2021 Sacramento CoC Annual Meeting

Wednesday, May 26th, 2021 ║ Breakout Room 1 Chat

09:40:49   From Gabriel Kendall : Gabriel Kendall (He/Him/His) 211 Sacramento

09:41:04   From 1-Keaton Riley : Keaton Riley, he/him/his, Supervisor Patrick Kennedy's Office

09:41:25   From Tahirih Kraft, Renters Helpline SSHH : Tahirih Kraft, SSHH, Renters Helpline

09:41:30   From Kyle Stefano : Kyle Stefano, she, Sacramento Covered

09:41:38   From Bridget Alexander (she/her) Waking the Village : Bridget Alexander, she/her/hers, Waking the Village

09:41:43   From Stephanie Cotter (she/her) - City of Citrus Heights : Stephanie Cotter (she/her), City of Citrus Heights

09:41:46   From Scott Young : Scott Young (he, him), Sacramento Self-Help Housing

09:41:49   From Ana Melendez, She/Her/Hers, City of Sacramento : Ana Melendez (She/Her), City of Sacramento

09:41:56   From 1 Rhonda Jang, She/Her/Hers, SSF : Rhonda Jang (she/her/hers), SSF

09:41:57   From Tara Turrentine She/Her SCOE : Tara Turrentine, Sacramento County Office of Education, She/Her/Hers

09:42:03   From MaryLiz Paulson, SHRA, she/her/hers : MaryLiz Paulson, SHRA, she/her/hers

09:42:24   From Michele Watts, she/her/hers, SSF Chief Planning Officer : Michele Watts, she/her/hers, SSF Chief Planning Officer

09:42:49   From CeeCee Coleman she/her - Arden Arcade HART : CeeCee Coleman, she/her, Arden Arcade HART/ SSHH / Center @ St. Matthew's

09:43:13   From Sarah Schwartz (she/her) SSF, RAPS Specialist : Sarah Schwartz, she/her, SSF, RAPS Specialist

09:43:44   From Jenna Abbott She, Her, Hers COC Board Member River District : Jenna Abbott, River District and COC board member. She, her, hers

09:48:08   From Patti Uplinger SSHH and STEP : People with Intellectual and Developmental Disabilities need to be included. Assessment tool doesn't work for this population.

09:48:40   From Emily Halcon, (she/her), Sacramento County : Emily Halcon, she/her, Sacramento County

10:13:47   From Kyle Stefano : did Gabriel say that 211 operators can do the vispdat? did I understand that correctly?

10:14:23   From Sarah Schwartz (she/her) SSF, RAPS Specialist : Yes 211 does now have the opportunity to do the VISPDAT

10:14:56   From Stephanie Cotter (she/her) - City of Citrus Heights : I'm unclear how to access countywide overnight homeless shelters, with the exception of the family shelter which can be accessed online.

10:15:03   From Bridget Alexander (she/her) Waking the Village : How long does it typically take for someone to access a VISPDAT appointment with 211?

10:15:14   From Kyle Stefano : thanks sarah - but then who is responsible for getting the person doc ready etc if the vispdat is a high enough score to get access to a psh opportunity

10:16:03   From David Husid (HE HIM HIS) CHI 1 : So to be clear if someone calls the program and wants to get housed we tell everyone to call 211 to start?

10:16:18   From May Lee : So 211 is fully up and running?

10:16:21   From David Husid (HE HIM HIS) CHI 1 : *To start the process

10:16:46   From Kyle Stefano : well said scott

10:18:30   From Sarah Schwartz (she/her) SSF, RAPS Specialist : Hi David - 211 is a way to possibly get connected to housing resources and possibly on the waiting list for navigation services.

10:20:01   From Sarah Schwartz (she/her) SSF, RAPS Specialist : Bridget - this would be a good question for Gabriel

10:20:04   From Peter Bell (he/him) SSF, CES Manager : Hi David, I think this again goes back to communication. We need to be thoughtful in messaging the complexities of this system to folks in an honest and transparent way.

10:21:45   From David Husid (HE HIM HIS) CHI 1 : Thanks Peter. I guess what we need is that place for everyone to get their initial questions answered and some early help

10:22:13   From Tara Turrentine She/Her SCOE : Amen, Gabriel.

10:22:41   From kara.tow : Agreed Gabriel

10:23:18   From Tiffani Reimers (She/ Her) : Just a reminder that questions for the panel can be sent to me directly, leaving the public chat open for commentary. Thank you!

