Coordinated Entry System Committee (CESC) Agenda

Thursday, June 10th, 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 & Introductions	John Foley, & Jenna Abbott, CESC, Co-Chairs	2:30 PM (5 minutes)	Informal
II. Approval of: ● **3/11/2021 CESC Minutes** ● **4/8/2021 CESC Minutes**	John Foley	2:35 PM (5 minutes)	Action
III. Dynamic Systems	Meadow Robinson & Julie McFarland, Homebase	2:40 PM (60 minutes)	Informational
IV. Emergency Housing Vouchers (EHV)	Peter Bell, SSF CE Manager	3:40 PM (20 minutes)	Informational
V. Meeting Adjourned **Next Meeting: Thursday, July 8th, 2021 (2:30 PM - 4:00 PM)** **Potential Topics to cover: CES Prioritization, EHVs, Policy Updates, Quarterly Data, RAPS updates**			

Coordinated Entry System (CES) Committee Minutes

Thursday, March 11, 2021 ‖ 2:30 PM – 4:00 PM

[Recording of Zoom Meeting](#) - Chat provided in recording.

Attendance:

Member	Area of Representation / Organization	Present
Cheyenne Carraway	SHRA	No
Derrick Bane	Turning Point Community Programs	No
Desirae Stermer	Hope Cooperative	Yes
Erica Plumb	Mercy Housing	Yes
Gabriel Kendell	2-1-1	Yes
Jenna Abbott	River District	Yes
John Foley	Sacramento Self Help Housing	Yes
Julie Field	Sac.County Dept. of Human Assistance	Yes
Kate Hutchinson	Lutheran Social Services	Yes
Kelsey Endo	Cottage Housing	Yes
Maggie Marshall	Kaiser Sacramento	Yes
Monica Rocha-Wyatt	Sac. County Dept. of Behavioral Health	Yes
Rose Aghaowa	Wellness & Recovery North	No
Phillip Scott Reed	US Department of Veterans Affairs	Yes
Paula Kelley	Sacramento Self Help Housing	Yes
Tina Glover	SACOG	Yes
Peter Muse	Sacramento Veterans Resource Center	No
Stephanie Cotter	City of Citrus, Heights	Yes

Guests	Organization

Genelle Cazares	El Hogar Community Service
Gina Roberson	WEAVE
Joe Smith	Loaves and Fishes
Joshua Arnold	VOA
Robynne Rose-Haymer	Sacramento LGBTQ center
Shaunda Davis	Lutheran Social Services

SSF Staff	SSF Title
Christina Heredia	Referral Specialist
Lisa Bates	Executive Director
Hannah Beausang	Communications Manager
Michelle Charlton	CoC Coordinator
Michele Watts	Chief Planning Officer
Peter Bell	CES Program Manager
Stacey Fong	CES Analyst
Tiffani Reimers	CES Operations Coordinator
Homebase Staff	
Jessie Hewins	

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)	5 minutes	Informational

John welcomed and started introductions.			
II. Approval of 2/11/2021 Minutes	John Foley	2:35 PM (5 minutes)	Action
John motioned for approval: 1st- Jenna Abbott, 2nd Monica Rocha-Wyatt Motion approved.			
III. RAPS Update	Peter Bell, SSF CES Manager	2:40 PM (10 minutes)	Informational
Peter Bell presented on the results of the RAPS RFP. SSF has selected 4 agencies: Sacramento LGBTQ Center, WEAVE, Sacramento Self Help Housing, and South Sacramento Assistance Resource Team. SSF and the agencies are working on contracting and currently staffing up and training for the launch in April.			
IV. Survivor System CE Tools	Stacey Fong, SSF CE Analyst & Peter Bell	2:50 PM (10 minutes)	Action
SSF sent out a survey to collect additional feedback about the DV survivor system tools and approaches to expanding the resources available through Coordinated Entry that were presented at the February meeting. Peter shared the results of the survey which included 7 responses. Survey results will be used to inform next steps and committee members are encouraged to complete the survey if they have not already. Peter shared the Survivor Assessment and Prioritization Tool and highlighted question 8 (Has any service provider been working with you?) which was raised as a potential issue due to VAWA regulations. Paula Kelly raised that VAWA-funded agencies would not be able to ask that question and requested that question should be further looked into. Peter shared the Pre-screening Tool which would be used by non-victim service provider agencies in order to refer survivors to the appropriate agency. Paula			

flagged that appropriate training is needed to utilize the tool.

