

Sacramento Continuum of Care (CoC) Board Meeting Minutes

Friday, October 29th, 2021 | 8:00 AM to 10:00 AM



SACRAMENTO
STEPS FORWARD

Ending Homelessness. Starting Fresh.

[Recording of Zoom Meeting](#). The meeting chat and materials shared during the meeting (not included within the meeting materials packet) are below the minutes.

Attendance:

Member	Area of Representation	Present
Alexis Bernard	Mental Health Service Organization	Yes
Amani Sawires Rapaski	Substance Abuse	Yes
Angela Upshaw - Vice Chair	Veterans	Yes
April Marie Dawson	People with Disabilities	No
Chevon Kothari	County Health Services	Yes
Christie M. Gonzales	Substance Abuse Service Organizations	Yes
Christie Lynn	Law Enforcement	No
Elyah "Eroz" Williams	Youth with Lived Experience	Yes
Emily Halcon	County of Sacramento	Yes
Erin Johansen - Chair	Mental Health	No*
Fatemah Martinez	Shelter Provider	No
Jameson Parker	Business Community & Street Outreach	Yes
Jenna Abbott	Business Community	No*
John Kraintz	Lived Experience	No
Joseph Smith	Coalition/Network	Yes
Julie Davis-Jaffe	Employment Development	Yes

Juile Hirota	Shelter and/or Housing Provider	No
MaryLiz Paulson	Housing Authority	Yes
Mike Jaske	Faith Community Advocate	Yes
Nicholas Golling	City of Sacramento	No
Pixie Pearl - Secretary	Homeless Youth	Yes
Sarah Bontrager	City of Elk Grove	Yes
Stefan Heisler	City of Rancho Cordova	Yes
Stephanie Cotter	City of Citrus Heights	Yes
Tara Turrentine	Education	Yes

**Notified SSF Staff they would be absent in advance.*

SSF Staff	SSF Title
Christina Heredia	Referral Specialist
Deborah Folayan	Contracts and Grants Manager
Glenn Merker	Referral Specialist
Janet Rice	Chief Financial Officer
Kathreen "Nica" Daria	Volunteer & Training Coordinator
Lisa Bates	Chief Executive Officer
Michele Watts	Chief Planning Officer
Michelle Charlton	CoC Coordinator
Peter Bell	CE Manager
Sarah Schwartz	Field Administrator
Scott Clark	Systems Performance Analysis
Stacey Fong	CE Analysis
Sundiata Bahati	Contracts Analyst

Theresa Bible	Outreach Navigator – Meadowview
Tiffani Reimers	CE System Operations Coordinator
Ya-yin Isle	Chief Strategic Initiatives Officer

Guests
<p>Angel Uhercik, Anira Khlok, Anne Salvatori, Bo Cassell, Cait Fournier, Cheyenne Caraway, Cynthia Hunt, Cynthia Pimentel, Dawn Basciano, Debbie Martinez, Deisy Madrigal, Edward Mariscal, Emily Z, Gaberial Kendall, Harjit Singh Gill, Hyppolite K, Jak, Jenna Yoast, John Foley, Jonathan Russell, Joy Balinbin, Judi, Karisa, Kendra Barter, Kyle Stefano, Lori Eastwood, Maddie Nation, Meadow Robinson, Monica Rocha-Wyatt, Nadia Rains, Patti Uplinger, Quinn Jones-Hylton, Robynne Rose-Haymer, Ronald Spingarn, Samantha Earnshaw, Sher Singh, SHernandez, Stephanie Thompson, Stephen Watters, Tamyra Dow, Zuri Colbert and 415-374-5711.</p>

<p>I. Welcome & Introductions: Angela Upshaw, Vice Chair</p>
<p>Angela called the meeting to order around 8:04 AM. Attendance of 55 participants.</p>
<p>II. Review & Approval of Oct. 13th Minutes: Pixie Pearl, Secretary</p>
<p>Approval of 10/13/21 CoC Board Minutes: Motioned for approval: 1st - Tara Turrentine / 2nd - Alexis Bernard Motion approved.</p>
<p>III. Vice Chair’s Report: Angela Upshaw</p>
<p>None.</p>
<p>IV. CEO’s Report: Lisa Bates</p>
<p>Lisa Bates shared details about the Sacramento Metropolitan Chamber of Commerce Cap to Cap 2021 Policy Briefing discussing the White House and HUD “Build Back Better Act” and how they are addressing homelessness and housing bills.</p>

V. Announcements:

CoC Board Chair: None.

CoC Board Member: None.

SSF Staff: Peter Bell shared details about the [CoC Policies and Standards Policies for Public Comment](#). Feedback is due by Thursday, Nov. 4th, 2021 by 5:00 PM.

Guests: None.

VI. Consent Agenda - Action Items:

A. Adoption of 2020 HMIS Plans for 2021

B. Point-In-Time Count Committee Slate Appointment (Part B)

Approval of Consent Agenda Items:

Motioned for approval: 1st - Alexis Bernard / 2nd - Tara Turrentine

Motion approved.

VII. New Business:

A. HUD CoC NOFO:

- **Projects Priority List Approval**
- **CoC Application (narrative)**
- **Planning Grant Application**

Angel Uhercik, PRC Co-Chair, Meadow Robinson & Maddie Nation, Homebase, & Michele Watts, SSF Chief Planning Officer

8:40 AM
(35 minutes)

Action

Angela Upshaw shared the 2021 CoC Board Governance Charter requires CoC Board members with a conflict of interest (COI) on an action item to recuse themselves. COI is defined as matters having a direct financial bearing on the individual [member] or organization. CoC NOFO project-level funding recommendations constitute a COI for staff of Recipient and Subrecipient organizations. Current members in this situation are Erin Johansen, Hope Cooperative/TLCS (Recipient), Alexis Bernard, Turning Point (Recipient), Amani Sawires-Rapaski, VOA (Subrecipient), and MaryLiz Paulson, SHRA (Recipient).

Angel and Meadow shared a presentation providing details about What is the HUD CoC NOFO?, What does the CoC Consolidated Application include?, details about the 2021 Priority Listing that included Local Competition Process, Review & Rank Panel, New in 2021, Priority Listing Overview, New CoC Bonus & Reallocation Projects Recommended for Funding, New DV Bonus Projects Recommended for Funding, If all recommended new projects are funded: PSH / RRH / CE, and the action needed.