10:29:04   From Gabriel Kendall : Agreed 100%

10:31:48   From Tara Turrentine She/Her SCOE : Great conversation, when you look from the lens of a subgroup who access our entire geographic area, the system fragmentation creates a severe lack of access. If a family losses housing and begins into mobility around Sacramento, with children attending their school of origin, the services are based on geography not need. This system is a mystery to the 41 homeless education liaisons trying to connect families/youth to services.

Also in this system, prevention and diversion are nearly impossible as a focus.

10:31:49   From Hamid Bashiri - SSF, Data Analytics Mgr : Love the "Community Wide Shelter Board"

10:34:42   From Bridget Alexander (she/her) Waking the Village : The reason some housing programs would be hesitant to turn over control of entrances to a shelter board or CES is because many of us have experienced lags in getting referrals from the overwhelmed CES system. Our beds fill slower- not quicker. We also can't even see the names that might be eligible to enter.

10:34:49   From Jenna Abbott She, Her, Hers COC Board Member River District : There also needs to be a clearer set of requirements around what constitutes a full bed. How many days can a person not show up to the shelter for a bed they are counted as in before we open the bed?

10:38:41   From Hamid Bashiri - SSF, Data Analytics Mgr : Is the core problem provider education, resources, communication, or combination of all?

10:40:33   From Bridget Alexander (she/her) Waking the Village : Another important thing to keep in mind is that if we make the system easy to navigate, we will have far more people coming to access services that are already full. Messaging must let folks know the system is overwhelmed and lacking capacity. This is why 211 Is scheduling for 2025. This is why we have the closed loops. CES improving can only happen if staffing and bed capacity can greet it.

10:41:17   From Hamid Bashiri - SSF, Data Analytics Mgr : I love "more integration into the HMIS system"

10:42:57   From Peter Bell (he/him) SSF, CES Manager : Well said, Bridget.

10:44:10   From Gabriel Kendall : A new population with big long term barriers to obtaining housing again.

10:46:29   From Tiffani Reimers (She/ Her) : Thanks everyone! I've got all your questions saved so we can dive into them a bit deeper as we continue these conversations in the future.

10:48:06   From Stephanie Cotter (she/her) - City of Citrus Heights : Transparent system will also help prevent bias from who gets access into these "closed loop programs"

10:49:02   From Tara Turrentine She/Her SCOE : A CES system that is analogous to an emergency room in health care. A plan that looks to triage folks. Stabilization, equity, and diversion has to be a part of the system.

10:50:33   From Peter Bell (he/him) SSF, CES Manager : Do you think the recent coordinated entry investments made by the CoC (RAPS: 2-1-1, diversion) are on the right track? Why or why not?

10:51:32   From MaryLiz Paulson, SHRA, she/her/hers : It is a step toward a coordinated effort so yes.

10:51:47   From Stephanie Cotter (she/her) - City of Citrus Heights : Yes, because they provide a single access point to multiple programs. No, because it doesn't solve the problem of "closed-loop systems" that do not provide information about who can access those program or how to access those program. The exclusion of access is a huge problem.

10:51:53   From Jenna Abbott She, Her, Hers COC Board Member River District : Yes, BUT we need the beds and housing on the back end. Simply adding people to a list that seems never ending erodes our credibility

10:52:31   From Sarah Schwartz (she/her) SSF, RAPS Specialist : Yes, I think so (but im biased of course). But the RAPS project helps add another resource that hasn't always been available to the community (PS). It also provides diversion for those at risk of homelessness which we have very little resources for those folks!

10:52:33   From Tara Turrentine She/Her SCOE : Perhaps the type of services are a good investment, appropriate funding to meet the need has to match the service. (ideal world I know)

10:53:03   From Jill Fox : I think it is a start, but we need to figure out how to access more funding to ensure that it continues to become the robust system that is needed in the community. I still feel like the system is so overwhelmed.

10:53:09   From Dennis Smiley, (He/Him) SSF, TAY Specialist : Absolutely, it creates structure in the system and a direct access point to great resources.

10:53:12   From Nick Golling (He/Him) City of Sacramento : They appear to be on the right track. It appears to me that a highly functioning CE system includes a robust 24 hour 211 call center who can quickly complete assessments, enter people into HMIS, and create an HMIS referral. Making this a requirement to access any homeless services in the CoC would help us to have a clear picture of what exactly homelessness looks like in our community and allow us to triage appropriately.

