Coordinated Entry System Committee (CESC) Meeting Minutes

Thursday, October 14th, 2021 | 2:30 PM – 4:00 PM

[Recording of Zoom Meeting](). The chat and material(s) discussed at the meeting (not provided before the meeting) are below the minutes.

Attendance:

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

SSF Staff	SSF Title

Christina Heredia	Referral Specialist
Michele Watts	Chief Planning Officer
Michelle Charlton	CoC Coordinator
Peter Bell	CES Program Manager
Sarah Schwartz	RAPS Specialist
Scott Clark	Systems Performance Analyst
Stacey Fong	Coordinated Entry Analyst
Tiffani Reimers	CES Operations Coordinator

Guests
Andrea A, Cait Fournier, Emily Zelaya, Fatemah Martinez, Ingrid Sanchez, Jennica Sinor, Joseph Smith, Jose Arnold, Julie McFarland, Meadow Robinson, Patti (STEP Inc.), Paul Moran, Nancy Ozvsath, Sharna Braucks, T. McWilliams, and Tasha Lee.

Agenda Item	Presenter(s):	Time	Item Type
I. Welcome & Introductions	John Foley, & Jenna Abbott, CESC, Co-Chairs	2:30 PM (5 minutes)	Informal
John called the meeting around 2:35 PM. Attendance of 27 participants.			
II. Approval of CESC 9/9/2021 Minutes	John Foley	2:35 PM (5 minutes)	Action
Quorum was not met. Discussions regarding membership attendance occurred.The CESC Co-Chairs will reach out to CESC members to confirm interest/availability. Action Item: ● SSF Staff to share the 2021 CESC member attendance with CESC Co-Chairs			

III. RAPS Evaluation	Peter Bell, SSF CES Program Manager	2:40 PM (60 minutes)	Informational & Discussion

Peter shared a presentation which included an overview, the purpose and goals, the pilot design, timeline, project measures, outcomes: Assessment / Assess / Diversion, the Visible and Diverse Access Points, Problem-Solving Access Points, challenges, successful strategies, areas of improvement, and opportunities. Questions were asked during the meeting. Please see the recording for more details. An open discussion was held on Problem-Solving Access Points with the following organizations: Sacramento Self-Help, Weave, South Sacramento HART, and Sacramento LGBT Center. Please see the recording for more details.

IV. CESC Nov. Meeting ● **Poll Results** ● **Confirmed Date & Time**	Peter Bell & Michelle Charlon, SSF CoC Coordinator	3:40 PM (5 minutes)	Informational & Discussion

CESC Co-Chairs and Committee discussed the poll results and decided to move forward and meeting on Thursday, Nov. 4th, 2021 from 2:30 PM - 3:30 PM.

V. Dynamic Systems Update	Peter Bell	3:45 PM (5 minutes)	Informational

Time did not permit this agenda item.

VI. Announcements:
● [**Drafts of the Sacramento CoC Coordinated Entry Permanent Supportive Housing Transfer and Termination Policies and Procedures**](#) are available for public comment. Submit your feedback [here](#)! **Feedback is due by Thursday, Nov. 4th, 2021 by 5:00 PM.**

VIII. Meeting Adjourned at 3:58 PM. Attendance of 27 participants.
   Next Meeting: Thursday, Nov. 4th, 2021 (2:30 PM - 3:30 PM)

CESC Meeting Chat

14:29:53 From Emily Zelaya (she/ella) to Everyone:

Hi everyone... again! :)

14:33:06 From Julie McFarland (she/her) to Everyone:

Survey Link: https://www.surveymonkey.com/r/72ZWCC3

14:35:03 From Michelle Charlton (She/Her) SSF, CoC Coordinator to Everyone:

Welcome! Here are today's meeting materials:

https://sacramentostepsforward.org/wp-content/uploads/2021/10/10.14.21-CESC-Meeting-Materials.pdf

14:35:21 From Julie McFarland (she/her) to Everyone:

If you're newly coming in, please complete this survey before leaving today:
https://www.surveymonkey.com/r/72ZWCC3

14:41:00 From Joseph Smith to Everyone:

can't unmute right now. sorry

14:59:20 From Monica Rocha-Wyatt (she/her) BHS to Everyone:

Sorry, have to leave at 3pm. Already reviewed today's materials. I will look for the minutes.