Maddie discussed the CoC Application that included CoC Application Structure, Why does our CoC application score matter?, 2021 Drafting Strategy, Community Engagement, Materials Referenced, How does our performance look this year?, Strengths of the 2021 Sacramento CoC Application, Areas for Further Improvement in Future Applications, and the action needed. Questions were asked during the meeting. Please see the recording for more details.

Approval of Projects Priority List:

Motioned for approval: 1st - Emily Halcon / 2nd - Stephanie Cotter
 Motion approved.

Approval of CoC Application:

Motioned for approval: 1st - Sarah Bontrager / 2nd - Chevon Kothari
 Motion approved.

Michele provided details about the planning grant application that included a background on the planning grant application, HUD CoC Planning Grant Amounts & Estimated Term Timeframes, FY2021 Competition Proposed Scope and Budget, and the Proposed FY2021 Planning Project Budget.

Approval of Planning Grant Application:

Motioned for approval: 1st - Tara Turrentine / 2nd - Mike Jaske
 Motion approved.

<p>B. Coordinated Entry (CE) RAPS Metrics Update</p>	<p>John Foley, CESC Co-Chair & Peter Bell, SSF CES Program Manager</p>	<p>9:15 AM (20 minutes)</p>	<p>Information</p>
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John shared an overview about the purpose/focus of this agenda item. Peter discussed details about the RAPS review, data outcomes, providers experiences, and next steps. He shared details about the purpose and goals, pilot design, project measures, and outcomes: assessment. Gabriel shared details about 211 data which included outcomes: access / assessment, education on how the system works, breakdown of calls, (211 received nearly 4,000 calls from June to September), and the “referral to other housing resources”. Peter continued providing details on outcomes: diversion, median length of time (10 days) for SSF to process requests, create visible and diverse access points, data analysis - area to explore, challenges, successful strategies, areas for improvement, opportunities, and year 2 recommendations: PSAP perspective. Questions were asked during the meeting. Please see the recording for more details.

VIII. Meeting Adjourned at 9:37 AM. Attendance of 55 participants.
Next CoC Board Meeting: Wednesday, December 8th, 2021
The November 10th CoC Board meeting is canceled.

CoC Board Meeting Chat

07:54:35 From chunt to Everyone:

Good morning everyone Cynthia Hunt from Cottage Housing Inc.

07:54:48 From Pixie Pearl (they/them) to Everyone:

Good Morning Cynthia!

07:58:28 From Michelle Charlton (She/Her) SSF, CoC Coordinator to Everyone:

Welcome! Here are today's materials:

<https://sacramentostepsforward.org/wp-content/uploads/2021/10/10.27.21-update-10.29-CoC-Board-Packet.pdf>

07:59:39 From Joseph Smith to Everyone:

Here

08:01:08 From Michelle Charlton (She/Her) SSF, CoC Coordinator to Everyone:

Welcome! Here are today's materials:

<https://sacramentostepsforward.org/wp-content/uploads/2021/10/10.27.21-update-10.29-CoC-Board-Packet.pdf>

08:03:10 From Jameson Parker to Everyone:

Jameson Parker, Midtown Association checking in.

08:05:15 From Michelle Charlton (She/Her) SSF, CoC Coordinator to Everyone:

Approval of 10/13 minutes:

08:05:19 From Sarah Bontrager to Everyone:

Yes

08:05:19 From Pixie Pearl (they/them) to Everyone:

yes

08:05:19 From Emily Halcon to Everyone:

Yes

08:05:19 From AngelaUpshaw to Everyone:
yes

08:05:20 From Tara Turrentine to Everyone:
Yes

08:05:20 From Stefan Heisler to Everyone:
Yes

08:05:20 From Mike Jaske to Everyone:
yes

08:05:21 From Chevon Kothari- Sac. Co. Health Services to Everyone:
aye

08:05:21 From Alexis Bernard (she/her), Turning Point Community Programs to Everyone:
yes

08:05:24 From Joseph Smith to Everyone:
yes

08:05:24 From mpaulson to Everyone:
yes

08:05:28 From Jameson Parker to Everyone:
yees

08:05:28 From Stephanie Cotter to Everyone:
yes

08:05:32 From Dawn Basciano to Everyone:
Yes

08:06:29 From Patti Uplinger to Everyone:
Patti Uplinger First STEP Housing Access Services

08:07:10 From Michelle Charlton (She/Her) SSF, CoC Coordinator to Everyone:
Approval of Consent Agenda Items:

08:07:13 From AngelaUpshaw to Everyone:

yes

08:07:13 From Pixie Pearl (they/them) to Everyone:

yes

08:07:14 From Chevon Kothari- Sac. Co. Health Services to Everyone:

Aye

08:07:14 From Stefan Heisler to Everyone:

Yes

08:07:15 From mpaulson to Everyone:

yes

08:07:15 From Emily Halcon to Everyone:

yes

08:07:16 From Sarah Bontrager to Everyone:

Yes

08:07:17 From Mike Jaske to Everyone:

yes

08:07:17 From Jameson Parker to Everyone:

yes

08:07:18 From Stephanie Thompson to Everyone:

Yes

08:07:19 From Joseph Smith to Everyone:

yes

08:07:20 From Tara Turrentine to Everyone:

Yes

08:07:23 From Alexis Bernard (she/her), Turning Point Community Programs to Everyone:

yes

08:07:27 From Stephanie Cotter to Everyone:

yes

08:07:49 From Pixie Pearl (they/them) to Everyone:
sorry, huskies and sirens, can't come off mute

08:07:51 From Christie Gonzales to Everyone:
yes

08:08:30 From Michelle Charlton (She/Her) SSF, CoC Coordinator to Everyone:
2021 Governance Charter:

<https://sacramentostepsforward.org/wp-content/uploads/2021/09/Governance-Charter-2021.pdf>

08:46:23 From Michelle Charlton (She/Her) SSF, CoC Coordinator to Everyone:
Approval of Projects Priority List:

08:46:25 From Pixie Pearl (they/them) to Everyone:
yes

08:46:28 From Alexis Bernard (she/her), Turning Point Community Programs to Everyone:
Abstain

