


Coordinated Entry System for All Populations

February 01, 2017

Presenters:
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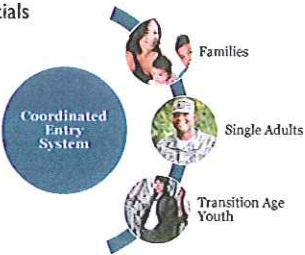


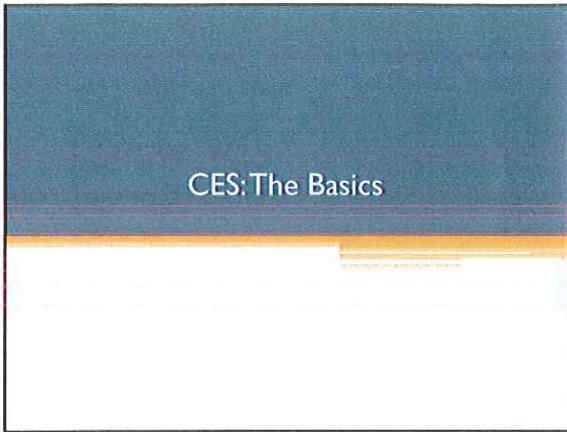
Goals

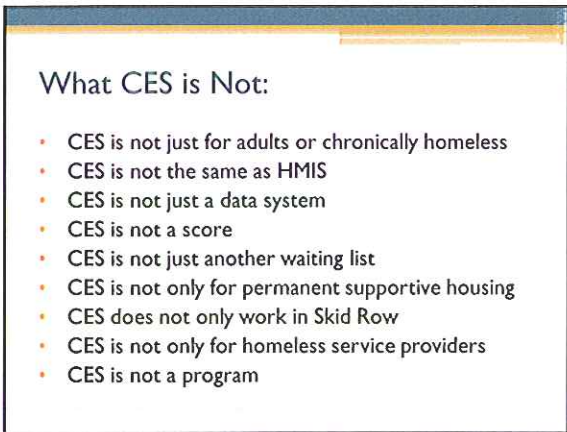
1. Understand basic components of a coordinated entry systems
2. Increase understanding of the three systems for adults, youth, and families

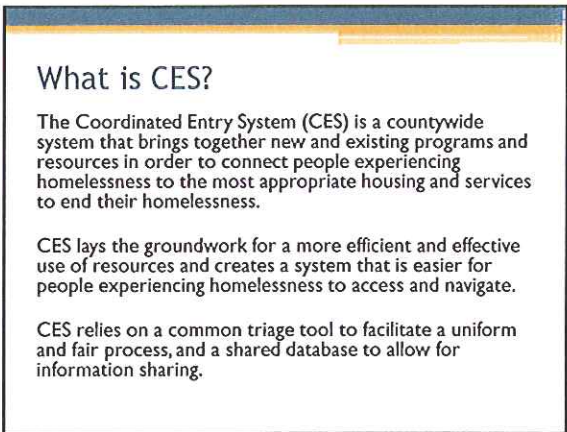
Overview

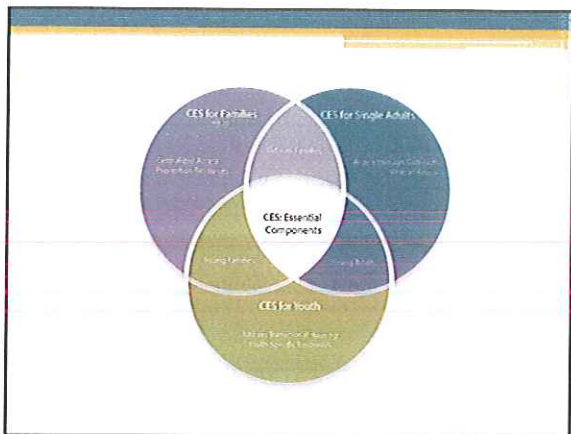
- CES: The Essentials
- The Why
- CES
 - for Adults
 - for Youth
 - for Families
- Integration
- Q&A











- ### CES: The Essentials
- ✓ **Access:** no wrong door to the system
 - ✓ **Assess:** common triage tool
 - ✓ **Information Sharing:** common database and case conferencing
 - ✓ **Navigate:** to housing
 - ✓ **Connect:** match to housing and resources

The Why

Why CES?

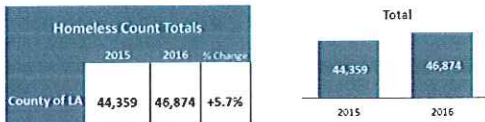
24 CFR Part 578.7 Responsibilities of the Continuum of Care

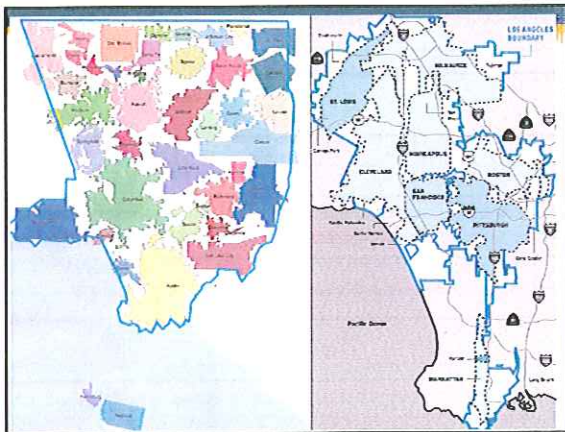
The Continuum of Care must: (8) Establish and operate either a centralized or coordinated assessment system that provides an initial, comprehensive assessment of the needs of individuals and families for housing and services.







