Using Coordinated Entry Data to Serve the Most Vulnerable Households

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Susan Starrett, CSH
George Martin, Homebase

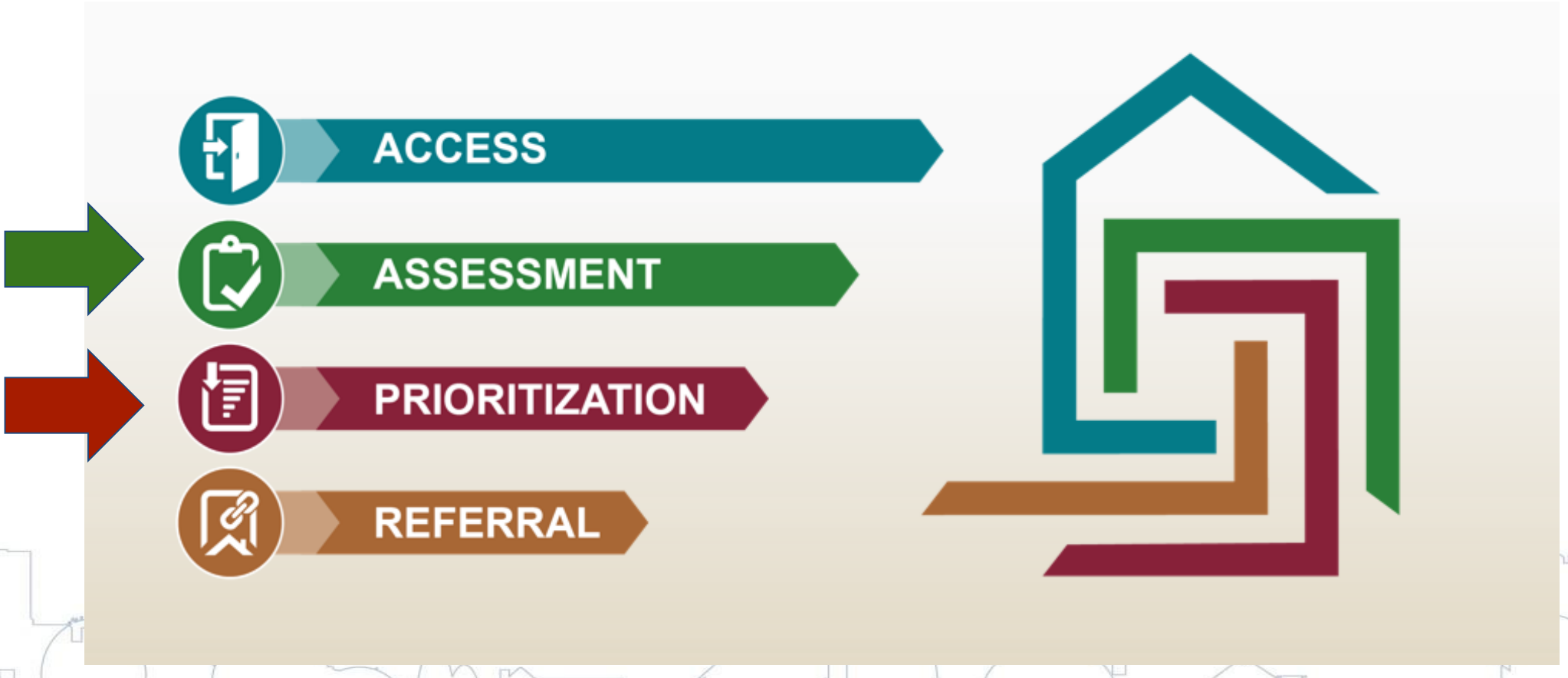
Learning Objectives

- Identify key assessment indicators and how they relate to the assessment process
- Understand effective inflow management and dynamic system management principles
- Determine if current inflow and prioritization standards reflect the key assessment indicators identified through their data

Dynamic System Management Worksheet

- Take a few minutes to complete the Dynamic System Management Worksheet
- We'll use your answers from the worksheet to have small group discussions throughout the session
- If you have any questions or don't know yet how to fill out a box, that's ok! Hopefully as the session goes along we'll give you more information that will help you to complete it

Core Elements of Coordinated Entry



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ASSESSMENT

What about assessment tools?

- Assessment tools are helpful to capture consistent information about clients; they should not dictate prioritization
- Assessment tools help identify housing and service needs – the score they generate can be used to inform understanding a person's severity of need
- There are no "HUD-endorsed" assessment tools and all should be used with caution
- Consult HUD's 2015 Report on what is known about assessment tools

Indicators for Assessing

- Vulnerability
- Service Needs
- Barriers

Indicators for Vulnerability

- Living unsheltered, especially youth and children
- History of victimization while homeless/unstably housed (assault, trafficking, sex work)
- Prior interaction with foster care system as a child or young person
- High risk behaviors
- What else?

Indicators for Service Needs

- Inability to complete activities of daily living (ADLs)
- History/records of heavy healthcare usage and needs
- History/records of a pattern of hospitalizations or in-patient respite treatment (psych, substance use)
- Inability to maintain housing on one's own (paying bills, rent, maintaining physical space, etc)
- What else?

