

**Coordinated Entry Committee Minutes
March 27, 2018**

Present: Steve Bonnar-Region 2; Leanne Trappen-Region 4; Susan Thurm-Region 5; Brian Dale-HUD; Heidi Smith-DHS; Lisa Steele-IHFA; Dana Wiemiller-IHFA; Sheri Cook-IHFA

Not Present: Heather Eddy-Region 1; Wyatt Schroeder-Region 3; Bill Campbell-Region 6; Ann Fitzsimmons-VA; Pam Thompson-Kootenai Health; Brady Ellis-IHFA; Jennifer Otto-IHFA

Guests Present: Nikki Lee-Salvation Army, Nampa

FOLLOW-UP ITEMS:

1. Minutes from the meeting on 2/27/18 were reviewed and approved.
 - a. A motion to approve the minutes was submitted by Susan and seconded by Leanne. The minutes were approved by a unanimous vote.
2. Fair Housing Update
 - a. IHFA has not received any new information from HUD.

NEW ITEMS:

1. System Review with TA Consultant
 - a. Lisa discussed the work being done with the HUD TA consultant to review and evaluate the system. She referenced conversations Dana has had with each of the regions to receive feedback on various process areas to help inform the consultant discussions on any common areas of concern. Additional areas of review include HMIS data entry compliance and need for any additional training; diversion strategies; best practices around the country; and the need for any potential improvements to the system.
 - b. Dana shared a summary of the information collected through her discussions with Access Points. Questions were included in several process areas – access, assessments, prioritization, referrals, data entry, HMIS, and administration.
 - i. Access: Most Access Points conduct assessment by phone and in-person. Most have been able to assist customers on the same day or within 24 hours. Only one region schedules appointments which are currently one week out. She referenced the consultant's concern that any delay in access may impact clients receiving assistance, particularly those in need of prevention assistance.
 - ii. Assessment: All Access Points indicated they ask some initial, informal questions to acquaint themselves with client circumstances. She said Access Points use the Screening Assessment to understand client needs

and frequently engage in diversion discussions following the screening assessment. She also mentioned some concerns expressed by 2-1-1 about calls being referred to the Access Points from 2-1-1, but are being sent back to 2-1-1 causing client frustration.

1. Leanne mentioned sometimes clients say they were referred to the Access Point for resources that aren't part of Homeless Connect.
2. Heidi said she and the Navigation Supervisors around the state will be meeting with each of the Access Points to discuss a more coordinated and efficient way of facilitating Navigation referrals within the regions.

Dana also said Access Points indicated the length of time to complete the assessment process is not seen as too long or burdensome by clients. Access Points also said clients have not expressed any concerns about the nature of the assessment questions.

- iii. Prioritization: Access Points felt the prioritization scoring methodology was fine for housing. Scoring and prioritization for prevention assistance is still difficult and Access Points are likely using threshold scoring rather than a prioritization queue. Prevention prioritization will be further evaluated.
- iv. Referrals: Not much feedback received on housing referrals. The deadline for existing waiting lists just occurred March 23, plus most Access Points are referring to their own projects, so there hasn't been an opportunity to evaluate the referral process as established in the operating procedures. All Access Points discussed the severe limitation of resources.
- v. HMIS/Data Entry: Initial data entry issues shortly after implementation appear to have improved. Most Access Points are entering data on a daily – weekly basis, but not entering real time. Most Access Points were not using any of the reporting tools available in HMIS. Dana mentioned IHFA would be offering HMIS refresher training.
- vi. Administration: Some Access Points have hired additional staff, while others are utilizing existing staff. Dana reminded everyone about the additional funding for a housing specialist and said most regions indicated the need for someone to conduct landlord engagement/education to help secure additional housing resources. She indicated that Access Points will be receiving their allocation figures and a general job description for the Housing Specialist position.
- vii. Additional comments:
 1. Dana concluded by saying she'd share any additional information coming from the consultant activities.
 2. Steve mentioned possibly moving the income questions to the top of the screening assessment.
 3. Susan expressed concerns about what to do with clients when you know there are no resources available. Should clients come in for an assessment anyway –or continue with a prevention assessment after screening? How does that affect clients' expectations?
 4. Leanne mentioned her agency would still meet with clients even when resources weren't available to see if there was any possible

way to assist the client and also to gather data and information to understand the extent of the need within the region.

2. IHCC Meeting

- a. Dana mentioned the upcoming IHCC meeting in April will include a half-day discussion about Homeless Connect. She encouraged committee members to share their recommendations for specific issues/concerns/topics to include in the session.

3. Access Point Updates

- a. Dana said this will likely become a standing agenda item. She said she doesn't want all committee meetings to revolve only around Access Point issues, but also wants to make sure there's an opportunity to discuss items without having to schedule a separate meeting.
 - i. Susan was the only Access Point on remaining on the call. She didn't express any concerns with the process, but rather the lack of funding and resources. She's concerned about managing client expectations.

4. Other Items

- a. No meeting in April due to the IHCC meeting.

5. Meeting adjourned.