10:53:52   From Bridget Alexander (she/her) Waking the Village : RAPS could be impactful, but it would have to scaled to a proper level, be well staffed, and have a clear physical front door (or many) or else it will just become one more place for a person experiencing homelessness to go to in the hunt for support. Also, without housing scaled to need, where are folks navigated too? We need safe ground at minimum so we can make sure to retain contact and traction made with folks. Otherwise, RAPS will be like the years when SSF had navigators and it simply packed CES with names no one had actual, meaningful contact with.

10:53:59   From Gabriel Kendall : I think it's only a piece to the puzzle, but we're still very much lacking the low barrier shelter to back end the entry and walk-in facilities to improve access.

10:54:05   From Hamid Bashiri - SSF, Data Analytics Mgr : They are good initiatives but need to be integrated with the Community Portal

10:55:30   From Nick Golling (He/Him) City of Sacramento : I think that a highly functioning CE System is most critical to provide homeless services in general in a community. Certainly there are many other considerations such as shelter capacity, and others. But CE is the foundation of functional homeless services.

10:55:36   From MaryLiz Paulson, SHRA, she/her/hers : I think a coordinated system needs capacity, 1) of both staffing or a system for referrals and 2) of resources. The resources have to be able to respond to need so just beds or shelters or housing is not and will never be sufficient to meet the need. The system has to include safe parking or a place where homeless can go (as a holding area) and be safe until there is capacity in the system to absorb them.

10:55:47   From Ejiro Okoro : I want to say yes, but there are many including myself to not know the entry points and all of the service systems where folks can get shelter, resources & PSH

10:58:16   From Christina H. She/Her : Yes. I feel that there has to be a starting point. A place where a person can go and be directed to the services that are needed at that time.

10:58:23   From Peter Bell (he/him) SSF, CES Manager : What strategy or resource is missing that would improve the overall function of coordinated entry?

10:58:56   From Kyle Stefano : a centrally located triage shelter that anyone can go to every night - like "right to shelter" in nyc

11:00:02   From Nick Golling (He/Him) City of Sacramento : I think that accountability, participation and transparency would improve the overall function of CE.

11:00:13   From Tahirih Kraft, Renters Helpline SSHH : I like the idea of a central located triage center.

11:00:43   From Tara Turrentine She/Her SCOE : Clear access points that assess and triage folks to appropriate services with a realistic timeline communicated to the end user IF there are services appropriate for the need.

11:00:56   From Nick Golling (He/Him) City of Sacramento : Campus models are very effective for that. They are expensive and take a lot of land, but when functioning, they are amazing.

11:01:03   From Jenna Abbott She, Her, Hers COC Board Member River District : ALL of the resources need to be in it. It's really a misnomer to call it coordinated entry with the majority of resources excluded.

11:01:12   From Hamid Bashiri - SSF, Data Analytics Mgr : It's important to change the community's perspective on CE. At the same time implement initiatives to improve communication, funding and resources, equity, and transparency.

11:01:13   From Bridget Alexander (she/her) Waking the Village : Of course, capacity and a physical place to direct folks to start the navigation process. But also, we need highly skilled and knowledgeable navigators who deeply understand all the systems- shelter, child welfare, justice system.... Ideally RAPS would create a tool that all our housing case managers can use that helps triage folks and identify best fit and eligibility. It would allow folks to click on elements like length of time homeless, disability, age....and identify options and the process to access those options.

11:01:26   From Stephanie Cotter (she/her) - City of Citrus Heights : New HMIS/CES software where providers can enter a client and then directly refer clients to other providers based on what their needs are within HMIS so everyone knows where they entered and what their status is. Connect the systems so the navigators in each jurisdiction can see what programs are available to refer to and what clients other programs are working with within their coverage area.

11:01:32   From MaryLiz Paulson, SHRA, she/her/hers : Agreed. There has to be a place (or places) for folks to go who need help. One of the challenges that we all face is finding people. If there was a place that folks could go to be a beginning point for services. A place where people could be safe without limited capacity.

11:01:59   From Christina H. She/Her : I feel that there should be collaboration with the courts regarding evictions. This is the biggest barrier that has not been addressed.

11:02:43   From Magen Jack : Hello, I wanted to share Contra Costa County's coordinated entry systems online directory. This allows anyone to look up the current programs and services available throughout the county.