08:46:30 From Tara Turrentine to Everyone:
Yes

08:46:31 From Sarah Bontrager to Everyone:
Yes

08:46:32 From Stefan Heisler to Everyone:
Yes

08:46:33 From Mike Jaske to Everyone:
yes

08:46:33 From Emily Halcon to Everyone:
yes

08:46:35 From AngelaUpshaw to Everyone:
yes

08:46:36 From Jameson Parker to Everyone:
Yes

08:46:42 From Stephanie Cotter to Everyone:
yes

08:46:45 From Joseph Smith to Everyone:
yes

08:46:52 From Amani Sawires to Everyone:
Abstain due to coi

08:46:54 From Chevon Kothari- Sac. Co. Health Services to Everyone:
yes

08:47:01 From HyppoliteK to Everyone: *(non CoC Board member - vote doesn't count)*
~~Yes~~

08:47:01 From Julie Davis-Jaffe - SETA Sacramento Works to Everyone:
Yes

08:47:06 From Dawn Basciano to Everyone: *(non CoC Board member - vote doesn't count)*
~~Yes~~

08:47:42 From Michelle Charlton (She/Her) SSF, CoC Coordinator to Everyone:
Approval of CoC Application:

08:47:45 From Amani Sawires to Everyone:
Yes

08:47:46 From Pixie Pearl (they/them) to Everyone:
yes

08:47:47 From Joseph Smith to Everyone:
yes

08:47:48 From AngelaUpshaw to Everyone:
yes

08:47:48 From Chevon Kothari- Sac. Co. Health Services to Everyone:
Yes

08:47:48 From Tara Turrentine to Everyone:

Yes

08:47:49 From Sarah Bontrager to Everyone:

Yes

08:47:51 From Jameson Parker to Everyone:

Yes

08:47:52 From Mike Jaske to Everyone:

yes

08:47:52 From Alexis Bernard (she/her), Turning Point Community Programs to Everyone:

yes

08:47:52 From HyppoliteK to Everyone: (non CoC Board member - vote doesn't count)

~~Yes~~

08:47:52 From Emily Halcon to Everyone:

yes

08:47:54 From Stefan Heisler to Everyone:

Yes

08:47:58 From Stephanie Thompson to Everyone: (non CoC Board member - vote doesn't count)

~~Yes~~

08:48:03 From Stephanie Cotter to Everyone:

yes

08:55:04 From Michelle Charlton (She/Her) SSF, CoC Coordinator to Everyone:

Approval of Planning Grant Application:

08:55:06 From Amani Sawires to Everyone:

Yes to planning project

08:55:08 From Pixie Pearl (they/them) to Everyone:

yes

08:55:08 From Alexis Bernard (she/her), Turning Point Community Programs to Everyone:

yes

08:55:09 From Joseph Smith to Everyone:
yes

08:55:09 From Julie Davis-Jaffe - SETA Sacramento Works to Everyone:
Yes

08:55:09 From Sarah Bontrager to Everyone:
Yes

08:55:09 From Chevon Kothari- Sac. Co. Health Services to Everyone:
yes

08:55:10 From AngelaUpshaw to Everyone:
yes

08:55:10 From Tara Turrentine to Everyone:
Yes

08:55:10 From Emily Halcon to Everyone:
yes

08:55:11 From Stefan Heisler to Everyone:
Yes

08:55:11 From HyppoliteK to Everyone: (non CoC Board member - vote doesn't count)
yes

08:55:15 From Jameson Parker to Everyone:
Yes

08:55:16 From Mike Jaske to Everyone:
yes

08:55:20 From Stephanie Cotter to Everyone:
yes

09:22:08 From Pixie Pearl (they/them) to Everyone:
arrears=past due rent (for anyone else that needs the definition)

09:24:49 From Mike Jaske to Everyone:

How does the RAPS effort compare to/coordinate with the greatly increased motel voucher programs of the City and County?

09:33:07 From Nadia Rains to Everyone:

What efforts are being organized to make it easier for the existing providers to be aware of what housing/ homeless programs are available so if one provider cannot provide assistance we can refer customers to other programs?

09:34:07 From Michelle Charlton (She/Her) SSF, CoC Coordinator to Everyone:

Policies for Public Comment, see here:

<https://sacramentostepsforward.org/coc-program-comp/policies/>

09:34:25 From Michelle Charlton (She/Her) SSF, CoC Coordinator to Everyone:

We want your feedback! Access the survey to provide feedback on the drafts listed above. **Feedback is due by Thursday, Nov. 4th, 2021 by 5:00 PM.**

09:37:26 From Emily Z (she/ella) Opening Doors, Inc. to Everyone:

Thank you. :)

09:37:38 From chunt to Everyone:

thank you everyone



HUD CoC NOFO: Priority Listing and CoC Application

CoC Board

October 29, 2021

What is the HUD CoC NOFO?