15:31:28 From Erica Plumb (she/ her) to Everyone:

Hi all, I have a 330 conflict. I will follow up with meeting minutes. thank you

15:34:38 From Peter Bell (he/him) to Everyone:

    I heard this morning that Sacramento has the second highest rent burden for black and African American households in the nation.

15:44:23 From Tina Glover (SACOG - she/her) to Everyone:

    Peter, can you pass along where you heard that? I'd love to track down their sources.

15:45:30 From Peter Bell (he/him) to Everyone:

    NPR / Capital Public Radio - Sounds like from a recent Zillow report

15:47:14 From Paul Moran & Nancy Ozvsath to Michelle Charlton (She/Her) SSF, CoC Coordinator(Direct Message):

    GREAT POINT!

15:49:38 From Peter Bell (he/him) to Everyone:

    Terese from 2-1-1 is here!

15:50:41 From Meadow Robinson to Everyone:

    Agree, re 211 - HUGE accomplishment!!

15:51:06 From Julie McFarland (she/her) to Everyone:

    We received 5 responses to the CE Committee demographic survey. Last plug to please complete this if you haven't: https://www.surveymonkey.com/r/72ZWCC3

15:51:28 From Peter Bell (he/him) to Everyone:

It only takes four minutes to complete!

15:57:19 From Jenna Abbott to Everyone:

Did it!

15:57:39 From Julie McFarland (she/her) to Everyone:

:) Thanks!

15:57:52 From Michelle Charlton (She/Her) SSF, CoC Coordinator to Everyone:

The new Nov. CESC Meeting will be Thur. 11/4 2:30 - 3:30pm

15:57:52 From Andrea A (She/Ella) to Everyone:

Thank you!

15:58:37 From Sharna Braucks to Everyone:

Thank you!

15:58:41 From Meadow Robinson to Everyone:

Thank you all for your amazing work.

15:58:51 From Julie McFarland (she/her) to Everyone:

9 survey responses, thank you!!

15:58:55 From Scott Reed - VA Northern California to Everyone:

Thank you!

Rapid Access and Problem-Solving (RAPS)

Mid-year Report

Overview

- **RAPS Review:** Purpose and Goals

- **Data outcomes:** Mid-Year Report

- **Provider Experiences**: Challenges and Successful Strategies

- **Looking Forward:** Opportunities for Growth and Future Funding

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STEPS FORWARD

Purpose and Goals

Purpose: Improve core elements of the Coordinated Entry System

Access
- Increase access to services through 2-1-1 and access points

Assessment
- Reduce the wait time to be assessed
- Provide a triaged response

Diversion
- Dedicate resources for people with lower vulnerabilities to divert or rapidly exit persons from homelessness
- Create visible and diverse access points

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STEPS FORWARD

Pilot Design

- Expand 211 staff capacity by **3 FTE Care Coordinators** – providing connections to housing and housing-related services

- Expand SSF staff capacity – coordinating and improving direct access

- Develop a triage assessment – connecting people to appropriate resources, integrating the shelter survey, VI-SPDAT and survivor-specific questions

- **Infuse $132,500 of problem-solving financial funding** split among four access point agencies

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STEPS FORWARD

Timeline

Q1

Apr – Jun

Development of processes, assessments and reporting

Q2

July – Sept

Implementation begins. 2-1-1 and problem-solving access points open to clients.

Q3

Oct – Dec

Evaluation and assessment of gaps and opportunities

Q4

Jan – March

Year 2 funding recommendations

Year 2 Planning

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STEPS FORWARD

Project Measures

Access	- # of housing or housing-related service requests - # of connections or referrals to a program/service - # of agencies involved
Assessment	- Reduction in wait time from contact to assessment - # of triage assessments - # of VI-SPDATs - # and type of new assessments conducted
Diversion	- Total/average amount of financial assistance provided - Average amount of financial assistance provided per person - # of people diverted from homelessness