John motioned for approval of the survivor system tools (with additional follow up on question 8): 1st- Jenna Abbott, 2nd Paula Kelly

Motion approved.

V. Life Cycle Dashboard Review	Peter Bell	3:00 PM (15 minutes)	Discussion

The dashboard data was not ready to share at today's meeting. Michele Watts, SSF Chief Planning Officer, shared that SSF has built out a stronger data analytics team and they are revisiting the data in this dashboard. SSF is working internally to be able to timely report on data to the committee, which is a priority for SSF and the data team.

VI. CES Communication Strategy *Goal 1*	Peter Bell	3:15 PM (30 minutes)	Informational

Peter presented on the findings from the Coordinated Entry Evaluation regarding marketing of the Coordinated Entry System, including compliance with HUD requirements. Peter reviewed next steps including plans to make the system more accessible through the RAPS 2-1-1 expansion, Problem Solving Access Points, and communications strategy. The committee discussed different options that could help to make the system more accessible including more physical access points, mobile units, tapping into the City of Sacramento's triage centers, and how to connect other community resources with coordinated entry.

Peter also discussed plans to create educational material and infographics for the SSF website, and updating policies and procedures. Peter noted that due to staff capacity, updates to the policies would likely be in Q3 and shared the link to the current Coordinated Entry Policies and Procedures Manual: https://www.sacramentostepsforward.org/wp-content/uploads/2018/06/CES-Policies-and-Procedures-as-of-April-2018-4.pdf

Hannah Beausang, SSF Communications Manager, shared an overview of the communications strategy for the RAPS project including a media release, newsletter, and infographics. Peter shared a new infographic one-pager that shares the basics of the Coordinated Entry System. The committee discussed the

possibility of adding more information on how long the process takes and who are partner agencies.

Stacey Fong, SSF CES Analyst, presented on various Coordinated Entry System forms that have been translated in different languages to increase access to the system.

VII. Meeting Adjourned

    Next Meeting: April 8th, 2021

    Topics to cover: Goals 2 & 3: Racial Equity and Dynamic Prioritization

Coordinated Entry System (CES) Committee Meeting Minutes

Thursday, April 8, 2021 ║ 2:30 PM – 4:00 PM

[Recording of Zoom Meeting](#) - Chat provided in recording.

Attendance:

Member	Area of Representation / Organization	Present
Cheyenne Carraway	SHRA	Yes
Derrick Bane	Turning Point Community Programs	Yes
Desirae Stermer	Hope Cooperative	Yes
Erica Plumb	Mercy Housing	Yes
Gabriel Kendell	2-1-1	Yes
Jenna Abbott (Co-Chair)	River District	Yes
John Foley (Co-Chair)	Sacramento Self Help Housing	Yes
Julie Field (Sub'd by Vanessa Mitchell)	Sac. County Dept. of Human Assistance	Yes
Kate Hutchinson	Lutheran Social Services	No
Kelsey Endo	Cottage Housing	Yes
Maggie Marshall	Kaiser Sacramento	Yes
Monica Rocha-Wyatt	Sac. County Dept. of Behavioral Health	No
Paula Kelley	Sacramento Self Help Housing	Yes
Phillip Scott Reed	US Department of Veterans Affairs	Yes
Rose Aghaowa	Wellness & Recovery North	No
Tina Glover	SACOG	Yes
Stephanie Cotter	City of Citrus, Heights	Yes

SSF Staff	SSF Title

Christina Heredia	Referral Specialist
Michele Watts	Chief Planning Officer
Michelle Charlton	CoC Coordinator
Peter Bell	CES Program Manager
Tiffani Reimers	CES Operations Coordinator
Scott Clark	Systems Performance Analyst
Stacey Fong	CE Analyst
Rhonda Jang	CE Specialist
Ya-Yin Isle	Strategic Initiatives Officer
Homebase Staff	
Bridget Kurtt DeJong & Meadow Robinson	

Guests	Organization
David Husid	Cottage Housing
Gina Roberson	WEAVE
Joesph Smith	Loaves and Fishes
Josh Arnold	VOA
Peter Muse	Rapid Results Institute
Shaunda Davis	Lutheran Social Services
Amy Lawrence	LSS
Deisy Madrigal	N/A

Agenda Item	Presenter(s):	Time	Item Type
I. Welcome and Introductions	John Foley, & Jenna Abbott, (Co-Chairs)	2:30 PM (5 minutes)	Informal

John welcomed and started introductions around 2:30pm.

Attendance: approximately 32 participants.