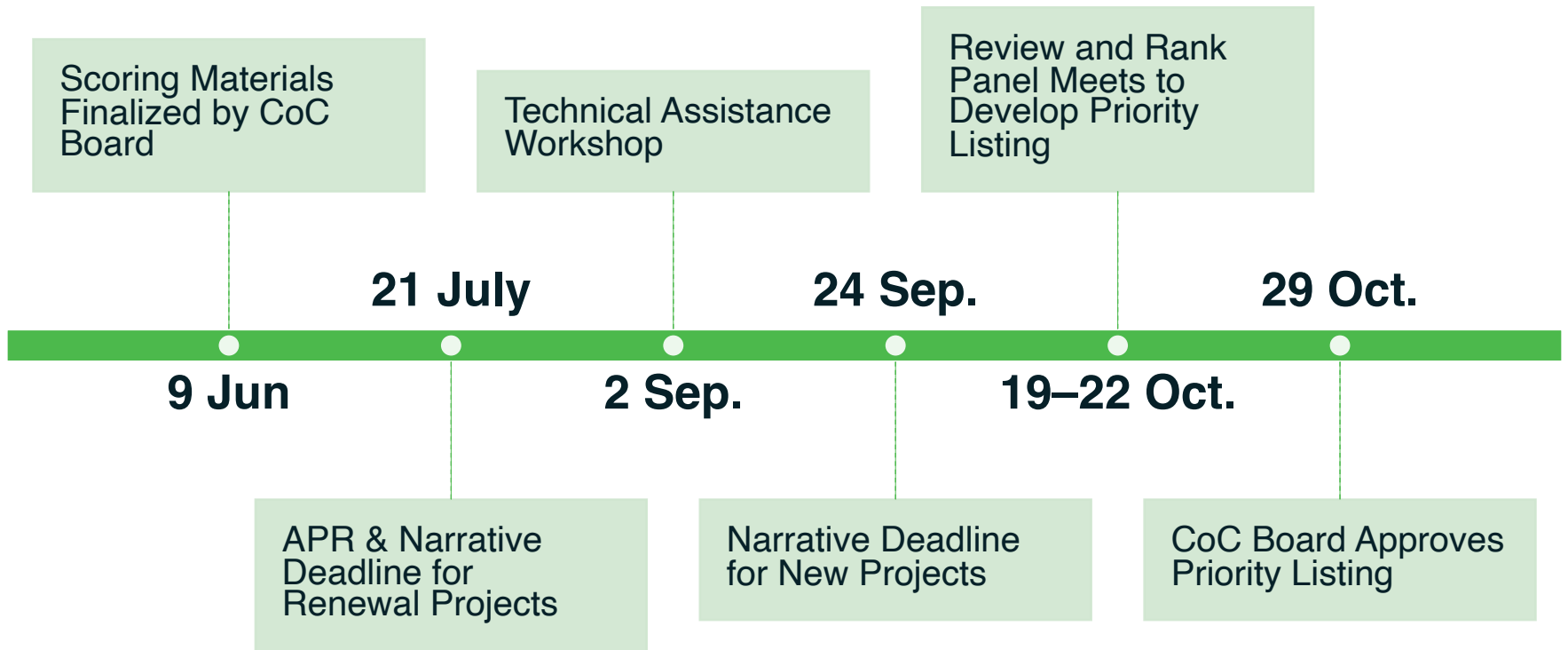
- On August 18th, the U.S. Department of Housing and Urban Development (HUD) released a Notice of Funding Opportunity (NOFO), signifying the beginning of a funding competition among approximately 450 Continuums of Care (CoC).
- In Sacramento, the CoC NOFO includes funding for:
 - Tier 1: \$26,381,539
 - Tier 2: \$1,319,077
 - DV Bonus Funding: \$1,498,148
 - CoC Planning: \$791,446

What does the CoC Consolidated Application include?

- The CoC Consolidated Application is made up of three parts:
 - 1. CoC Application** provides information about the CoC planning body, governance structure, overall performance, and the strategic planning process.
 - 2. Project Applications** are completed in e-snaps by agencies applying for projects.
 - 3. CoC Priority Listing** ranks all project applications in order of priority.

2021 Priority Listing

Local Competition Process



Review & Rank Panel

- 5 Member Panel
- Reviewed and Scored
 - 18 Renewal Applications
 - 10 New Project Applications
- Met for 18.5 hours Oct. 19th-22nd to discuss application scores and clarify application responses with 10 agencies

New in 2021

- Panelists had the discretion to rank new projects below renewal projects that:
 1. Meet a unique or prioritized need in the community
 2. Have a strong track record of past performance
 3. Agency has developed a plan for achieving better outcomes
- HUD priority for new projects leveraging (1) non-CoC funded housing resources, or (2) healthcare resources
- Review and Rank Panel was entirely virtual and spread across 4 days

Priority Listing Overview

- 32 projects recommended for funding
 - 3 new providers (Turning Point Community Programs, Shelter Inc, Lao Family Community Development)
- 6 projects with less than 18 months of operating data or automatically ranked in Tier 1 on an annual basis (HMIS)
- 2 new projects rejected
 - Sacramento Self Help Housing – Affinity Community
 - YMCA – Mini Home Villages Between W & X
- 2 projects partially reallocated
 - Mercy Housing – Mather Veterans Village (voluntary)
 - Hope Cooperative – Possibilities (discretion of the Panel)
 - Total Reallocated Funding: \$331,086

New CoC Bonus & Reallocation Projects Recommended for Funding

- Lutheran Social Services – Lavender Court (PSH)*
- Turning Point Community Programs – Pathways Alternative Housing Program (PSH)*
- Turning Point Community Program – Fairview Programs (PSH)*
- Sacramento Steps Forward – Coordinated Entry System (SSO-CE)
- Hope Cooperative – Northview Point (PSH)*

**Meets one or both of HUD's 2021 priorities*

New DV Bonus Projects Recommended for Funding

- Sacramento Steps Forward – Survivors Coordinated Entry System (SSO-CE)
- Lao Family Community Development – Joy of Living (RRH)
- Shelter, Inc – DV Rapid Re-Housing (Esperanza) (RRH)

If all recommended new projects are funded:

PSH:

192 beds,
127 units

RRH:

84 beds,
24 units

**Coordinated
Entry:**
\$625,658

Action Needed:

- Authorize SSF to submit the 2021 CoC Priority Listing to HUD

CoC Application

CoC Application Structure

- **CoC Application** provides information about the CoC planning body, governance structure, overall performance, and the strategic planning process.
- Includes four parts:
 1. Continuum of Care
 2. Data Collection
 3. Other Policies
 4. Domestic Violence & Attachments

Why does our CoC application score matter?

- Each project in Tier 2 is scored using a 100-point scale:
 - **CoC Application Score.** Up to 50 of 100 points will be awarded in direct proportion to the score received on the CoC Application.
 - **CoC Project Ranking.** Up to 40 of 100 points will be assigned directly related to the CoC's ranking of projects.
 - **Commitment to Housing First.** Up to 10 points based on the project application's commitment to follow a housing first approach.