This could be a great way to centralize all the different services offered throughout Sacramento. Each program available would include services offered, contact information and eligibility of each service or program available. I think it is worth looking into and implementing in Sacramento County. https://hmg.my resource directory.com/

11:03:05   From Scott Young : I agree with Christina. It's virtually impossible to house someone with an eviction.

11:03:07   From Marilyn Washington WRCS (she/her) : VI-SPDAT is an inadequate tool it rules out a lot of homeless people.

11:03:49   From Peter Bell (he/him) SSF, CES Manager : If within the next year (12 months) the CoC could accomplish only one coordinated entry improvement, what should it be?

11:04:34   From Magen Jack : Https://hmg.myresourcedirectory.com/

11:05:20   From Nick Golling (He/Him) City of Sacramento : Get everyone experiencing homelessness who wish to access services into HMIS and on BNL

11:05:46   From Marilyn Washington WRCS (she/her) : improvement in the HIMS system

11:05:46   From Jill Fox : Clear messaging on what how our community can access shelter

11:05:49   From Ejiro Okoro : 2- more media coverage on access points and pathways to service

11:05:55   From Tahirih Kraft, Renters Helpline SSHH : The moratorium does have some language abut protections on evictions due to COVID but landlords can find other reason to decline the applicant.   I am working with my staff to pull out info sheet on this information.

11:05:58   From brenda santiago LSS Program Coordinator : I would like to see the coordinated entry tell clients about the housing services they will be referred to since most of the clients I meet with don't understand who we are and what we do. So clear messaging …

11:06:01   From Scott Young : Creating that much discussed "single point of entry." Services and outreach can still be provided locally, but equitable access for every homeless person in Sacramento County

11:06:03   From MaryLiz Paulson, SHRA, she/her/hers : A system to connect with folks in need. This could be a triage center where folks check in. Or a way to connect on a regular basis with folks through SMS or a phone number where they can check in and answer a few automated questions that would allow them to confirm they are still in need of assistance.

11:06:16   From Bridget Alexander (she/her) Waking the Village : Integrating a process to ensure that every subpopulation has a meaningful by name list. This means we fill beds fast with best fit clients. This alone increases bed capacity. I've been in this CES conversation for 18 years and we are still on the same challenges. Case conferences has been one thing that seems to create immediate improvement.

11:06:30   From Gabriel Kendall : The creation of a triage shelter to stabilize those working with navigators/case managers etc. in preparation for CES placement.

11:07:26   From Stephanie Cotter (she/her) - City of Citrus Heights : Develop a detailed guide for outreach workers/providers that lists each program available, who can access, and contact information on how to access each one. I brought this up at the last CoC meeting, but here's a link to an example in Contra Costa County: https://dn.cchealth.org/h3/coc/pdf/CES-P-and-P.pdf

11:09:55   From Christina H. She/Her : Find a away to coordinate with landlords and property managers so that there is an opportunity to address any possible eviction. If case management or aftercare could be provided to the participants after housed it can be beneficial to everyone.

11:09:57   From Ejiro Okoro : A master mapping of resources available on the phone, social media

11:10:14   From Tara Turrentine She/Her SCOE : 3- improving access points to create appropriate placements/services for available beds.

Functioning CES increases accurate data for each subgroup, allowing data driven system flow/programming/funding

11:10:51   From Michele Watts, she/her/hers, SSF Chief Planning Officer : Thanks, everyone!

11:10:52   From Dennis Smiley, (He/Him) SSF, TAY Specialist : Thank you!

11:10:56   From May Lee : Thanks!

11:11:01   From Jenna Abbott She, Her, Hers COC Board Member River District : Good discussion!

11:11:03   From Bridget Alexander (she/her) Waking the Village : Thanks for working hard to crack this nut!

11:11:04   From Jill Fox : Thanks for a great conversation.

11:11:04   From Tara Turrentine She/Her SCOE : Great job, Peter

11:11:07   From Magen Jack : Thank you!

11:11:09   From Nick Golling (He/Him) City of Sacramento : Thank you so much!

11:11:17   From Christina H. She/Her : Great job Peter!

11:11:30   From Scott Young : Thank you Peter and Tiffini!

11:14:10   From Marilyn Washington WRCS (she/her) : how do I go back to the main room?

11:14:35   From Tiffani Reimers (She/ Her) : Click leave room on the bottom. Blue button!