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.

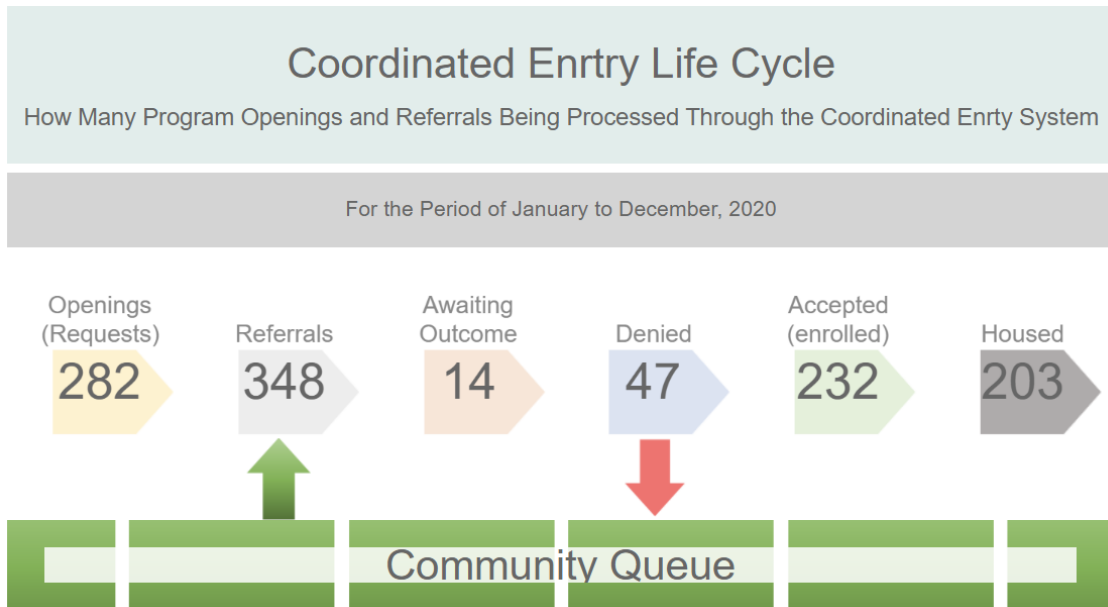| This conversation will be picked back up at the June CESC Meeting.			
IV. Life Cycle Dashboard & Racial Equity Work Update	Peter Bell, SSF CES Manager	3:40 PM (20 minutes)	Informational