2021 Drafting Strategy

Community Engagement

- 9 survey responses from **CoC-funded providers**
- 8 meetings with **SSF staff**
- 7 survey responses from **Systems Performance Committee members**
- 4 presentations to **CoC Committees**
- 3 survey responses from **new DV applicants**

Materials Referenced

- 2021 HDX Competition Report
- Sacramento COVID-19 Response Team Materials
- Sacramento Continuum of Care Racial Equity Report
- Sacramento Continuum of Care Gaps Analysis
- Sacramento Continuum of Care Coordinated Entry Evaluation & Other Materials
- CoC Board Minutes & Materials (Jan. 2020 to July 2021)
- SHRA Administrative Plan & Admissions and Continued Occupancy Plan

**How does our performance look
this year?**

Strengths of the 2021 Sacramento CoC Application

- **Data Systems Performance Measures (SPM)** and other data points are trending in the right direction.
- **COVID-19 Response** Sacramento's COVID-19 Response was robust and aligned with HUD's priority areas.
- **Racial Equity** The REC's Report exceeded HUD's minimum standards and contributed to many areas in the application.
- **Coordinated Entry** The RAPS pilot and other CE improvements have been well documented and improved our responses in many areas of the report.
- **SSF Systems Insight** The SSF Team was well equipped to generate responses to questions internally and/or connect our team to the right community members.

Areas for Further Improvement in Future Applications (1/2)

- **Data HUD** compares SPM performance locally year-over-year, so the CoC will need to sustain positive momentum beyond the COVID-19 Response.
- **SPM Strategy** Sacramento lacks community-wide coordinated strategies for each HUD SPM.
- **ESG Partners** The CoC does not currently coordinate with ESG Partners on planning or allocating ESG funds or reporting on partner performance.

Areas for Further Improvement in Future Applications (2/2)

- **CoC Written Standards** The CoC should complete the update of the Written Standards before the next application cycle and ensure they are in alignment with HUD expectations (e.g., Anti-Discrimination Policy)
- **Engagement of Individuals with Lived Experience**
In 2020 and 2021, HUD has increasingly prioritized the engagement of individuals with lived experience in planning processes.
 - REC has jump-started this work, but the CoC should strive to maintain this momentum across Committees and efforts.

Action Needed:

Authorize SSF to submit the 2021 CoC Application

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



Purpose and Goals

Purpose: Improve core elements of the Coordinated Entry System and identify opportunities for system improvement.

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



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 to assist with rapid exit and diversion from homelessness



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



Project Measures

Access	<ul style="list-style-type: none">- # of housing or housing-related service requests- # of connections or referrals to a program/service- # of agencies involved
Assessment	<ul style="list-style-type: none">- Reduction in wait time from contact to assessment- # of triage assessments- # of VI-SPDATs- # and type of new assessments conducted
Problem Solving (Diversion)	<ul style="list-style-type: none">- Total/average amount of financial assistance provided- Average amount of financial assistance provided per person- # of people diverted from homelessness



Outcomes: Assessment

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

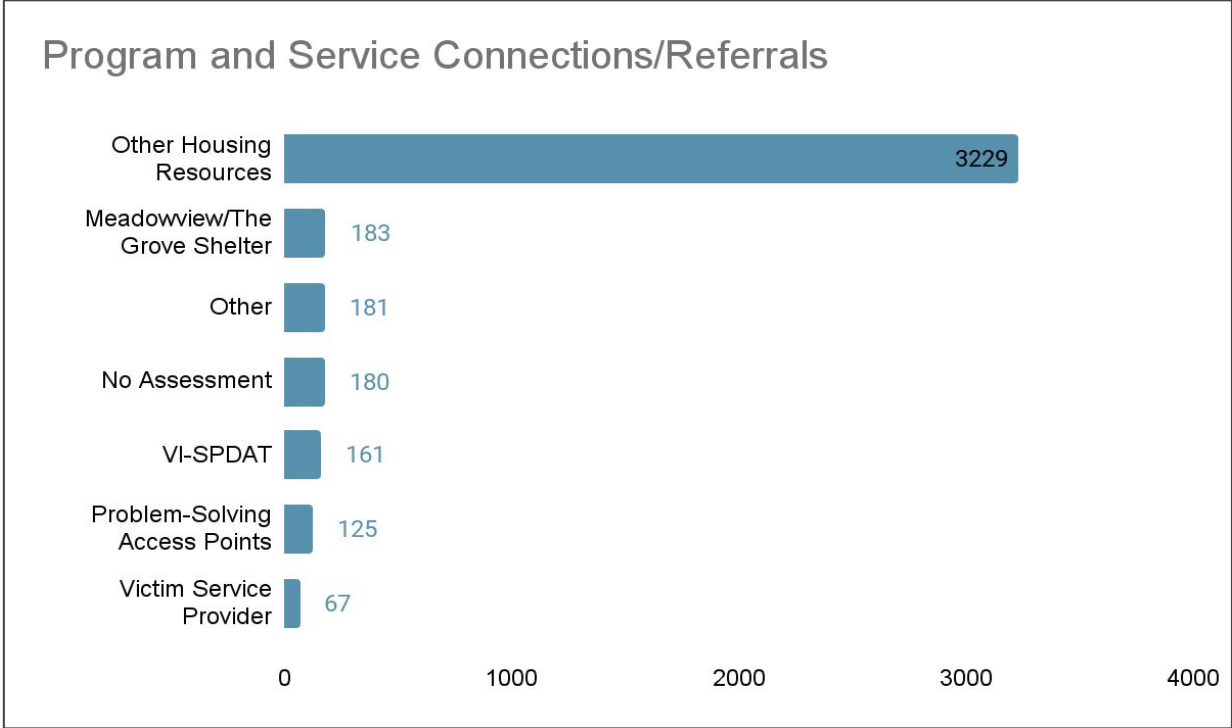
This triage assessment served as a gateway for additional, phased assessments:

- VI-SPDAT
- Problem-Solving
- Shelter Survey

2-1-1 Housing Triage Sheet		Date: _____
Caller Information		
Name: _____	Email: _____	
Telephone Number: _____	Okay to Leave a Voicemail? <input type="checkbox"/> Yes <input type="checkbox"/> 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	Temporary and Permanent Housing Situations	
____ Car, outdoors, or other place not meant for human habitation	____ Residential project or halfway house with no homeless criteria	
____ Emergency shelter, hotel or motel paid for by charitable organizations or by federal, state and local programs	____ Hotel or motel paid for by client	
____ Safe haven	____ Transitional housing for homeless persons (including homeless youth)	
Institutional	____ Host Home	
____ Foster care home or foster care group home	____ Staying or living with a friend	
____ Hospital (Non-psychiatric)	____ Staying or living with a family member	
____ Jail, prison or juvenile detention facility	____ Rental by client with subsidy (type: _____)	
____ Long-term care facility or nursing home	____ Rental by client, no ongoing housing subsidy	
____ Psychiatric hospital or other psychiatric facility	____ Permanent housing (other than RRH) for formerly homeless persons	
____ Substance abuse treatment facility or detox center	____ 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:		
<input type="checkbox"/> Condemned housing	<input type="checkbox"/> Relationship problems	
<input type="checkbox"/> Discharged from an institution	<input type="checkbox"/> Rental arrears	
<input type="checkbox"/> Divorce	<input type="checkbox"/> Utility arrears	