II. Approval of 3/11/2021 Minutes	John Foley	2:35 PM (5 minutes)	Action

Amendment: Question 8, under VAWA, cannot obtain verbal consent (must be written consent).

John motioned for approval: 1st- Tina Glover, 2nd - Joseph Smith (**Post-Meeting Review: Joseph Smith is not a CESC member. The CESC 3/11/21 minutes will be listed for approval at the June CESC meeting**).

Motion approved.

III. Dynamic Prioritization	Homebase	2:40 PM (60 minutes)	Informational

Homebase presented on Dynamic Prioritization and compared it to the current (static) model of prioritization across various stages of the CE process: access, assessment, prioritization, referral, and housing. Meeting participants discussed the elements/resources Sacramento currently has in place to move Dynamic Prioritization forward, as well as the challenges standing in the way of implementation. See the presentation slides below the minutes.

Participants agreed that identifying clear community priorities may be the biggest challenge in implementing Dynamic Prioritization. Additional challenges include low current inventory of RRH participating in CE. Participants talked about how to make the case for RRH providers to buy-in to CE. Strategies include education about CE and emphasizing the strength of CE as a network of providers and connections that can facilitate long-term housing stability.

Participants identified aspects of the recently launched RAPS pilot namely diverse access points (some accessibility limitations noted) and phased assessment, as elements that support Dynamic Prioritization already underway in Sacramento.

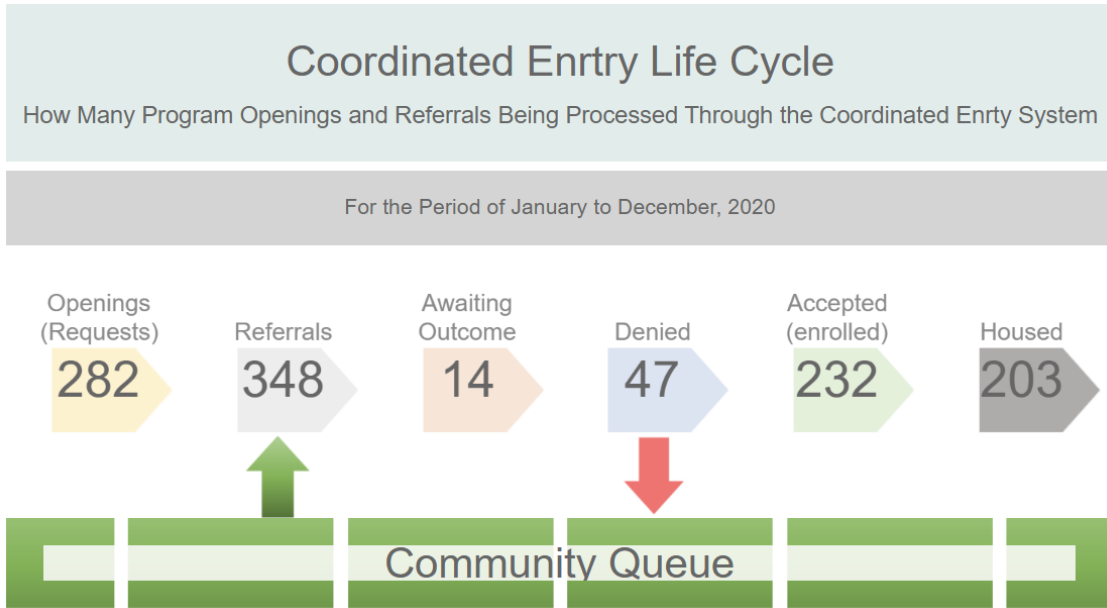| This conversation will be picked back up at the June CESC Meeting.			
IV. Life Cycle Dashboard & Racial Equity Work Update	Peter Bell, SSF CES Manager	3:40 PM (20 minutes)	Informational

Peter Bell indicated the continued intention to work with the Racial Equity Committee to implement changes to the CES.

Peter Bell demonstrated the Life Cycle Dashboards. Participants asked for some context around the data they viewed, primarily, how the CES timelines compared to housing placements outside the CES. Erica Plumb offered to look for comparison data that may be available to her. Peter Bell also offered to bring some of the Built for Zero data analysis and tools that will help thinking around how to use the data to look for improvements in the system. See dashboard screenshots provided below minutes.