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STEPS FORWARD

Outcomes: Assessment

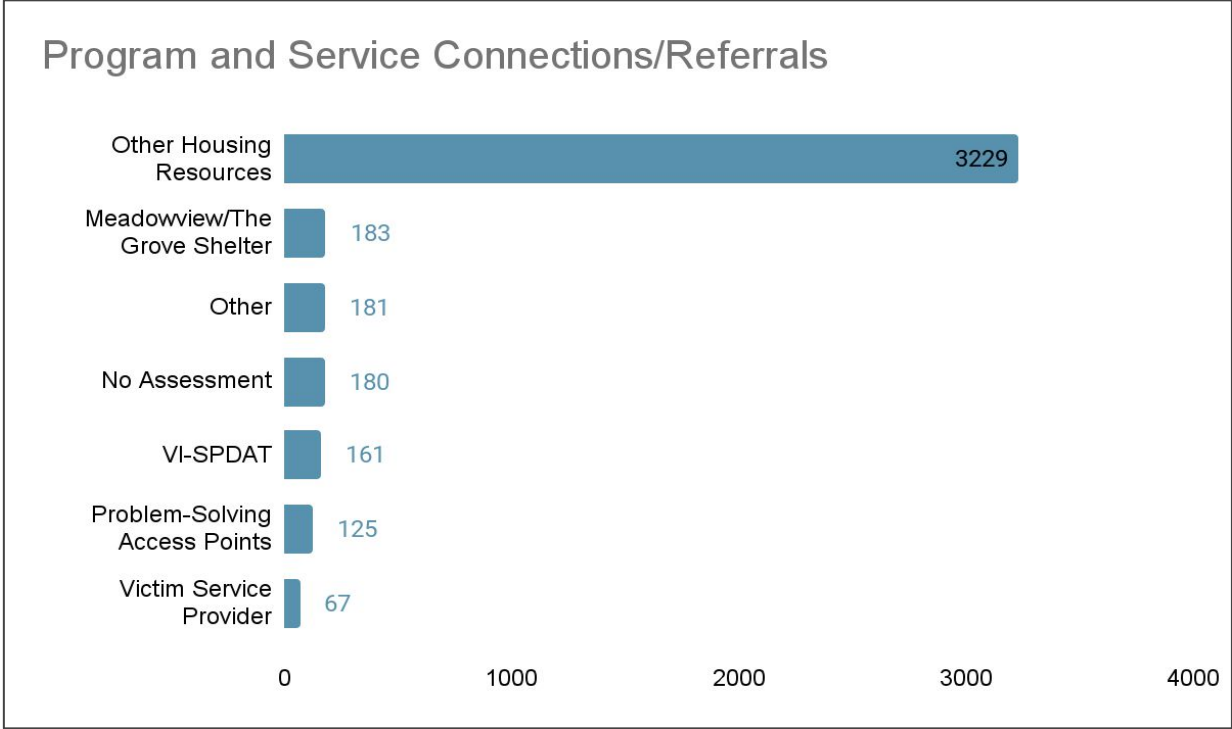A standard triage assessment was utilized by 2-1-1 with all callers

This triage assessment served as a gateway for additional, phased assessments:

- VI-SPDAT
- Problem-Solving
- Shelter Survey

2-1-1 Housing Triage Sheet

Date: _____

Caller Information

Name: _____	Email: _____
Telephone Number: _____	Okay to Leave a Voicemail? ☐ Yes ☐ No

PART 1: Safety

1. Is the person safe? Y/N

PART 2: Current Living Situation

1. Do they have a place to sleep tonight? Y/N

2. Select their current living situation:

Homeless

_____ Car, outdoors, or other place not meant for human habitation
_____ Emergency shelter, hotel or motel paid for by charitable organizations or by federal, state and local programs
_____ Safe haven

Institutional

_____ Foster care home or foster care group home
_____ Hospital (Non-psychiatric)
_____ Jail, prison or juvenile detention facility
_____ Long-term care facility or nursing home
_____ Psychiatric hospital or other psychiatric facility
_____ Substance abuse treatment facility or detox center

Temporary and Permanent Housing Situations

_____ Residential project or halfway house with no homeless criteria
_____ Hotel or motel paid for by client
_____ Transitional housing for homeless persons (including homeless youth)
_____ Host Home
_____ Staying or living with a friend
_____ Staying or living with a family member
_____ Rental by client with subsidy (type: _____)
_____ Rental by client, no ongoing housing subsidy
_____ Permanent housing (other than RRH) for formerly homeless persons
_____ Owned by client (subsidy: y/n)