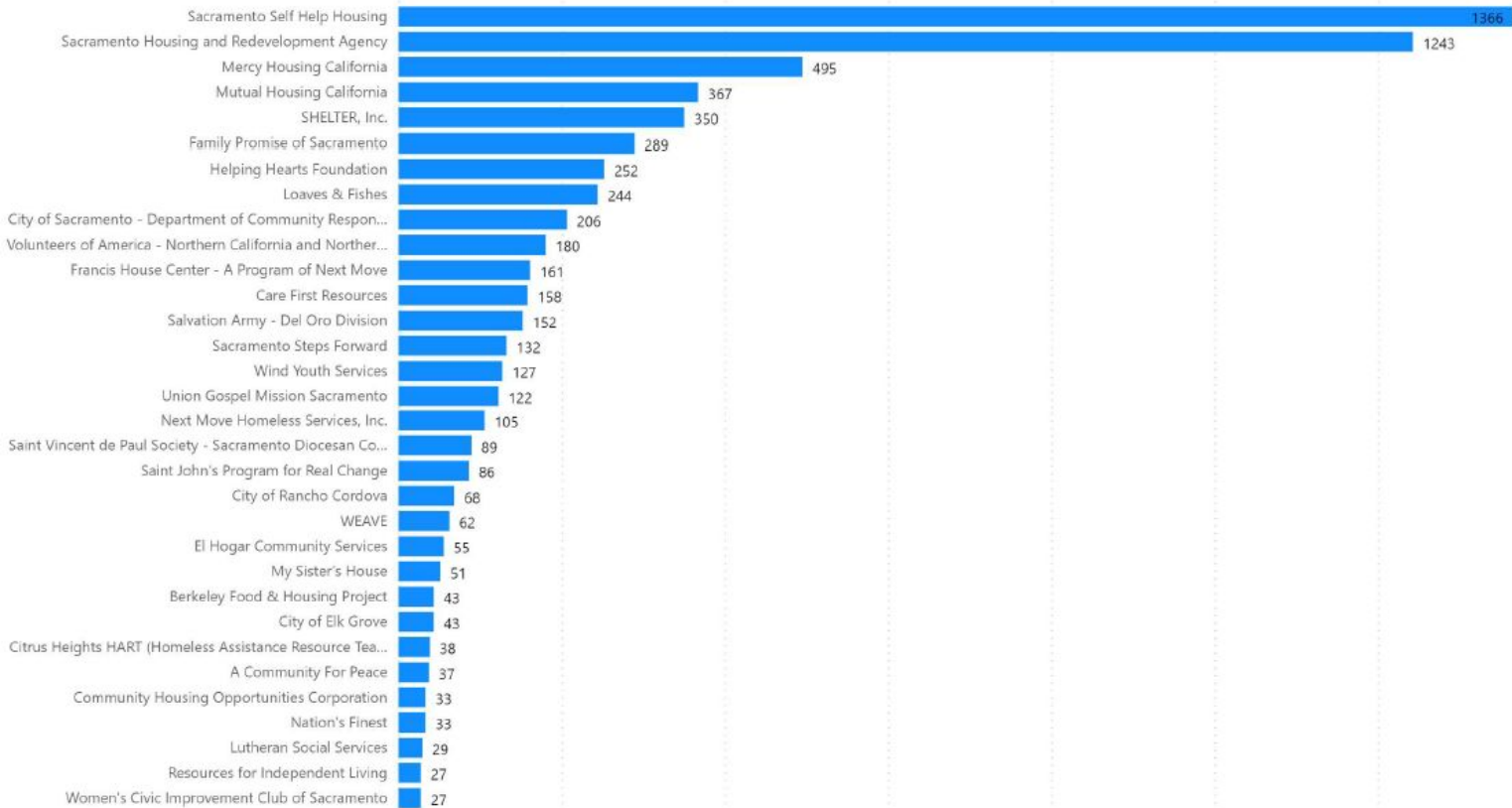
Outcomes: Access / Assessment

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



Housing program referrals were made to 32 different agencies:

Housing Referrals



“Referral to Other Housing Resources”

- Outcome of referrals are uncertain
- Referral process is limited by provider’s instructions (based on 2-1-1 database)
- Clients are motivated by an immediate referral - VI-SPDAT does not guarantee housing and are reluctant to complete the assessment
 - Limited housing options