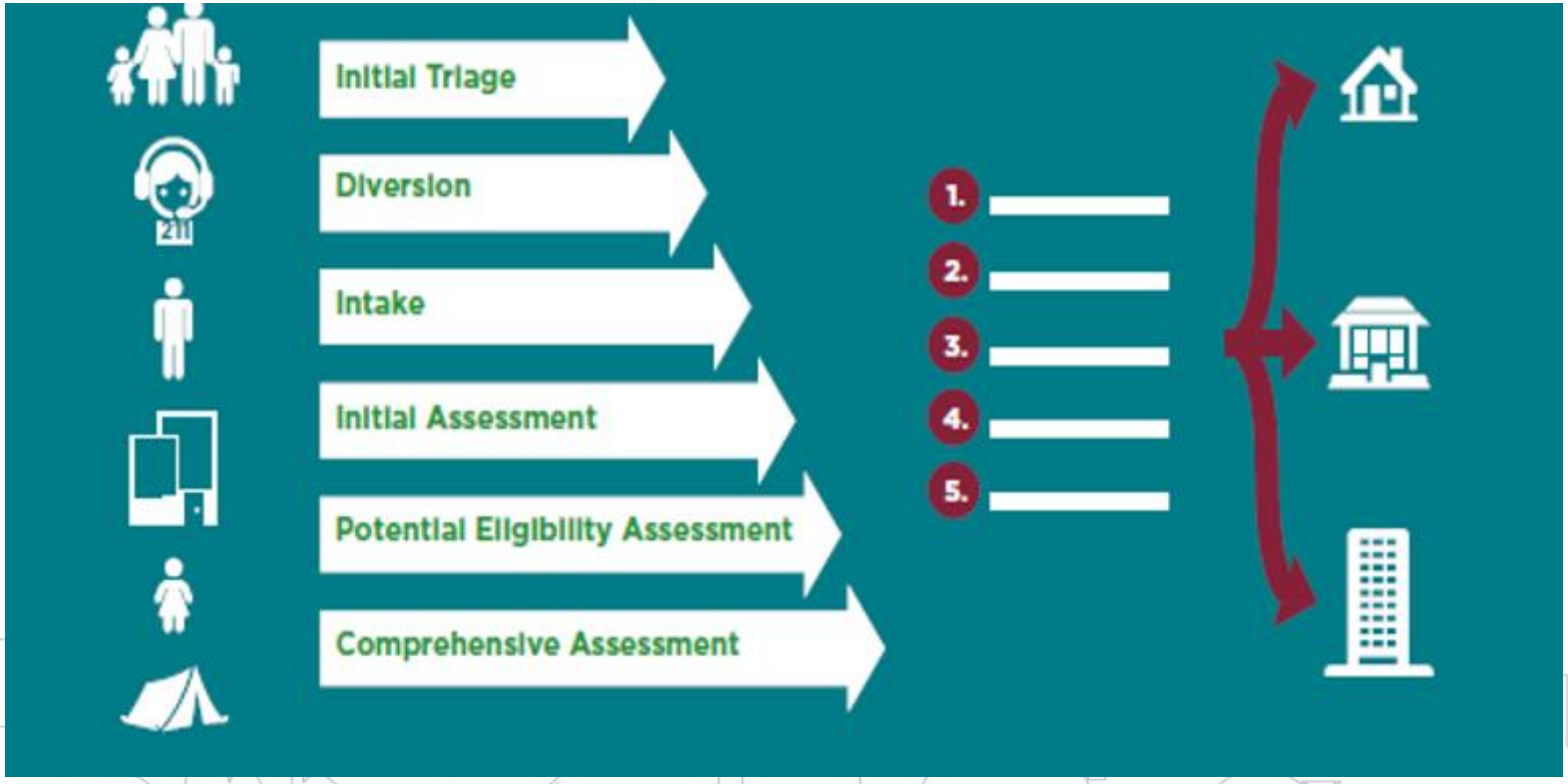
Indicators for Housing Barriers

- Lack of lease holding history
- Eviction history
- Violent, drug-related, or sex offense history
- Criminal history
- Lack of employment history or current employment
- Lack of credit or bad credit history
- What else?

Small Group Discussion on Phased Assessments and Assessment Factors

- What data points are you collecting and when are they being collected as part of your assessment process?
- How are those data points being used to make decisions and create a housing plan?
- Are you asking questions/collecting data that is not being used as a part of your overall process? If so, does it make sense to collect this data?

Strategy: Phased Assessment



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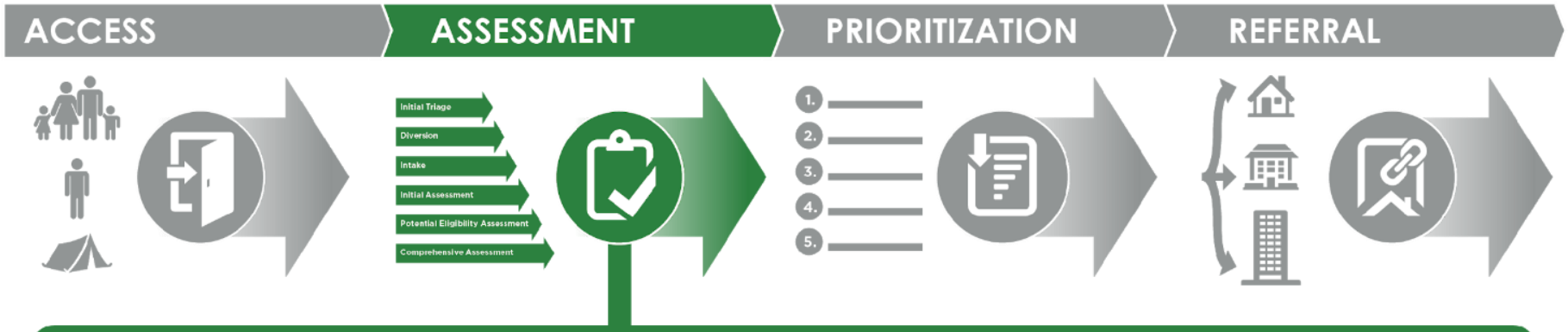
Common Assessment Challenges