Homelessness in Los Angeles

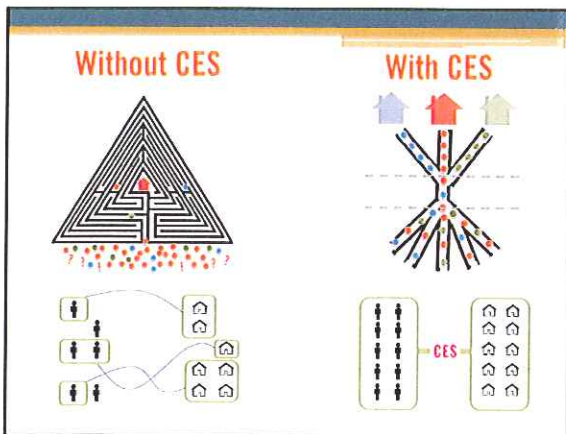
- According to the 2016 Los Angeles County Homeless County results, the total estimated number of people experiencing homelessness in Los Angeles County was **46,874**, an overall increase of **2,515** people or **5.7%** from 2015 (44,359).



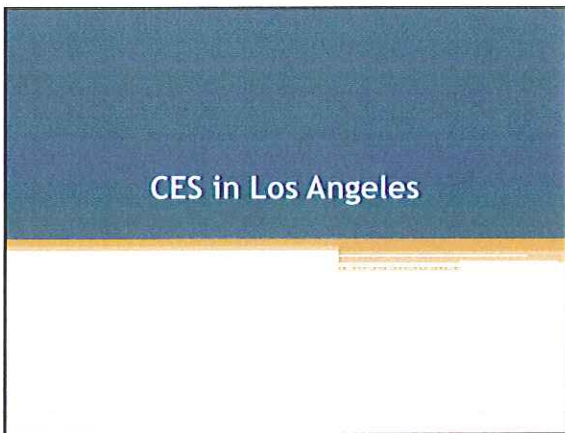


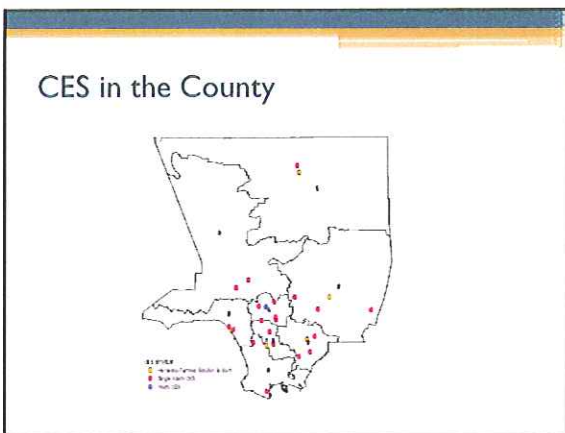


<ul style="list-style-type: none">• Mother of 2• Home-Maker• Recently Separated• No Income• Relatives in LA 	<ul style="list-style-type: none">• Recently discharged veteran• Early signs of PTSD• Cook in the military, but unable to find work 
<ul style="list-style-type: none">• Paranoid Schizophrenia• 67 years old• Chronic Bronchitis• Active Alcoholic• Combative 	<ul style="list-style-type: none">• Single woman• Bouts of depression• Several episodes of homelessness• Works intermittently in events 







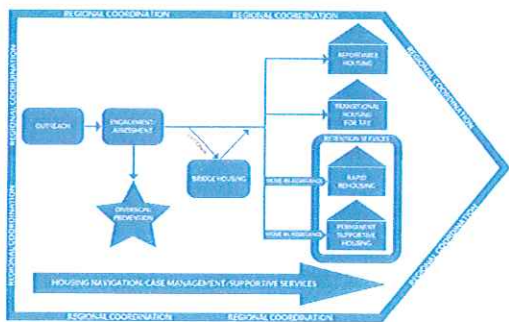


CES: The Essentials


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CES for Adults

CES Flow Chart




How does someone access CES?




Greater Los Angeles
Coordinated Entry System
Survey Packet
Version 2.1

Access: Outreach & Access Sites



Assess



Greater Los Angeles
Coordinated Entry System
Survey Packet
Version 2.1

Triage Tool

- **Assesses:**
 - Immediate Safety
 - History of Housing & Homelessness
 - Risks
 - Socialization & Daily Functions
 - Wellness
- **Initial Eligibility:**
 - VA
 - DHS
 - DMH
 - Chronicity

Scoring

- Scores do not **define** what intervention is appropriate
- Scores make a "recommendation"
- Remember: It's a triage tool!