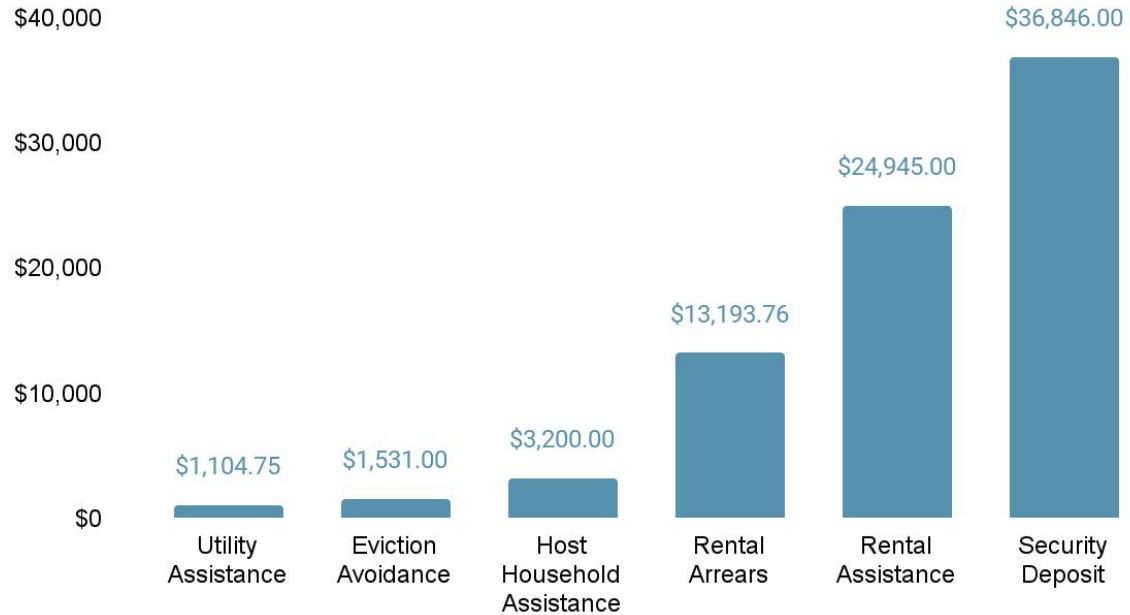


Outcomes: Diversion

34 households
exited to
permanent
housing

\$1,285
median size of
request

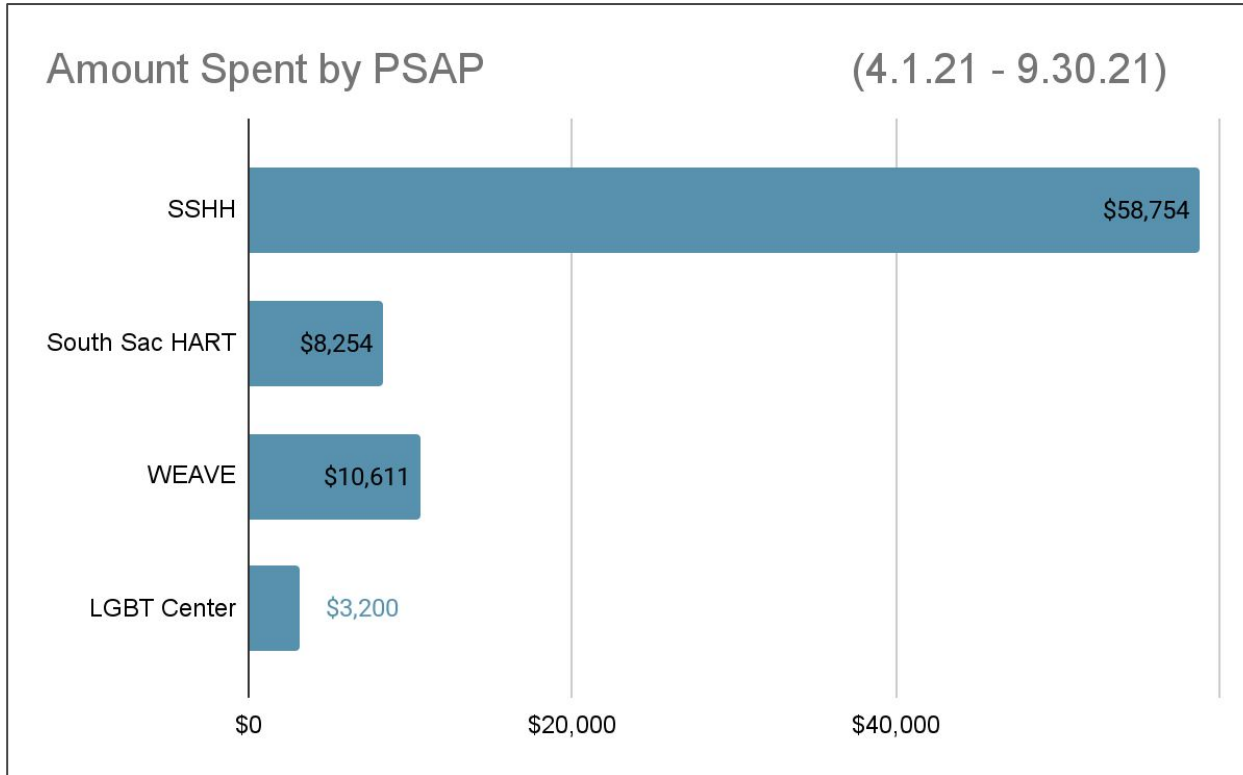
Funds Spent by Category



Number of Requests	3	1	4	8	19	17
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Outcomes: Diversion

74 total requests
(52 approved)



\$2,500

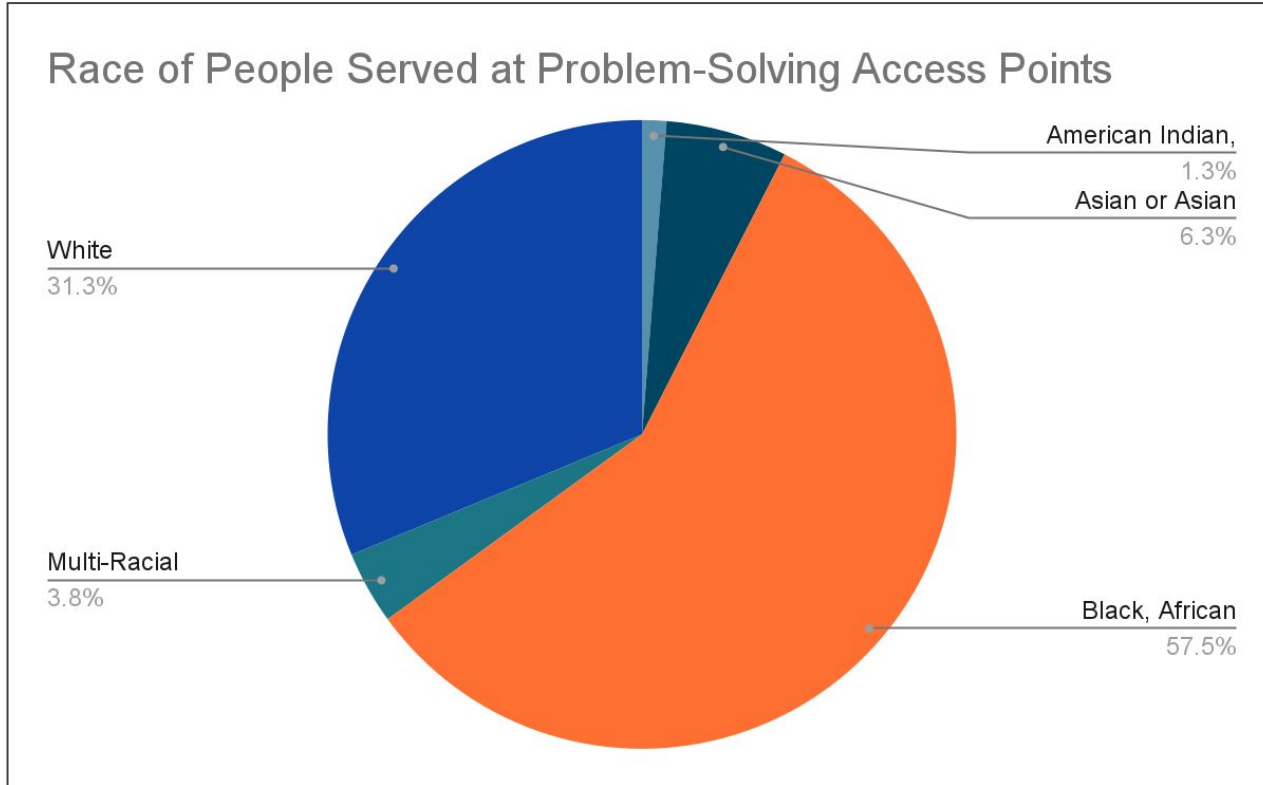
The average amount of assistance provided to a household