1. Assessment process is long, time-consuming
2. Information quickly out-of-date
3. Assessment does not lead to assistance for many

1. Phased Assessment
2. Ensure everyone gets a housing plan

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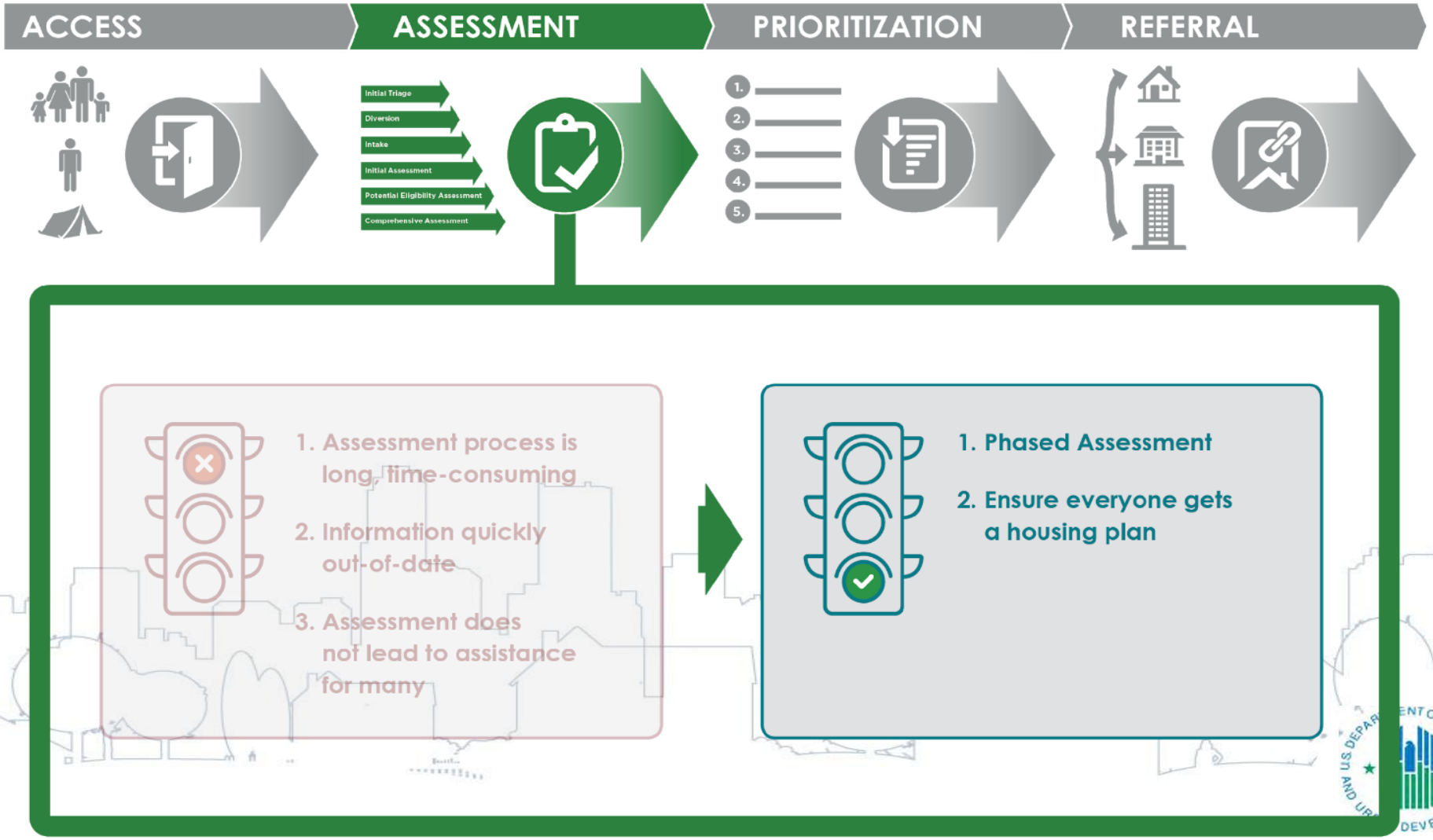
Strategies to Improve Assessment



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Prep for Small Group Discussion

Small Group Discussion on Phased Assessments and Assessment Factors

- How can phasing assessments help improve your process?
- After this conversation, would you change any of your answers on the *Dynamic System Management Worksheet*?