3. Length of Time in Current Living Situation: _____

4. Average Monthly Income: _____

5. Income Source: _____

6. Check all factors that are contributing to housing instability:

☐ Condemned housing	☐ Relationship problems
☐ Discharged from an institution	☐ Rental arrears
☐ Divorce	☐ Utility arrears

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Outcomes: Access / Assessment

2-1-1 received nearly **4,000 calls** from June to September

Program and Service Connections/Referrals

Category	Value
Other Housing Resources	3229
Meadowview/The Grove Shelter	183
Other	181
No Assessment	180
VI-SPDAT	161
Problem-Solving Access Points	125
Victim Service Provider	67

Housing program referrals were made to 32 different agencies:

Housing Referrals

Agency	Referrals
Sacramento Self Help Housing	1366
Sacramento Housing and Redevelopment Agency	1243
Mercy Housing California	495
Mutual Housing California	367
SHELTER, Inc.	350
Family Promise of Sacramento	289
Helping Hearts Foundation	252
Loaves & Fishes	244
City of Sacramento - Department of Community Respon...	206
Volunteers of America - Northern California and Norther...	180
Francis House Center - A Program of Next Move	161
Care First Resources	158
Salvation Army - Del Oro Division	152
Sacramento Steps Forward	132
Wind Youth Services	127
Union Gospel Mission Sacramento	122
Next Move Homeless Services, Inc.	105
Saint Vincent de Paul Society - Sacramento Diocesan Co...	89
Saint John's Program for Real Change	86
City of Rancho Cordova	68
WEAVE	62
El Hogar Community Services	55
My Sister's House	51
Berkeley Food & Housing Project	43
City of Elk Grove	43
Citrus Heights HART (Homeless Assistance Resource Tea...	38
A Community For Peace	37
Community Housing Opportunities Corporation	33
Nation's Finest	33
Lutheran Social Services	29
Resources for Independent Living	27
Women's Civic Improvement Club of Sacramento	27

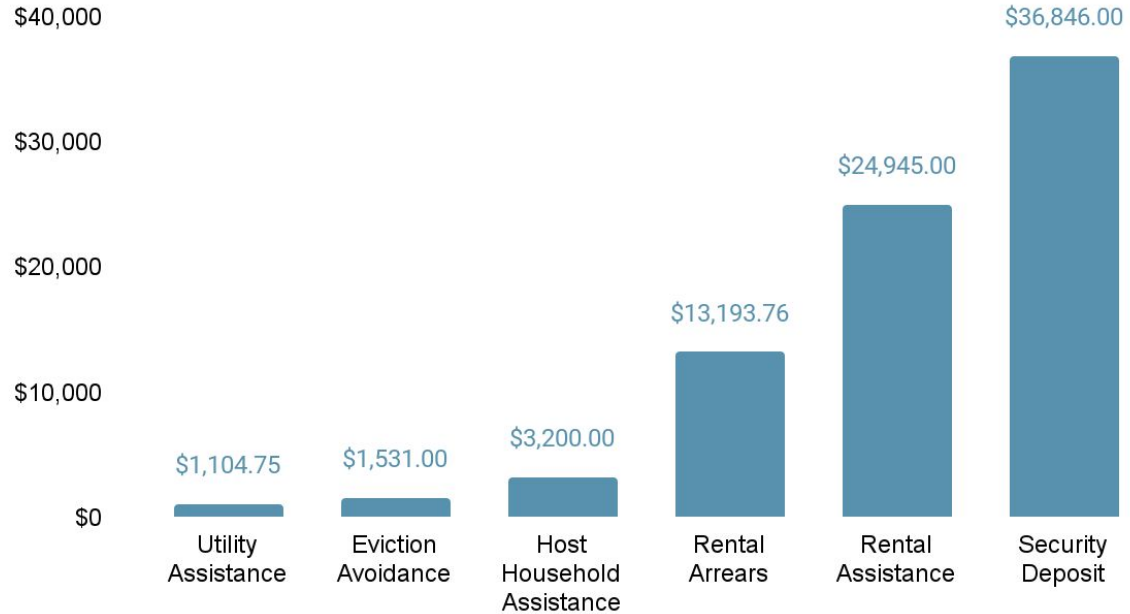# Outcomes: Diversion

34 households exited to permanent housing

$1,285
median size of request

Funds Spent by Category

	Utility Assistance	Eviction Avoidance	Host Household Assistance	Rental Arrears	Rental Assistance	Security Deposit
Funds Spent	$1,104.75	$1,531.00	$3,200.00	$13,193.76	$24,945.00	$36,846.00
Number of Requests	3	1	4	8	19	17