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
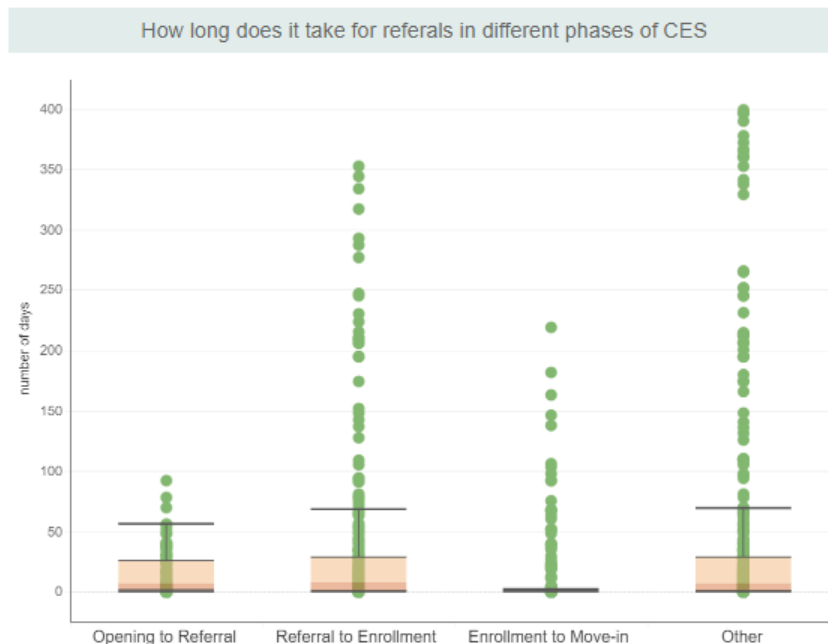**Topics to cover: Policy Change Updates and Data Dictionary**
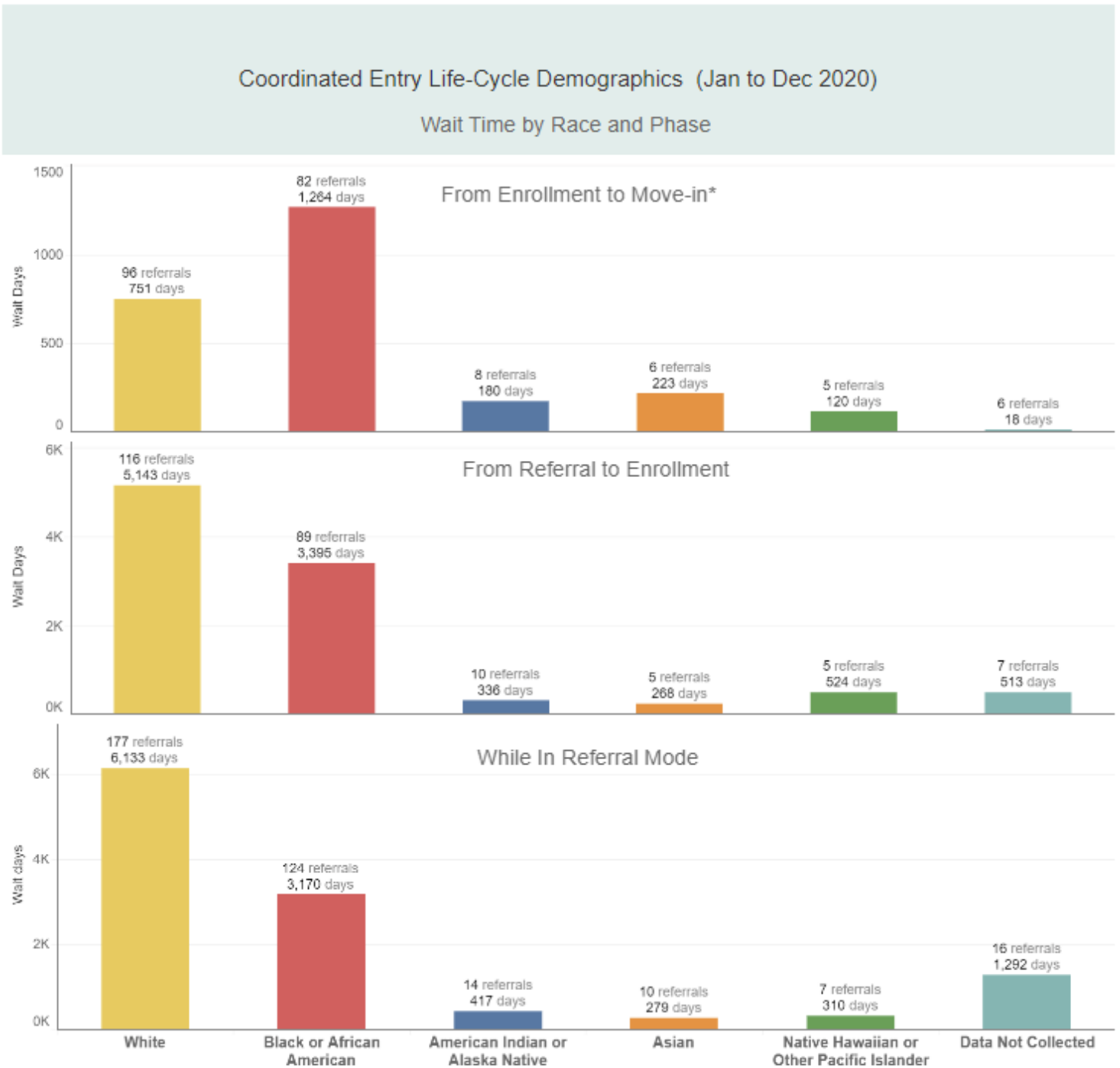
Life Cycle Dashboard Screenshots:

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:

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

	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

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*

Wait Days

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

From Referral to Enrollment

Wait Days

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

While In Referral Mode

Wait days

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

| White | Black or African American | American Indian or Alaska Native | Asian | Native Hawaiian or Other Pacific Islander | 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

