

Coordinated Entry Committee

March 5, 2020

2:30 pm MST (1:30 am PST)

Conference Call 1-866-672-5590 Passcode 5219681237#

Committee Members:

Becca Stinson, St. Vincent de Paul- **Region 1**

Rebecca Ryan, Sojourner's Alliance - **Region 2**

Diana Thompson, Salvation Army, Nampa - **Region 3**

Leanne Trappen, Twin Falls Housing Authority - **Region 4**

Susan Thurm, Aid for Friends- **Region 5**

Dena Skinner, CLUB- **Region 6**

April Durrant-**HUD**

Ann Fitzsimmons-**VA**

Heidi Smith-**Dept. of Health & Welfare**

Lisa Steele, Jennifer Otto, Cathy Jones and Amy Jenott - **IHFA**

FOLLOW-UP ITEMS:

1. Review & Approve Minutes From 11/26/19 and 1/28/20
2. Coordinated Entry Data Standards – New Workflow and Forms

NEW ITEMS:

1. Coordinated Entry Data Standards Training – New dates
2. Monthly Report
3. Request to Share the Screening information in HMIS with Service Providers
4. Access Point Updates
5. Other Items
6. Next Meeting: On-site in Boise April 28th and 29th

**Coordinated Entry Committee Minutes
November 26, 2019**

Present: Janna Jones-Region 2; Diana Thompson–Region 3; Dena Skinner-Region 6; April Durrant-HUD; Lisa Steele-IHFA; Jennifer Otto-IHFA; Dana Wiemiller-IHFA

Not Present: Becca Stinson-Region 1; Leanne Trappen-Region 4; Susan Thurm–Region 5; Heidi Smith-DHW; Pam Thompson-Kootenai Health; Ann Fitzsimmons-VA

Guests: Nancy Tuttle-Region 3; Jordan Spencer-Region 6

FOLLOW-UP ITEMS:

1. Review & Approval of Minutes
 - a. A motion to approve the minutes for the 10/24/19 meeting was submitted by Diana, seconded by Janna. The minutes were approved.
2. Homelessness Prevention Process
 - a. Recurring agenda item to discuss testing of revised prevention assessment.
 - i. Janna mentioned that including the rent-to-income ratio to evaluate sustainability is good, but believes having the subtotal at the top of the assessment creates a barrier to clients receiving assistance.
 1. Dana said she's not sure yet if the assessment form will be revised to address her concern.
 - ii. Jordan said that the assessment doesn't impact prevention referrals because there are very minimal resources available in the region. She also mentioned that many clients are living doubled up so they're at risk of homelessness, but the assessment doesn't really apply to that situation.
 1. Janna said she's also experienced this, but Diana and Nancy said they have not.
 2. Dana asked whether diversion strategies have helped in these situations.
 - a. Jordan said she often ends up referring clients to a shelter.
 - b. Jennifer reminded everyone that diversion means that clients are being diverted to resources outside the homelessness system.
 - c. Dana mentioned that Diversion is also being referred to as "problem solving" which is a preferable term.
3. Monthly Access Point Report
 - a. Dana said she would be sending the Access Point Monthly Report form to everyone in December so tracking can begin in January. The reports should be submitted with monthly draw documents.

NEW ITEMS:

7. System Evaluation & Surveys

a. Client Survey

- i. Dana said the feedback from Access Points on the Pulse for Good demonstration was positive. She said IHFA is considering testing the system with two regions before rolling it out across all regions. Regions selected for the test period would likely include one of the larger Access Point agencies and one of the smaller agencies.
 1. Committee members agreed with this recommendation.
- ii. Dana reviewed the questions used in the 2018 client survey and said these questions would likely be included in the new system.
 1. Committee members agreed the survey should include questions from the 2018 survey.

b. Provider Survey

- i. Dana reviewed the questions from the 2018 provider survey and recommended that separate surveys be conducted this time for HUD-funded providers and community stakeholders. She indicated many stakeholders participated and were unable to provide input on several questions which impacted the overall results. Dana said she'd like to get the questions and distribution lists prepared in December so the survey can be released in January.
 1. Janna asked about how long the survey is open and whether or not releasing it in January would conflict with Point in Time.
 - a. Jennifer said she thought there would not be a conflict with Point in Time.
- ii. Dana indicated she would provide draft surveys at the December meeting for committee input.

8. HUD Coordinated Entry Data Standards

- a. Jennifer provided a brief overview on new data standards that HUD is requiring for coordinated entry systems effective April 1, 2020. She indicated some of the new standards will likely result in changes to the assessment forms and/or process. She said additional information and handouts will be available at the next meeting and that this will be a recurring agenda item for the next several months.
 - i. Dana stressed the significance of these changes and that this effort will require input and assistance from the committee leading up to the April 1 deadline.

9. Other Items

- a. None.

10. Next Meeting

- a. Committee agreed to move up the December meeting by one week to Tuesday, December 17, at 2:30pm.