10 Days

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

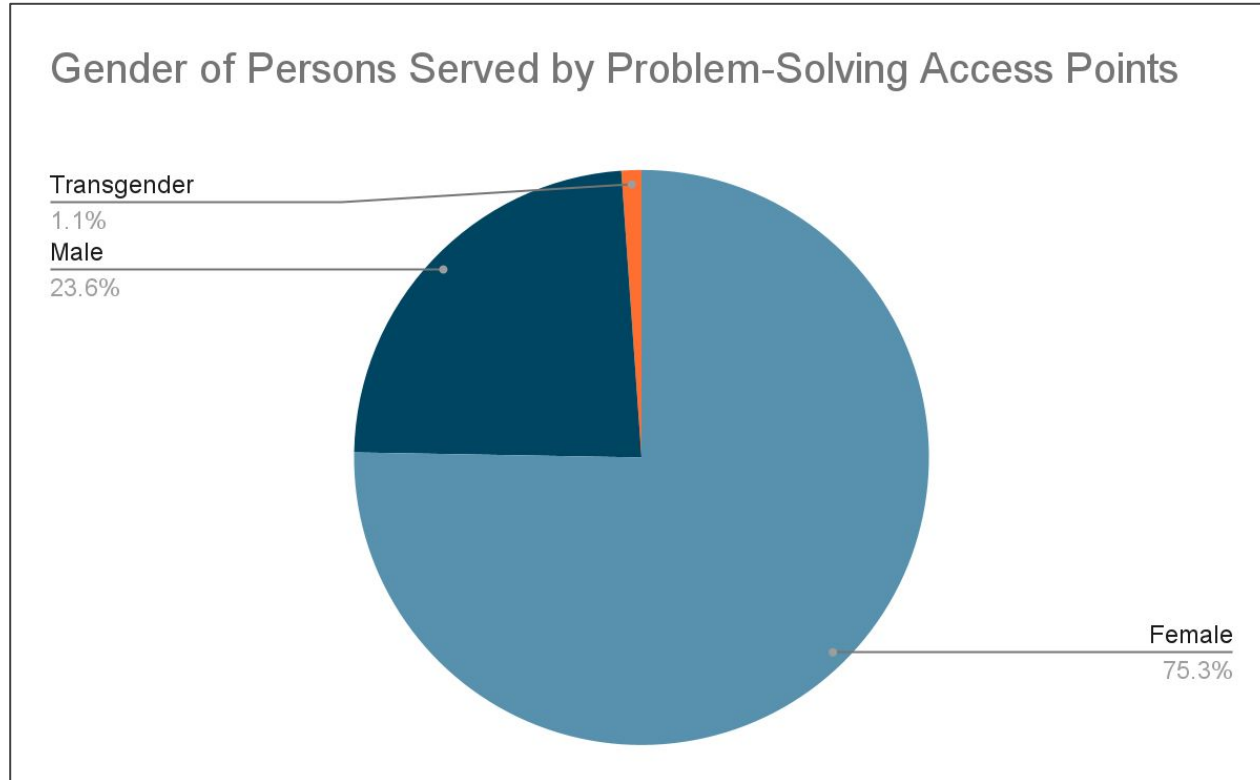


Create Visible and Diverse Access Points



89
people
served

Create Visible and Diverse Access Points



89
people
served

Problem-Solving Access Points

- ★ Sacramento Self-Help Housing
- ★ Weave
- ★ South Sacramento HART
- ★ Sacramento LGBT Center



Data Analysis - Areas to Explore

- VI-SPDAT score comparison
- Demographic Analysis
- Returns to Homelessness 6 mo / 1 year / 2 year
- Newly created HMIS profiles
- Breakdown of programmatic referrals for agencies in “other referrals”



Challenges

- Housing Navigation
- Documentation
- Defining *at-risk of homelessness*
 - rental arrears
 - SERA program
- Differing levels of agency capacity (housing locators)
- HMIS department issues - created delays for PSAP operations



Successful Strategies

- Eliminated wait time to be assessed with the VI-SPDAT
- 2-1-1 call volume and HMIS utilization
- Utilized a phased assessment approach to connect clients to new services through a central front-door
 - Shelters
 - VSPs
 - Problem-Solving
- PSAP / 211 Collaboration and Learning Cohort



Areas for Improvement

- Provide problem-solving training to develop skills for non-financial related problem-solving
- Track non-financial outcomes & services in HMIS to indicate a resolved housing crisis (most were triaged out before a PSAP appointment)
- 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
- Reduce data entry errors and minimize user errors



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. Housing search and more affordable housing
4. Incorporate additional resources available at the front-door
 - a. Housing and/or System navigation services
 - b. Expanded shelter offerings



Year 2 Recommendations: PSAP Perspective

Mandatory Staffing:

- Housing Locator / Landlord Relations

Develop Housing Location Strategies

Regular Data/Expenditure Updates