V. Meeting Adjourned at 4:02 pm. Attendance: approximately 28 participants
   Next Meeting: Thursday, June 10th, 2021
   Topics to cover: Policy Change Updates and Data Dictionary
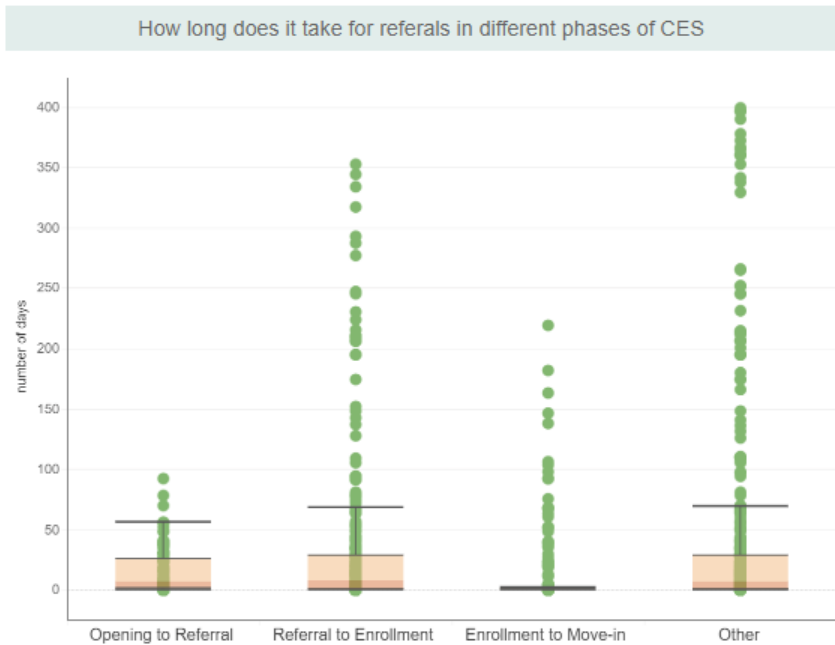
Life Cycle Dashboard Screenshots:

Screenshot 1:

Coordinated Enrtry Life Cycle

How Many Program Openings and Referrals Being Processed Through the Coordinated Enrty System

For the Period of January to December, 2020

Openings (Requests)	Referrals	Awaiting Outcome	Denied	Accepted (enrolled)	Housed
282	348	14	47	232	203

Community Queue

Screenshot 2:

	Opening to Referral	Referral to Denied	Referral to Enrollment	Enrollment to Move-in	Other	Total
Median	23	34	53	39	62	412
Average	27	46	91	57	117	386

Coordinated Entry Life-Cycle View (Jan to Dec 2020)

How long does it take for referals in different phases of CES

Life Cycle Dashboard Screenshots:

Screenshot 3:

Coordinated Entry Life-Cycle Demographics (Jan to Dec 2020)
Wait Time by Race and Phase

From Enrollment to Move-in*

- 96 referrals / 751 days (White)
- 82 referrals / 1,264 days (Black or African American)
- 8 referrals / 180 days (American Indian or Alaska Native)
- 6 referrals / 223 days (Asian)
- 5 referrals / 120 days (Native Hawaiian or Other Pacific Islander)
- 6 referrals / 18 days (Data Not Collected)

From Referral to Enrollment

- 116 referrals / 5,143 days (White)
- 89 referrals / 3,395 days (Black or African American)
- 10 referrals / 336 days (American Indian or Alaska Native)
- 5 referrals / 268 days (Asian)
- 5 referrals / 524 days (Native Hawaiian or Other Pacific Islander)
- 7 referrals / 513 days (Data Not Collected)

While In Referral Mode

- 177 referrals / 6,133 days (White)
- 124 referrals / 3,170 days (Black or African American)
- 14 referrals / 417 days (American Indian or Alaska Native)
- 10 referrals / 279 days (Asian)
- 7 referrals / 310 days (Native Hawaiian or Other Pacific Islander)
- 16 referrals / 1,292 days (Data Not Collected)

* For the year 2020 74% (3/4) of CES enrollment referrals had the same move-in date as the enrollment date (zero wait days)

Dynamic Prioritization Overview and Discussion

April 2021

Goals for Today

- **Goal #1:** Understand dynamic prioritization and its purposes.

- **Goal #2**: Discuss challenges with implementing dynamic prioritization locally.

What is prioritization?

Who should the CoC serve first?

More technically: The process of identifying which households, among all those presenting for services will receive accelerated assistance to available housing and services within the CoC system.