11. Meeting adjourned.

Coordinated Entry Committee Minutes January 28, 2020

Present: Becca Stinson -Region 11; Dena Skinner-Region 6; April Durrant-HUD; Brian Dale – HUD; Lisa Steele-IHFA; Jennifer Otto-IHFA;

Not Present: Sojourners' Alliance -Region 2; Diana Thompson - Region 3, Leanne Trappen-Region 4; Susan Thurm–Region 5; Heidi Smith-DHW; Pam Thompson-Kootenai Health; Ann Fitzsimmons-VA

Guests; Jordan Spencer-Region 6

FOLLOW-UP ITEMS:

3. Review & Approve Minutes From 11/26/19
Committee members did not have access to November minutes and were unable to approve. November minutes will be included in Feb meeting for approval.
4. Committee Membership & Attendance
Committee attendance is at 53% so Lisa asked for feedback on what might be contributing to the low attendance. R1 said it would be better for them if the meeting was in the morning instead of the afternoon right after lunch, as they get very busy at that time. R6 was ok with afternoon but could do morning also. Lisa will solicit feedback from the committee members not in attendance and send out a Doodle poll to see what would be a better day and/or time.
5. System Surveys
Committee has already reviewed the surveys but this was one last time to get any comments or feedback before they are send out.
 - a. Client Surveys – Pilot Project to start in March
To collect anonymous client surveys there will be a pilot project with 2 Access Points that will use the Pulse For Good, a customer survey devise, which will collect customers' responses in real-time at the Access Point. Questions can be changed or customized and reports and stats can be gathered as needed.
 - b. Provider & Stakeholder Surveys – will be sent out sometime in February
Dena asked for clarification between Provider and Stakeholders. Lisa explained that Stakeholders are agencies/programs/providers who may not receive HUD funding, provide direct housing services and/or work with the Access Point. Provider surveys are for the funded projects or those who fully work with the Access Point.

NEW ITEMS:

12. Coordinated Entry Data Standards

An overview of the new CE Data Standards was presented in the November meeting. IHFA is currently in the planning stage of implementing the new processes and data collection elements that will go into effect April 1, 2020. The data collected and the new workflow will necessitate changes to the screening process and assessments along with additional data collection and entry. In order to make sure all the Access Point have the information and resources on hand for the change Lisa proposed an on-site training for all Access Point staff here at IHFA as it would be more effective if everyone is learning together. She will send out a Doodle Poll to see what dates in March would work best – March 17&18, 18&19, 24&25 or 25&26. Becca (R1) and Dena (R6) agreed that was a good idea and were available any of those dates. Brian said that he and April would attend and those dates worked for them too.

One of the changes to the CE data standards is that information on the whole family will be required now instead of just for the Head of Household. This will increase time for collection and data entry so Access Points want to make sure they are only doing full screenings on households that are eligible for housing services. Jennifer asked what the current process is at the Access Points to “pre-screen” people to make sure they are eligible for Homeless Connect or if they are even there for HC services. Becca said that Region 1 has a pre-screening tool with Yes/No questions that the HELP Center uses to know what person/program to send them to within the HELP Center. She will share a copy so we can see what they do. Dena said they don’t have a form but most people are referred to them from other agencies or are looking for help with housing so they just talk to the person to find out if they would be eligible or not. She said it is frustrating as other agencies will refer people to their Access Point and they screen them and then have to tell them they are not eligible or to send them back to the agency that originally sent them over. They have been discussing this problem in the regional housing coalition meeting trying to come up with solutions. Jennifer asked if the Committee would be interested in creating a flexible Pre-screening tool that could be used by all the Access Point. They would be ok if they had to continue with their own process or if there was a short Pre-Screening tool that all the Access Points used to sort out who is eligible for CE services and who is not. Both Becca and Dena said they would be interesting in hearing what the other regions are doing. Dena said she would be very interested in a some kind of pre-screening tool that could be also be used by agencies in the area to see if they should even be referring people to the Access Point. She pointed out that it would help cut down on the number of screenings and allow them to concentrate more time on the clients that are actually eligible for help.

13. Access Point Updates

Region 1 – Housing is always in the news and keeps them busy. They have a number of affordable/low-income housing developers and landlords that work with them now and they even contact them for referrals for they have openings. There are a lot of people moving to the area, especially from CA, but that is normal for them. Becca has collected 18 PIT Surveys through the Access Pt this week in addition to all the surveying going on at the Warming Center.

Region 6 – All the shelters are full but they have had a drop in people coming into the Access point this month. No one has presented as homeless this week so they haven’t completed any PIT surveys yet.

HUD – Brian reported that he was out on Friday surveying in Boise for the PIT Count. He's been doing this for a lot of years and there are usually always people to count at the same locations.

14. Other Items

Lisa let everyone know that there is additional Homeless Prevention funding available at the IHFA Branch offices through the Home Partnership Foundation that does not have the same requirement as the HUD funding and is more flexible. She wanted to make sure that the communicate streams and partnerships between the Access Points and the IHFA Branch offices are open and being used for this HP funding source. Region 1 was not aware that the Branch office had received this funding but R6 was aware and works closely with the Idaho Falls Branch Office. There may be even more non-HUD HP funds available in the future so Lisa is in the information gathering stage to see who might like to receive it and who has the administrative capacity to administer the funds – the Branch office, Access Point, current HP providers or some combination. Lisa will share more information as she finds out more.

15. Next Meeting: February 25, 2020