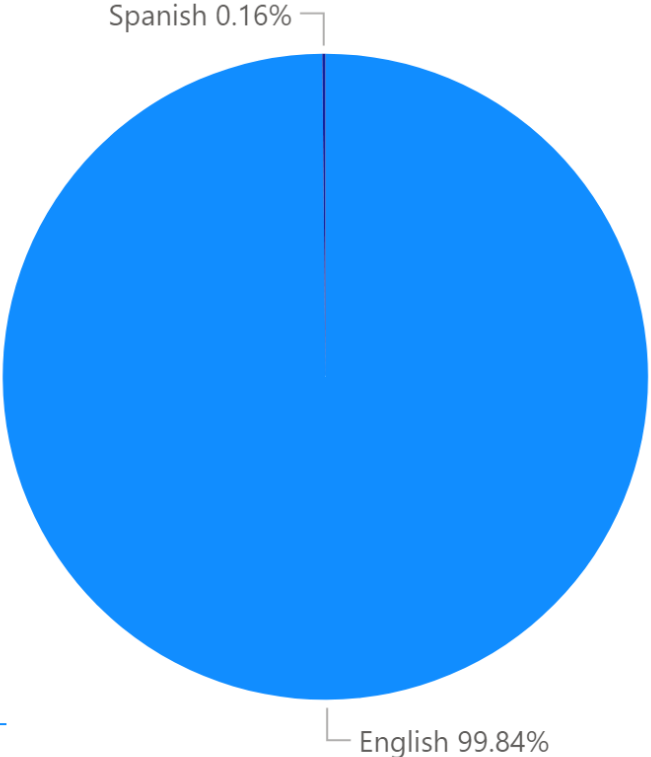
Gender	Count
Female	378
Male	194
Total	572

Ethnicity



Ethnicity	Count
African American/Black	192
Caucasian	95
Hispanic / Latino	46
Multi-ethnic	17
Native American	13
Other	9
Pacific Islander / Native Hawaiian	5
Asian	4
Middle Eastern	1
Total	382

Language



Language	Count
English	638
Spanish	1
Total	639

Domestic Violence, Sexual Assault, and Human Trafficking Pre-Screening Tool and Referral Guide

PURPOSE

Gender-based violence can take multiple forms and often these overlap, including: domestic violence, sexual assault, and human trafficking. The purpose of this tool is to:

- 1) Help identify if a person **may be or may have been** a survivor of domestic violence, sexual assault, or human trafficking; and
- 2) Ensure individuals are connected to with the appropriate agency, who can provide an additional assessment and comprehensive support.

HOW TO USE THE TOOL

Please read the script and then ask the questions below. There are six questions for clients to self-report. Clients may choose to directly answer the question asked, decline to answer the question, or skip the question entirely. The client's answers will determine whether and where you will refer them, as described below.

If a client is in immediate crisis or begins exhibiting signs of a trauma response at any point during your interaction, immediately stop the pre-screening and call one of the crisis hotlines listed in the Referral Guide section below.

QUESTION DESCRIPTIONS

Questions 1 & 2: help identify any current or past intimate partner abuse. If the individual responds yes to any question, please refer them to an appropriate domestic service provider.

Question 3: helps identify potential instances of labor trafficking or wage theft. If the person responds yes to this question, please refer them to an appropriate human trafficking service provider.

Question 4: helps identify potential cases of sexual assault and/or sexual exploitation. This question may be especially difficult for individuals to answer. Please ensure individuals understand they do not have to answer any question that they do not feel comfortable answering. If the person responds yes to this question, please connect them to the appropriate sexual assault service provider.

Question 5: helps identify the most recent experience, either current or past

Question 6: helps to identify general potential safety risks for the individual. If the person expresses concern regarding current issues of domestic violence, sexual assault, or human trafficking, please refer them to the corresponding agency.

SCRIPT

Before I learn more about your housing situation, I want to ask you some questions about whether you feel safe or are in danger right now. These are questions that I ask everyone because these issues are very common. The questions are personal and difficult for some people to answer, and if you don't want to answer them that's fine – you don't have to. You can stop anytime, or you can choose to answer some questions and not answer others.

The reason I'm going to ask these questions is to determine the services that will best fit your needs. Any information you share with me today will stay within my organization, unless you give me permission to share it with others.

- **(If you are a mandated reporter)** However, if you tell me something that leads me to believe that a child has been abused or neglected, the law requires me to report this.
- **(If you are not a mandated reporter)** I will not call the police or do anything with this information that you don't want me to do.