Outcomes: Diversion

74 total requests
(52 approved)

Amount Spent by PSAP   (4.1.21 - 9.30.21)

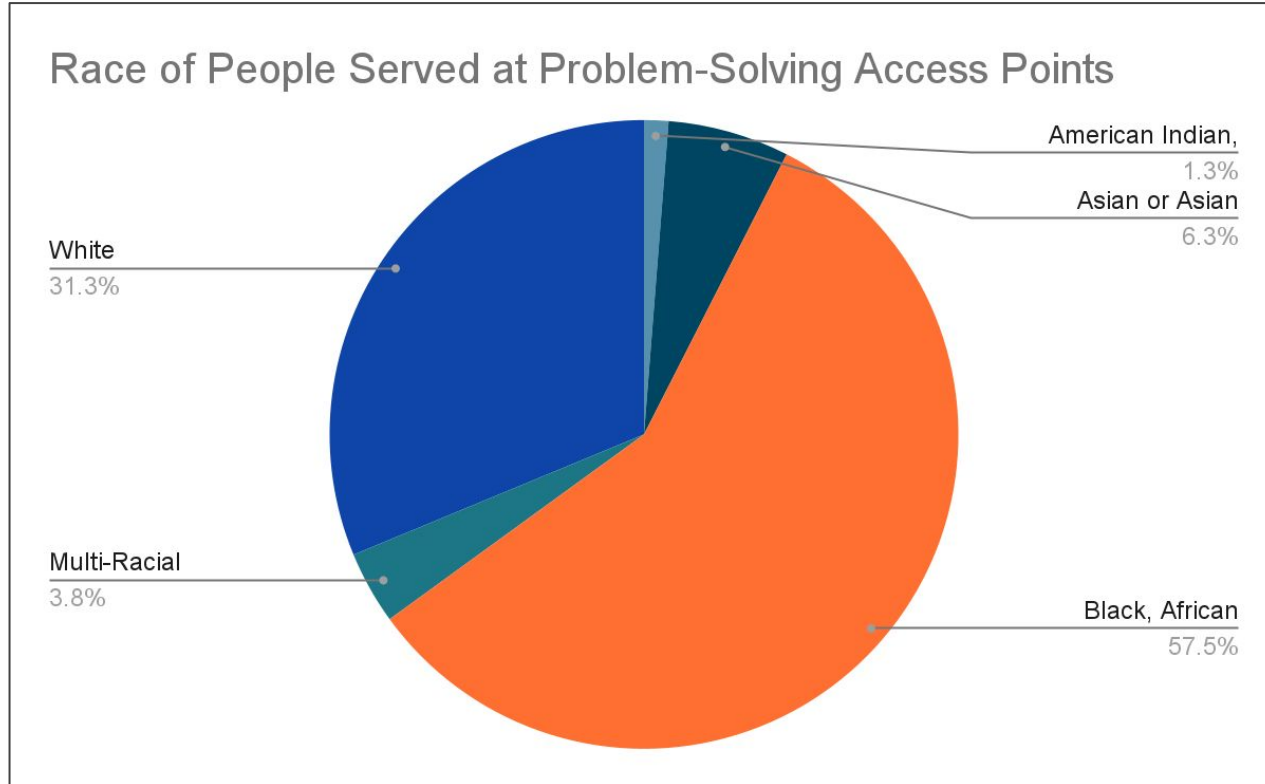| PSAP	Amount
SSHH	$58,754
South Sac HART	$8,254
WEAVE	$10,611
LGBT Center	$3,200

