

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:

1. 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.
2. 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.
3. 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:

1. 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.

2. 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.

3. 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 communication 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.

4. Next Meeting: February 25, 2020