Report Out

Progressive Engagement

Progressive Engagement: Offering the least amount of assistance needed to meet the basic housing needs of the individual/family looking for support with access to increasing supports if needed

Minimal support: The least assistance needed to get an individual into housing and keep them there

Tiered approach: Begin with the most basic level of support (tier 1) then progress to more support if the tenant is not able to maintain housing without it and grow the support from there until the tenant is stably housed.

Progressive Engagement

- Progressive engagement is both a service typology and a culture shift
- There is a push to make the most impact possible with the resources that we have
- Begin with the most basic support possible and move through different levels of support
- Collaboration is critical to ensure that needs of the individual are met by multiple partners and there is an elimination of service duplication (communication!)
- Use data to understand when and by how much support should change

USICH's Essentials to Progressive Engagement

- Flexible resources (money and staff)
- Relationships with landlords
- Links to other services in the community
- Skill managing a flexible program
- Partnership with clients to make a realistic plan
- Messaging to clients, landlords, partners

Questions on Progressive Engagement?

Small Group Discussion

- Are you implementing progressive engagement now?
- Where could progressive engagement have the biggest positive impact in your system?
- How are you using HMIS data to either **identify** who needs more assistance or to **track** who needs more assistance? If you aren't currently doing this how could you do this in HMIS?

Report Out

PRIORITIZATION

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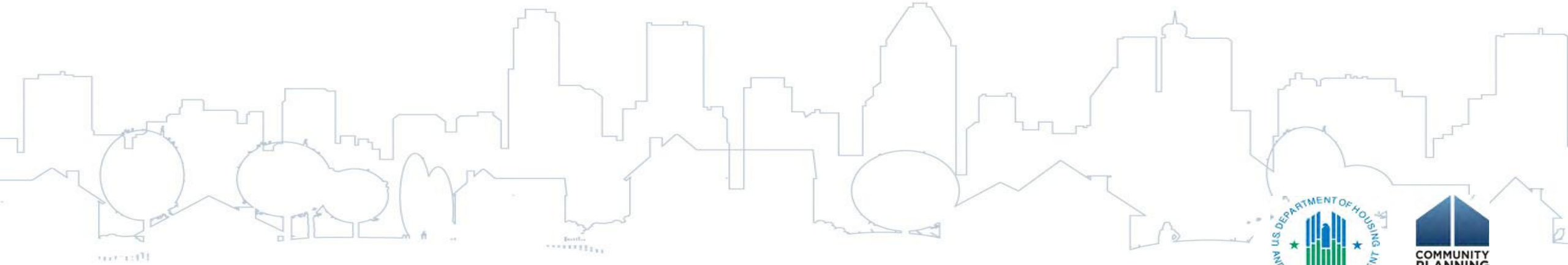
Defining Prioritization

Prioritization = person's needs and level of vulnerability are quantified *in relation to other people who are also seeking homeless assistance.*

✓ Uses information learned from assessment

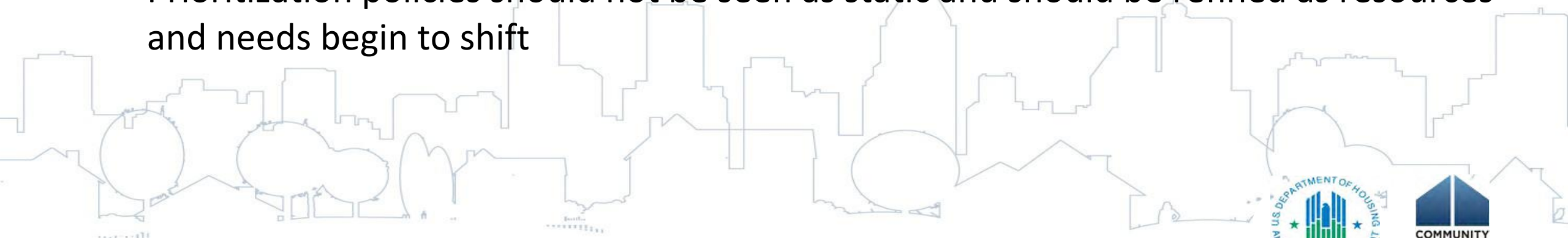
✓ Manages the inventory of housing resources

✓ Ensures persons with the greatest need and vulnerability receive priority or accelerated access to the supports they need to resolve their housing crisis.



Prioritization Criteria

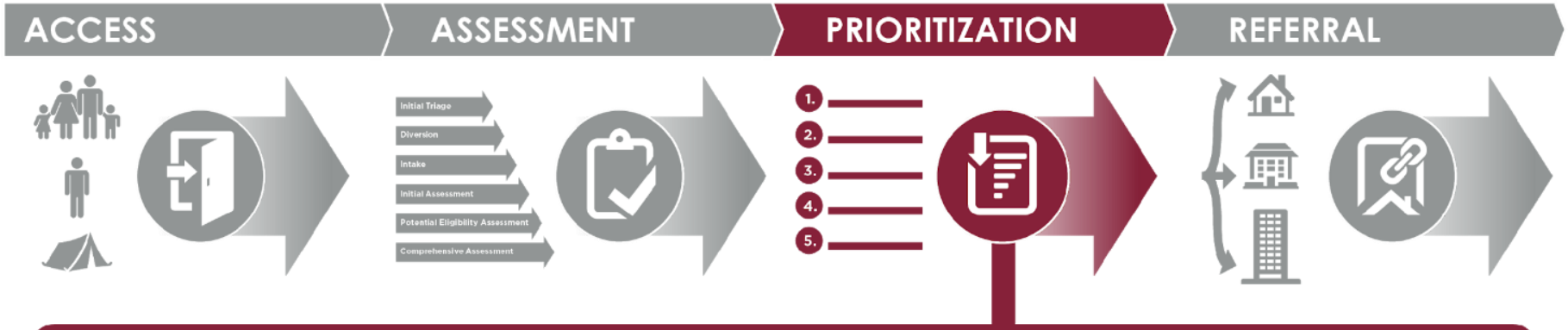
- Prioritization criteria may include any of the following factors:
  - ✓ Length of time Homeless
  - ✓ Severity of Service Needs
  - ✓ Linked/Engaged with Service/Treatment Provider
  - ✓ Vulnerability to Exploitation/Other Safety/Risk Factors
  - ✓ Other locally determined factors
- May be different for families, single adults, survivors of domestic violence, and persons seeking homelessness prevention services
- Prioritization policies should not be seen as static and should be refined as resources and needs begin to shift