Based on your answers, I may offer you referrals to specific resources in the community. It is always your choice whether you accept a referral to work with another program or continue talking to me about your housing situation. Also, whatever you tell me will not affect your eligibility for housing assistance. You will have the same ability to access housing as anyone else regardless of how you answer these questions.

Do you have any questions before I start?

QUESTIONS

- 1) Do you feel safe at home or at the place you are staying currently?
☐ Yes ☐ No ☐ Decline to answer
- 2) Are you being hurt (physically, emotionally, sexually, etc.) by someone you know currently or have you been in the past?
☐ Yes ☐ No ☐ Decline to answer
- 3) In the United States, have you ever worked [or done other activities] without getting the payment you thought you would get?
☐ Yes ☐ No ☐ Decline to answer
- 4) Has anyone forced or pressured you to touch them or someone else sexually in exchange for safety, money, or something of value (for example, food, shelter, drugs, gifts, etc.)
☐ Yes ☐ No ☐ Decline to answer
- 5) If any of the above have ever occurred, when was the last incident?
- 6) Is there anything else that you would like to tell me about your safety? *(Note: the space below may be filled in by you or the client)*

[IF CLIENT DISCLOSES DOMESTIC VIOLENCE, SEXUAL ASSAULT, OR TRAFFICKING, PROCEED WITH SCRIPT. IF NO, CONTINUE WITH STANDARD PROCESS]

I'm glad you told me about this, and I want to help you to stay healthy and safe. There are several organizations in Sacramento County that specialize in working with people who have similar experiences. These organizations can help you access housing and services that store your information in a different confidential database which isn't shared by the County or other organizations. They can also link you to counseling services, legal assistance, emergency shelters, and other services that you might need. If you would like, I can help connect you with one of these agencies. Would you like to work with one of those organizations?

[IF YES, SCHEDULE AN APPOINTMENT WITH AN AGENCY FROM THE REFERRAL GUIDE BELOW TO PROVIDE SERVICES. IF NO, CONTINUE WITH SCRIPT.]

[To be developed]

REFERRAL GUIDE

DOMESTIC VIOLENCE SERVICE PROVIDERS

Service Provider	Crisis Line Number	Languages	Services Provided
My Sister's House	(916) 428-3271	Mandarin, Hmong, Hindi, Punjabi, Mien, Korean, Vietnamese, Tagalog, Japanese, Cantonese, Russian, Spanish	Transitional and emergency shelter, rapid rehousing, and support services for survivors of DV, human trafficking and sexual assault Services include employment assistance, counseling, DV education, parenting classes, survivor support group, art classes
WEAVE	(916) 920-2952	Over 23 languages	Support services for survivors of sexual assault, domestic violence and sex trafficking: Services include crisis intervention, emergency response, counseling, residential and resource referral services

HUMAN TRAFFICKING SERVICE PROVIDERS

Service Provider	Crisis Line Number	Languages	Services Provided
Community Against Sexual Harm (CASH)	(916) 856-2900	Multiple languages	Support services for survivors of commercial sexual exploitation, prostitution, sex-trafficking: Services include peer-mentoring, drop-in space that offers food, individual attention, and access to resources. Art classes and facilitated groups on stress management, self-esteem, and anger management. Drop In hours are Monday - Friday 1:00 - 5:00 pm
International Rescue Committee	(916) 482-0120	Multiple languages	Support services for refugees, asylee clients, survivors of human trafficking and low-income immigrants: Services include rental assistance, healthcare, food, English language classes,

			job development, education for children, community support, legal services towards residency and citizenship
Opening Doors	(916) 492-2591	Multiple languages	Rapid rehousing and support services for refugees and survivors of human trafficking: Services include case management, counseling, health, immediate basic needs, employment assistance, transportation, immigration, legal services and mentorship
WEAVE	916-920-2952	Over 23 languages	Support services for survivors of sexual assault, domestic violence and sex trafficking: Services include crisis intervention, emergency response, counseling, residential and resource referral services

SEXUAL ASSAULT SERVICE PROVIDERS

Service Provider	Crisis Line Number	Languages	Services Provided
My Sister's House	(916) 428-3271	Mandarin, Hmong, Hindi, Punjabi, Mien, Korean, Vietnamese, Tagalog, Japanese, Cantonese, Russian, Spanish	Transitional and emergency shelter, rapid rehousing, and support services for survivors of DV, human trafficking and sexual assault Services include employment assistance, counseling, DV education, parenting classes, survivor support group, art classes
WEAVE	(916) 920-2952	Over 23 languages	Support services for survivors of sexual assault, domestic violence and sex trafficking: Services include crisis intervention, emergency response, counseling, residential and resource referral services