Homebase

One Community

- Approximately 30 PSH openings/year which houses about 5% of the chronic population on the current chronic by name list

- More than 500 anticipated RRH openings this year

- System's average length of time homeless increasing

- Wait time for those not at the top of the priority list is 11+ months

- For those assessed, 40% are high vulnerability

Static Prioritization Common Problems

- Insufficient resources for the highest priority
- Long intake process not resulting in housing
- People linger on the list for a long time
- Intake information becomes stale
- Can't find people when it's time to refer
- When a resource becomes available, client isn't ready or eligible
- Referrals rejected and client disconnected

Homebase

Why Dynamic Prioritization?

- Ensures households with the greatest needs are served first

- Uses limited resources most efficiently

- Can reduce the overall length of time homeless

Coordinated Entry Framework

Access → Assessment → Prioritization → Referral → Housing

Homebase
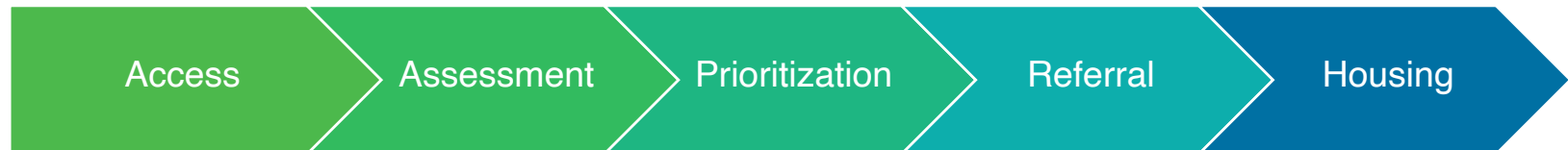
Access

Static	Dynamic
People present at specific access points	Diverse access points, including outreach
Use full assessment at access point regardless of resources	Diversion or problem-solving support offered immediately
Highest need people may not get access due to wait times, processes, etc.	

Challenge: Having diversion and self-resolution support for people not prioritized is key for system functioning.

Homebase

Assessment

Static	Dynamic
Full assessment done on everyone (can be long process, requiring significant staff and client time)	Phased assessment: only the info you need at this time to solve housing crisis • Initial triage → diversion • When you need to prioritize → Initial assessment/screening • When prioritized for units coming available → comprehensive assessment and eligibility screen
Based on score, placed on a particular list (PSH vs. RRH)	

> ***Challenge***: Phased assessment processes are critical and can take time to figure out. Be ready for testing and adjustment

Homebase

Prioritization

Static	Dynamic
Relies mostly on the assessment tool score and static prioritization	Highest priority are referred for <u>all available housing</u> resources
List can be long and out of date	Seeks to prioritize a small group based on the housing units that will be available and achieve housing placement quickly (30-90 days)
	Can have specific prioritization for some groups: families, single adult, survivors of DV, youth, persons at risk of homelessness

Challenges:
- Identifying clear community priorities. For example: most acutely vulnerable vs. equitable.
- Need for detailed policies & procedures about how priority pool is set up and operates