Aligning Prioritization with Federal Civil Rights Laws, including Fair Housing Act

- CoCs are prohibited from using the prioritization process to discriminate based on race, color, religion, national origin, sex, age, familial status, or disability.
- It would be a violation of federal civil rights laws if prioritization is based solely on a score produced by an assessment tool that consistently provides a higher score to persons with *specific* disabilities over those with other disabilities, or that provides scores that rely on membership in a protected class
- For more information, see HUD's FAQ: https://www.hudexchange.info/faqs/3464/my-coc-needs-to-prioritize-households-to-meet-the-requirements-of-hud

Common Prioritization Challenges



1. **List is static** *(conditions change, but list stays the same)*
2. **Stakeholders lack confidence in score/order**
3. **List is long** *(many people get nothing; list is out -of-date and then can't find high-priority people)*

1. **Dynamic prioritization** *(continuous adjustment of list)*
2. **Case conferencing, other information used besides score**

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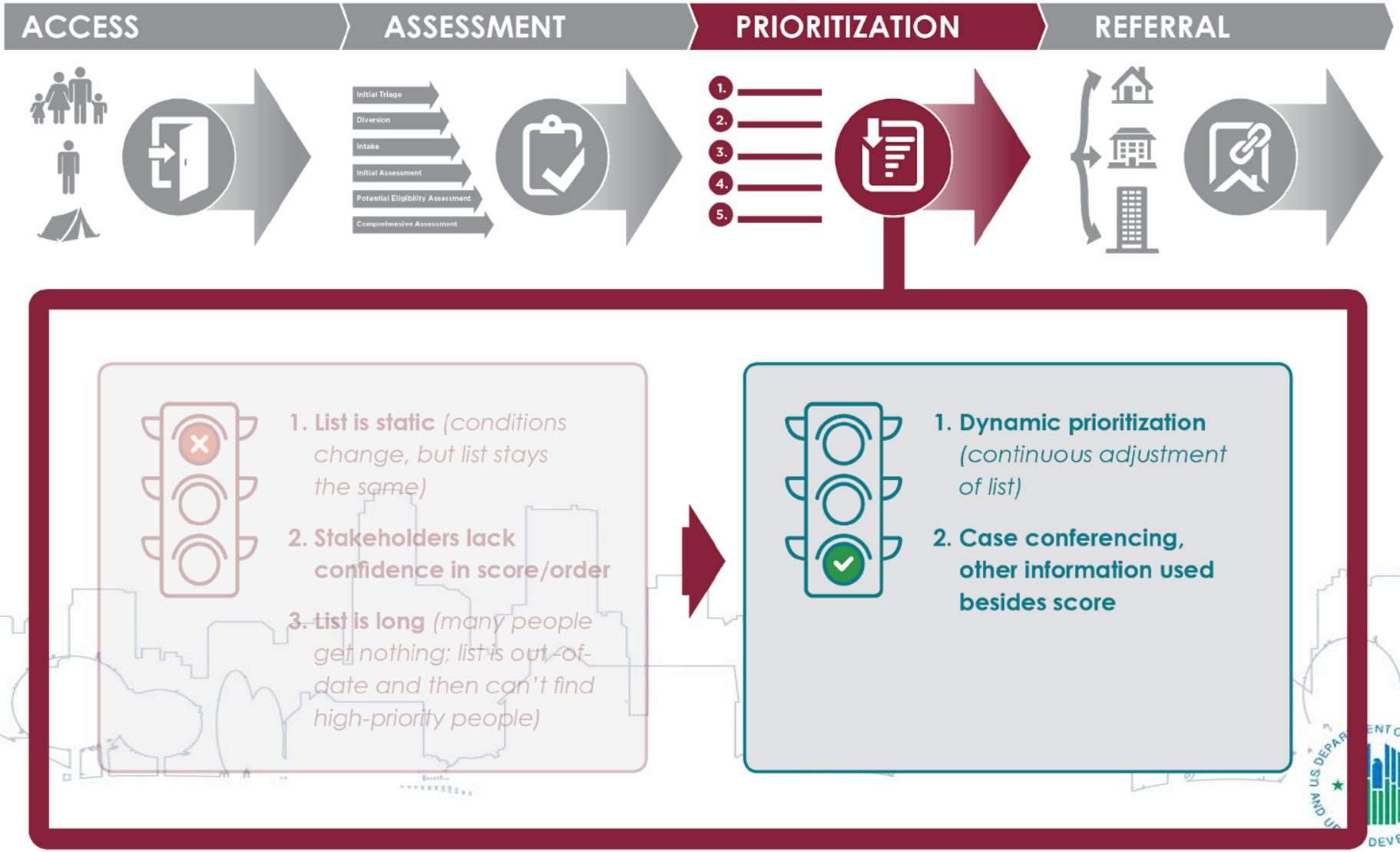
Strategies for Improving Prioritization