Homebase

Goals for Today

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

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

Homebase

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

Homebase

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

Homebase

Coordinated Entry Framework

Access → Assessment → Prioritization → Referral → Housing

Homebase
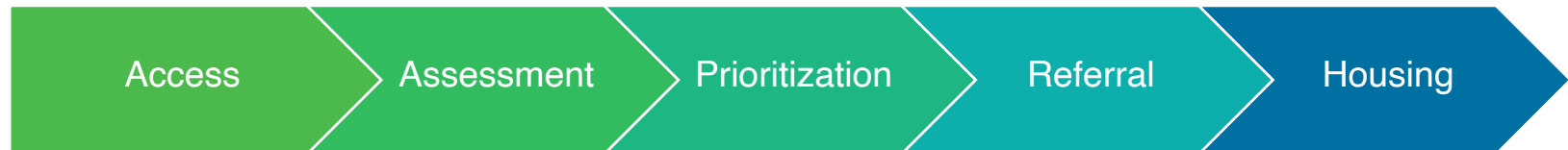
Access

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

Homebase

Static vs Dynamic
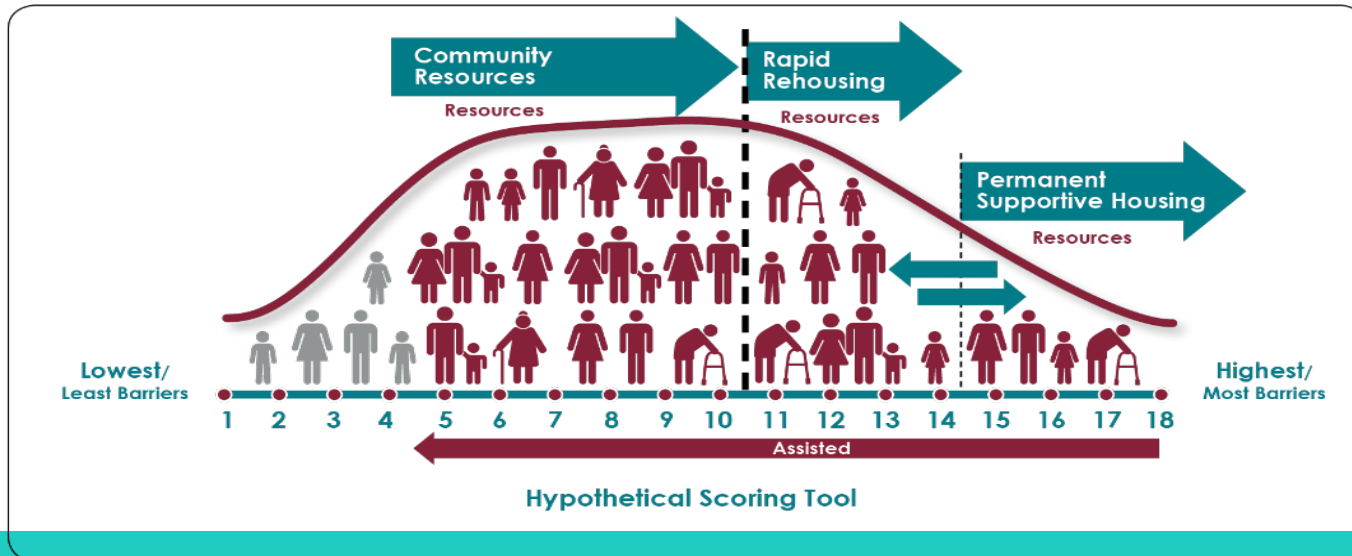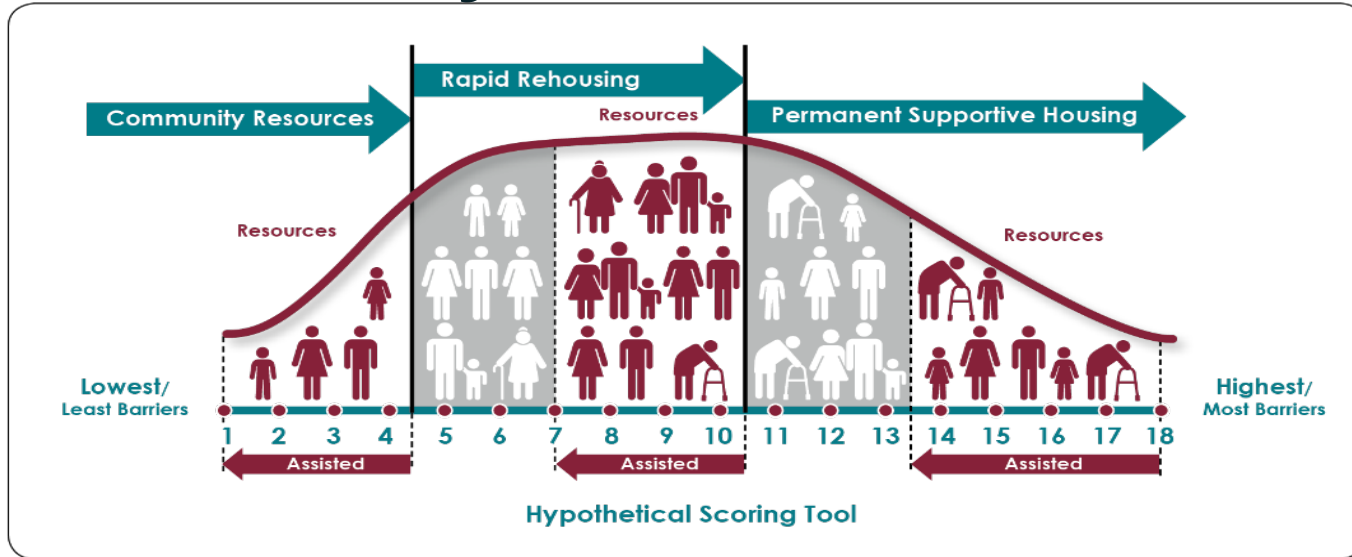
Referral

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.

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?