Static vs Dynamic
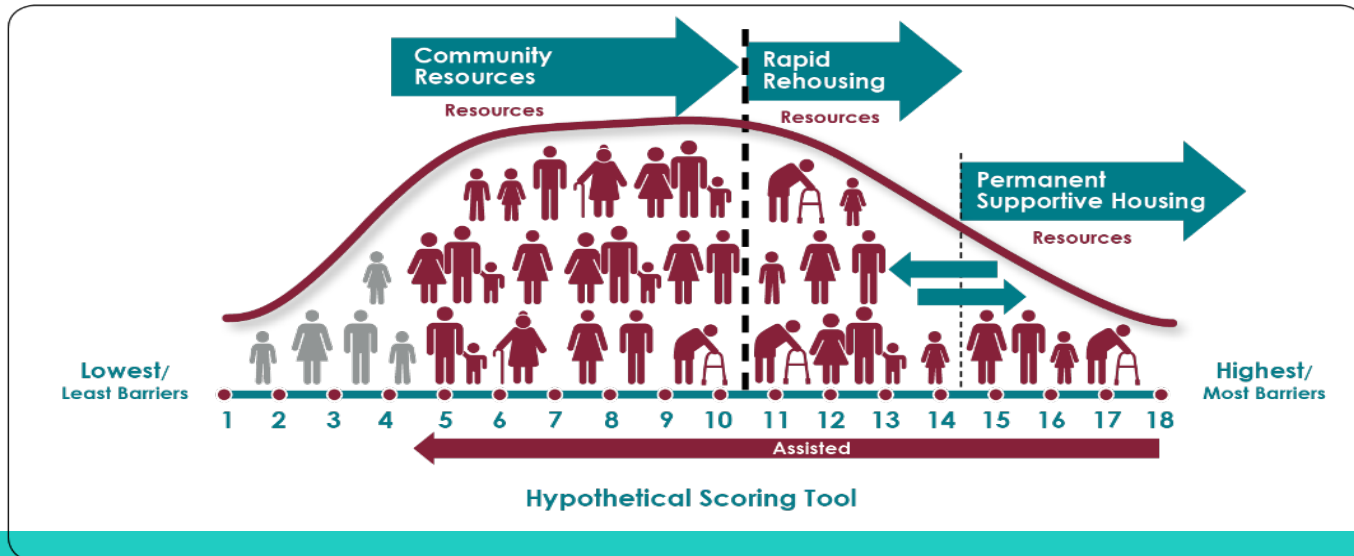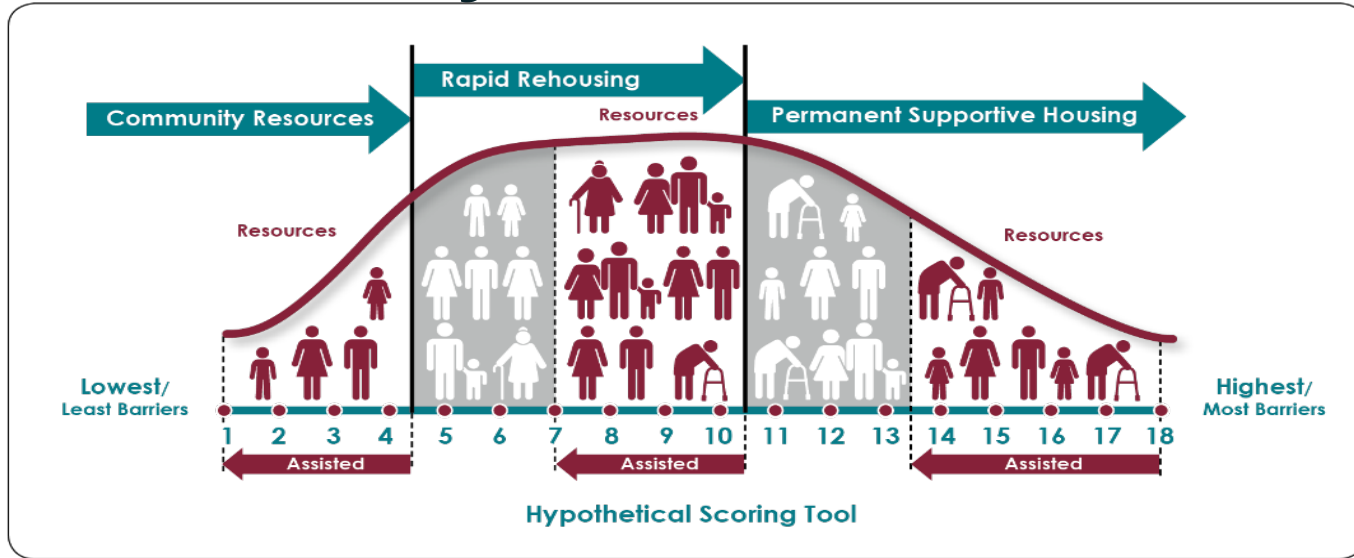
Referral

Static	Dynamic
Refer top person on the list to matching resource for their assessed need	Estimate the number of vacancies over the next month or two – not waiting until a resource is available and ready for referral
Prioritized people may not be document ready, or in a known location.	Housing navigators focus on that number of highest priority people to get them ready for the referral: • Screen for eligibility • Document ready
Completing eligible referrals can be slow.	Often uses case conferencing process to identify person with highest needs and referral appropriateness; transparency.

Homebase

Housing

Static	Dynamic
Housing serves people assessed as needing that resource	Often employs a progressive engagement model
	Accesses a range of housing resources with intensity and duration options with appropriate services for prioritized populations

Challenges:
- Utilizing RRH for those with acute service needs without having options for transfer (PSH, etc.)
- Not ramping up RRH services (fully resourced, training) when there's an increase in the acuity of needs of participants.

Homebase

Accountability (aka Who is getting stuck and why?)

- Do people we have identified as highest need secure housing?

- How long it takes from prioritization to referral and from referral to housing?

- Is our priority group list the right length?

- How many referrals are rejected? Why?

- How many are lost before getting housed?

- How many refuse housing? Why?

Homebase