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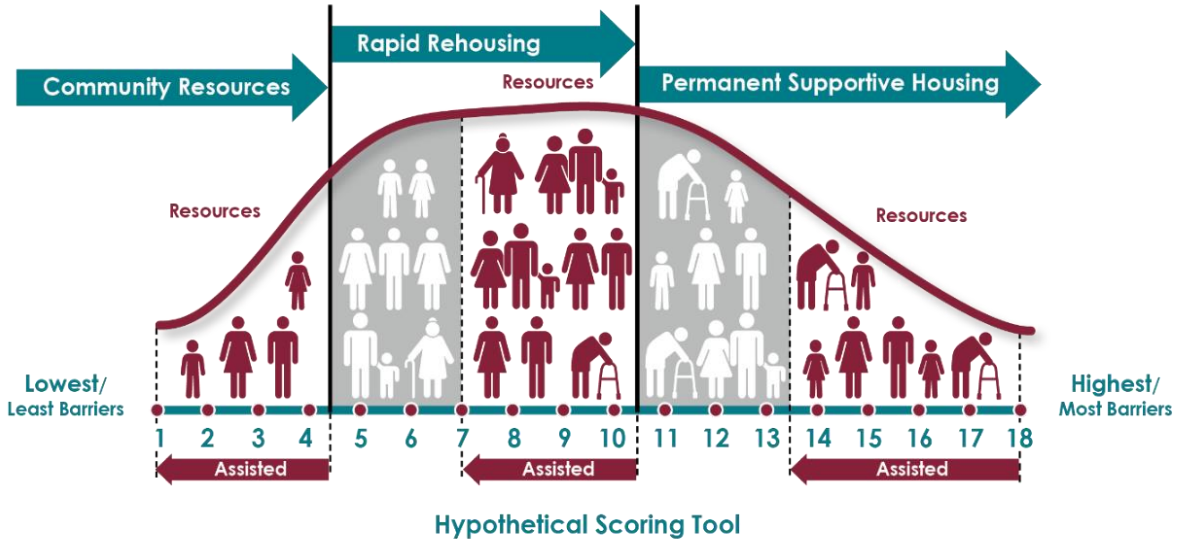
Challenge: Static Prioritization



Hypothetical Scoring Tool

- ✓ ***Doesn't consider actual resource availability***
- ✓ ***Long waitlists, no housing plan***
- ✓ ***Assumes a single pathway out of homelessness***
- ✓ ***Information becomes quickly out-of-date***
- ✓ ***Lower need households exit homelessness more quickly***

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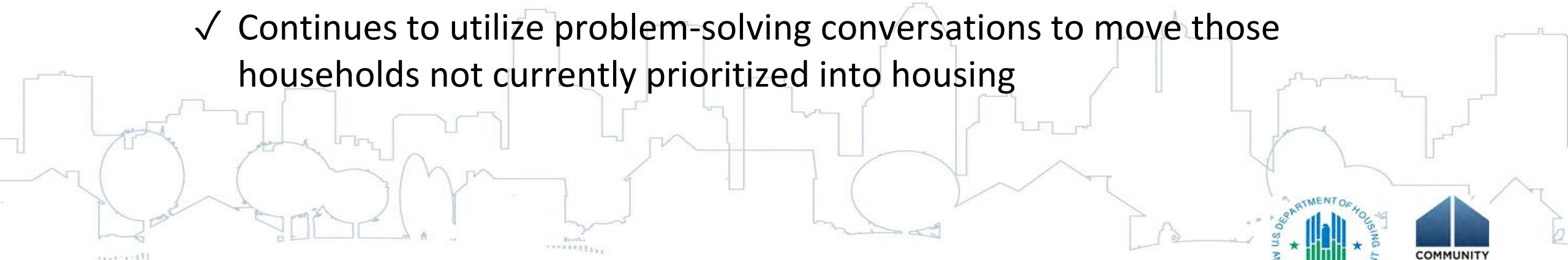
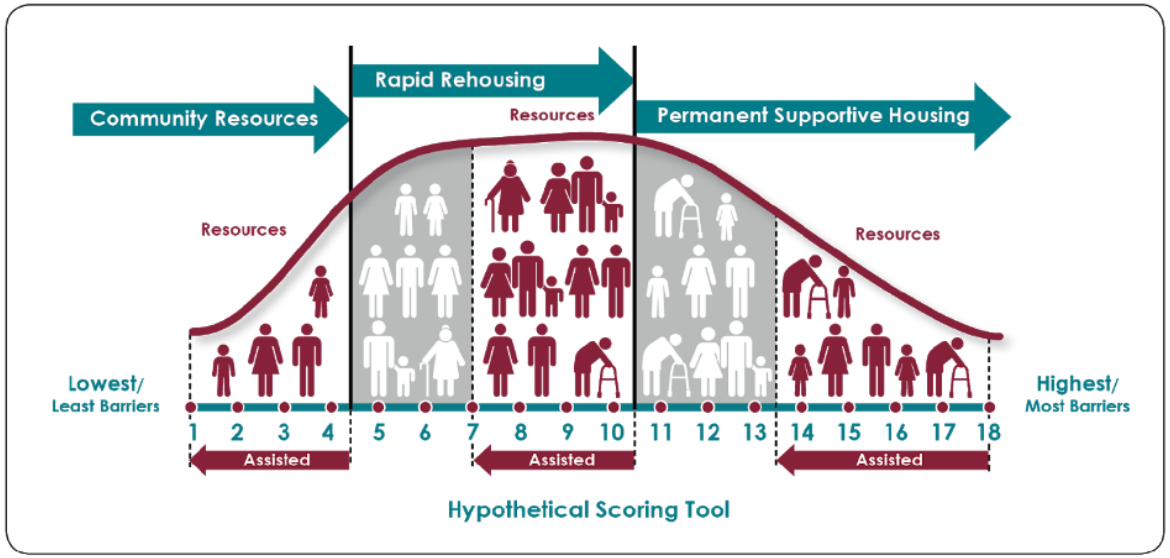
Strategy: Dynamic Prioritization