$0 $20,000 $40,000
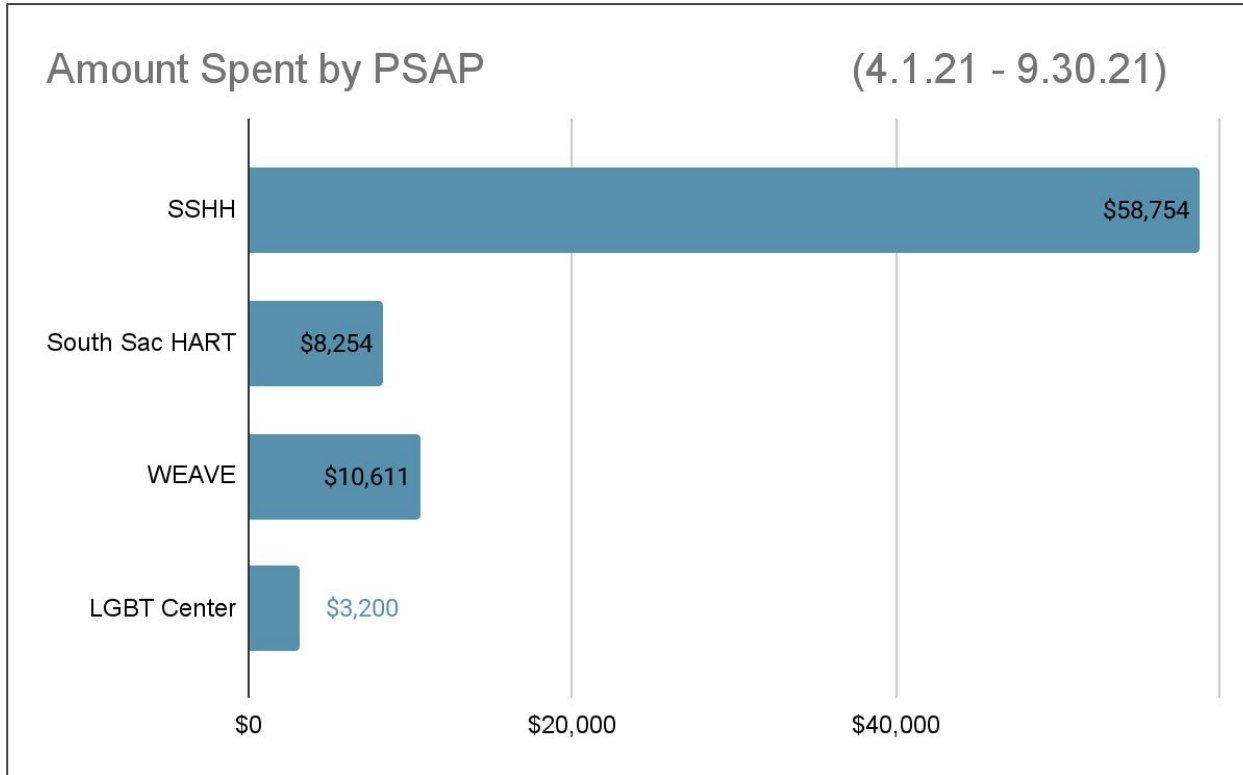
$2,500

The average amount of assistance provided to a household

10 Days

Median Length of time to to process requests
for financial assistance
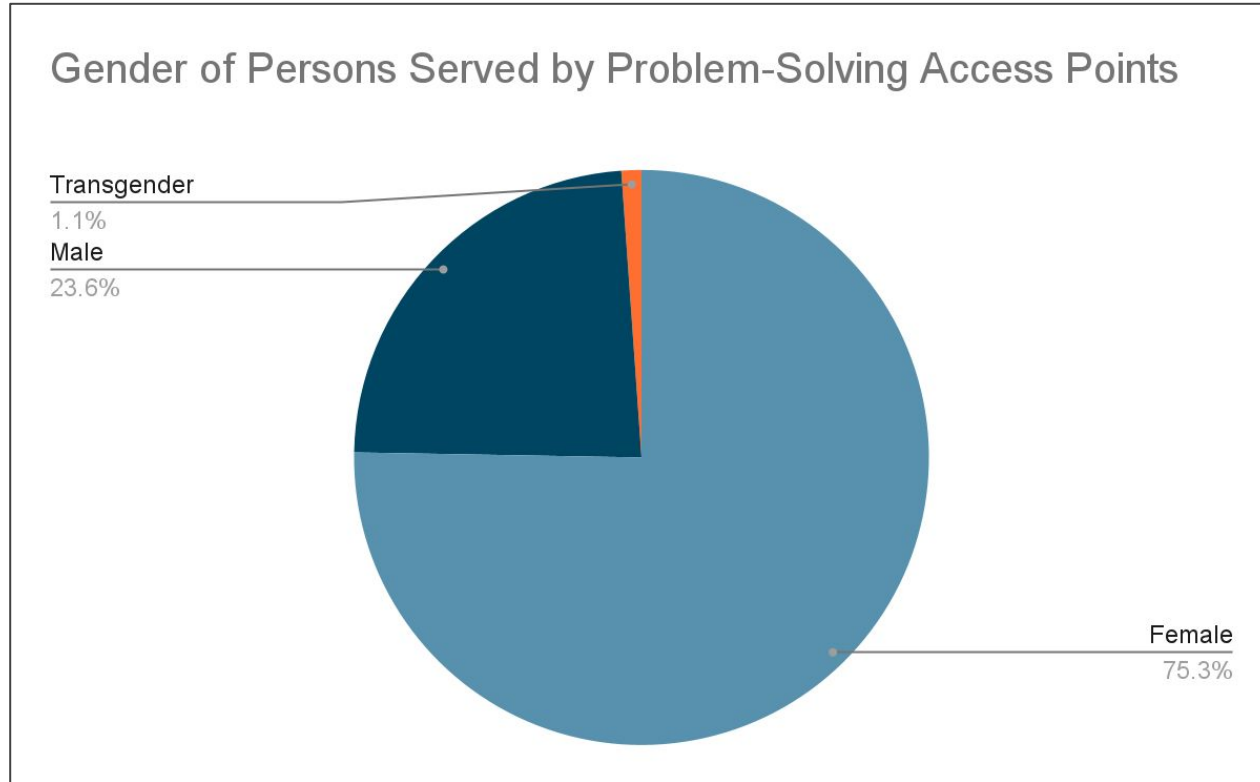(initial request to check issuance)

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STEPS FORWARD

Create Visible and Diverse Access Points

Race of People Served at Problem-Solving Access Points

American Indian, 1.3%

Asian or Asian 6.3%

White 31.3%

Multi-Racial 3.8%

Black, African 57.5%

89 people served

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Create Visible and Diverse Access Points

Gender of Persons Served by Problem-Solving Access Points

89 people served

Transgender
1.1%

Male
23.6%

Female
75.3%

Problem-Solving Access Points

★ Sacramento Self-Help Housing

★ Weave

★ South Sacramento HART

★ Sacramento LGBT Center

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STEPS FORWARD

Challenges

- Housing navigation can be time consuming and unfunded
- Collecting documentation for financial assistance requests
- Refining our definition of *at-risk of homelessness*
  - being more clear on eligibility for clients with *rental arrears*
  - Intentional filtering of clients towards the SERA program
- Clients keeping appointments
- Imbalance of fund distributions for the year
- Difficulting with consistent scheduling

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Successful Strategies

- Eliminated wait time to be assessed with the VI-SPDAT
- 2-1-1 collecting interest data and utilizing HMIS
- Utilized a phased assessment approach to connect clients to new services through a central front-door
  - Shelters
  - VSPs
  - Problem-Solving
- Engaged the community and entity partners in new strategies to improve system access

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Areas for Improvement

- Track non-financial services in HMIS to indicate a resolved housing crisis
- Provide problem-solving training to develop skills for non-financial related problem-solving
- Clearly define and communicate accounting processes with PSAPs / ensure appropriate documentation is collected earlier with minimal requests of clients
- More fluid communication and updates when checks are sent out / improve delivery time
- More opportunities (resources) to connect clients to services through 211
- Identify opportunities to increase access and expand problem solving strategies throughout the community

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Opportunities

1. Expand access to problem-solving funds from additional access points (outreach, shelters, 2-1-1, etc.)
2. Amplify community's ability to problem-solve housing crises with and without dedicated funding via system-wide training
3. Incorporate additional resources available at the front-door
   a. Housing and/or System navigation services
   b. Expanded shelter offerings

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