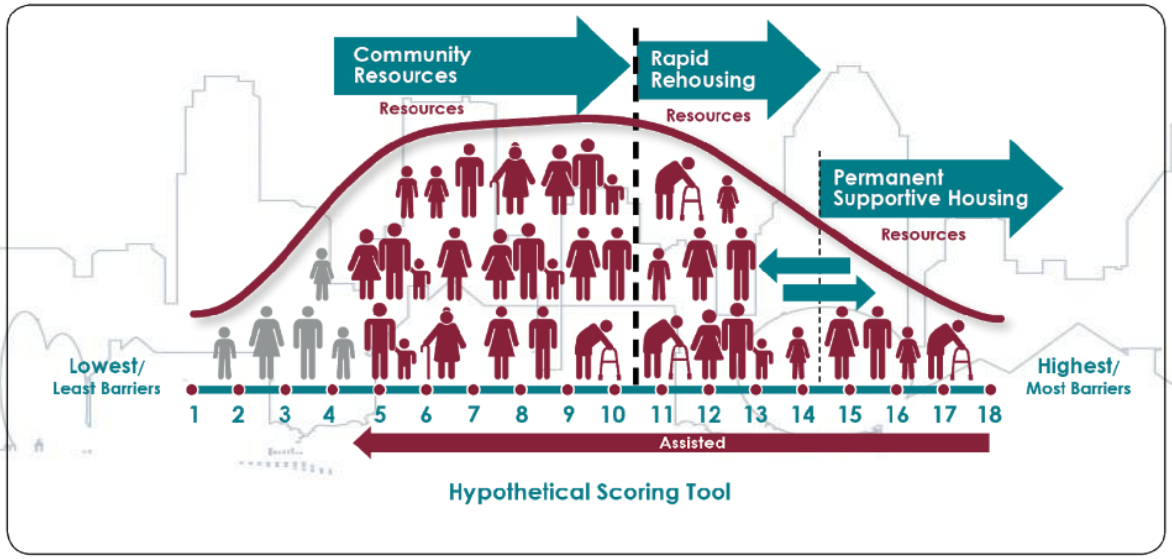
Dynamic Prioritization is an approach to prioritization that considers information in real time and seeks to do each of the following:

- ✓ Ensures the most vulnerable persons are prioritized for all available dedicated resources
- ✓ Seeks to achieve housing placements quickly, preferably on average of 30 days or less
- ✓ Allows for flexible housing placement decisions that considers a variety of factors
- ✓ Continues to utilize problem-solving conversations to move those households not currently prioritized into housing



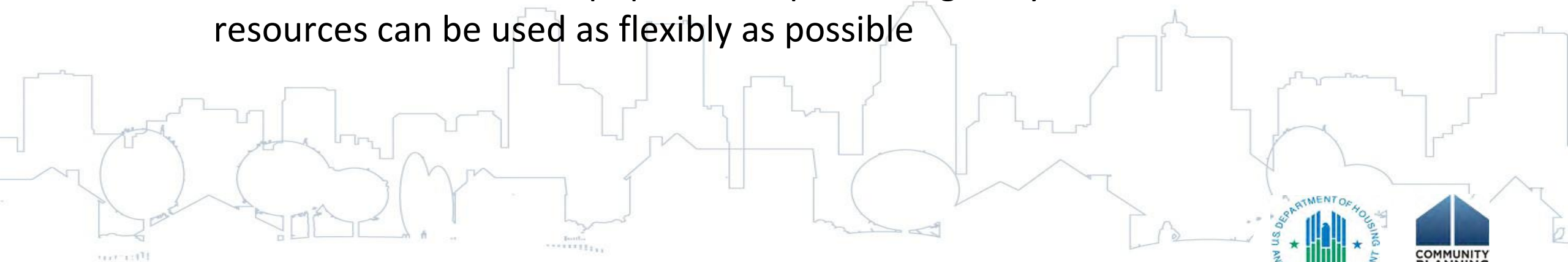
Static vs. Dynamic Prioritization





Using Dynamic Prioritization for Referral

- Dynamic prioritization works in real time based on available resources
- For each vacancy, start by considering the people at the top of the priority list
- Dynamic prioritization allows for more flexibility in referral decisions
  - PSH optimal for persons experiencing CH and highest needs
  - If PSH not available, RRH should be considered to be used to provide a bridge or flexible support
- Resources should limit population-specific eligibility criteria to ensure that resources can be used as flexibly as possible



Questions on dynamic system management?

Small Group Discussion

- What challenges do you have with your existing prioritization process?
- Have you considered a dynamic prioritization approach?
- We gave examples on how data can be used for a dynamic prioritization approach (Scores, Estimating Vacancies, Turnover, etc.), what data is currently being collected that helps prioritize? What else could you do with the data you are collecting? What data system resources do you need to move to a dynamic prioritization model/enhance your dynamic prioritization model?

<u>Prepare for Report Out:</u>

- What are you doing that is exciting?
- What are you struggling with the most?
- Do your current practices around inflow management and prioritization standards reflect the identified vulnerability indicators in your community?

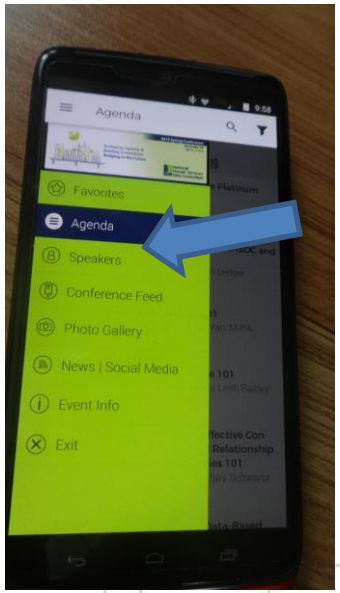
Report Out

Guiding Questions

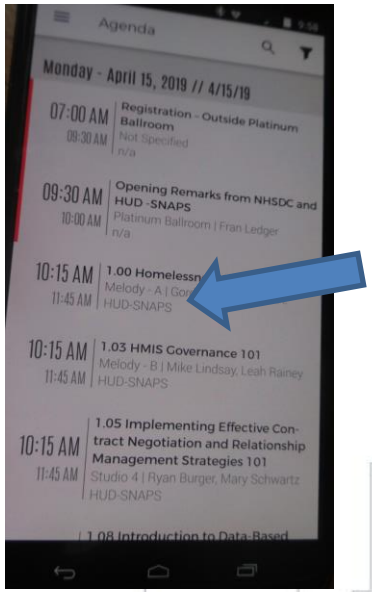
- What are you doing that is exciting?
- What are you struggling with the most?
- Do your current practices around inflow management and prioritization standards reflect the identified vulnerability indicators in your community?

Evaluate This Session on Your Conference App!
(It takes 5 minutes to complete)

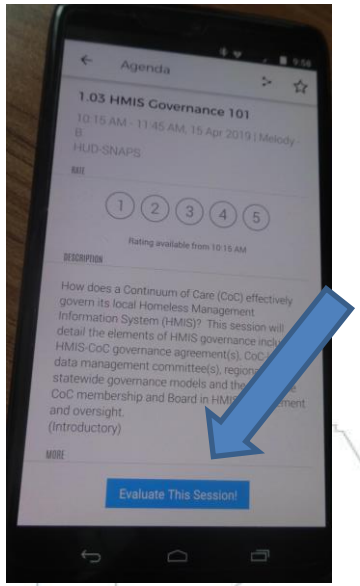
1) Select “Agenda” from the navigation menu.



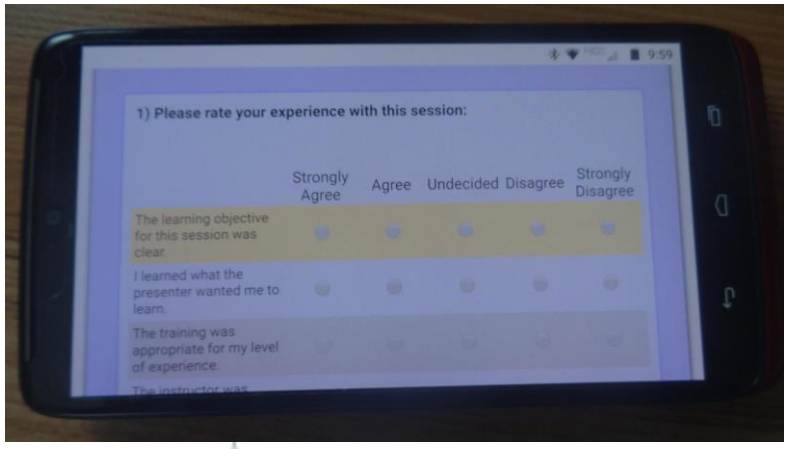
2) Select the name of the session.



3) Select the blue “Evaluate This Session”.



4) Complete the Evaluation and Select “Finish”.



TIP:
Turn your phone horizontally to see rating options.

Contact Information

Susan Starrett
Associate Director, Federal TA
CSH
susan.starrett@csh.org
302-530-7993

George Martin
Policy Analyst
HomeBase
george@homebaseccc.org
415-788-7961 ex. 340