Acuity Score	Priority Score	Likely a Candidate For:
0-3	1	No intervention
4-7	2	Rapid Rehousing*
8-17	3	Permanent Supportive Housing

Information Sharing: Case Conferencing

- The goal of case conferencing is to:
 - assign primary Housing Navigation responsibilities
 - provide client level updates regarding housing status and progress towards permanent housing
 - ensure coordination of services and reduce duplication.
 - provide holistic, coordinated, and integrated services across providers
 - coordinate outreach activities for the area to reduce duplication of effort and ensure coverage

Information Sharing: HMIS



HOME SCREEN

Housing Navigation

- The process by which homeless clients are provided ongoing engagement, assessment, document collection, and case management services in order to facilitate a match to an appropriate housing resource.
- Case workers, case managers, and other homeless service providers may provide housing navigation assistance.

The Importance of Housing Navigation

- Lengths of time will vary, depending on the person and the resources
- The importance of obtaining documents and keeping them current
- Being able to locate a client when notified of a housing match is key!

Connect: Match to Housing & Resources

Housing Resource	Chronic Homeless	Veteran	DMH Client
HACLA Shelter+Care	Must Be	Can Be	Can Be or receiving mental health services elsewhere
DMH Shelter+Care	Must Be	Can Be	Must Have
VASH	Can Be	Must Be	Can Be




Connect: Match to Housing & Resources


- Lucille Ball
 - Veteran
 - Disabled
 - VA Healthcare Eligible
 - Chronically Homeless

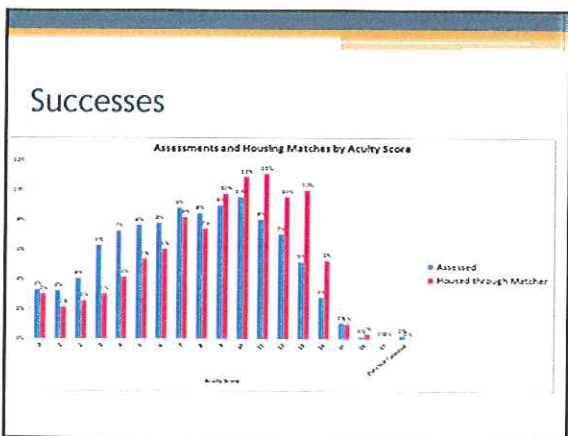


- HMIS calculates that the client is potentially eligible for: VASH, SSVF, S+C

How does matching work?

- A Housing Provider enters a housing resource in the HMIS system. 
- Ms. Ball is:
 - Eligible for the resource 
 - AND has a high acuity score on the list 

• Then she's a → 



NEW Successes- Entry of PSH into HMIS

Breakdown By CES System

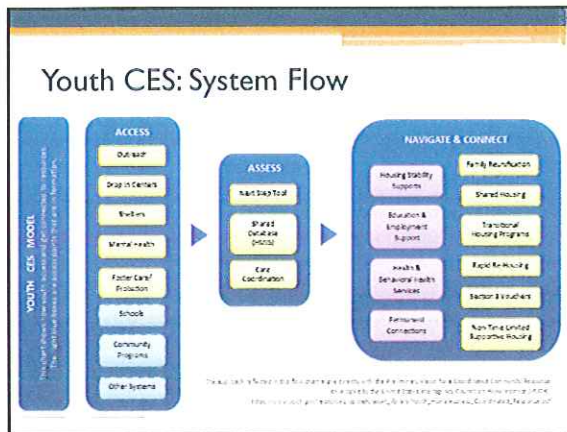
CES System	Percentage
Family	72.9%
Youth	26.9%
Other	0.2%

Breakdown By Permanent Housing Project Type

Project Type	Percentage
Project Sponsored	85%
Project Based	13%
Tenant Based	2%

- Permanent Housing Providers began entering housing vacancies into HMIS.
- 1st HMIS Housing Provider Training was held October 17, 2016.
- Less than 2 months: 361 Housing Vacancies were entered into HMIS (HMIS Data Reported: 12/13/2016)

CES for Youth



Access

Currently:

- Outreach
- Drop in Centers
- Shelters
- Mental Health
- Foster Care/Probation

In the Future:

- Pre-Screening Tool
- Schools
- Community Programs
- Other Systems

Meet the Youth Team!

Youth CES Lead Agencies:

- SPA 1: Valley Oasis
- SPA 2: The Village Family Services
- SPA 3: Hathaway-Sycamores
- SPA 4: Children's Hospital LA
- SPA 5: Safe Place for Youth
- SPA 6: Coalition for Responsible Community Development (CRCD)
- SPA 7: Jovens Inc
- SPA 8: Harbor Interfaith Services

Assess: Next Step Tool for Homeless Youth (NST)

- Immediate Safety
- Eligibility for DCFS resources
- History of Housing & Homelessness
- Socialization & Daily Functions
- Risks
- Residency & Preferences
- Housing History
- Income
- Health Insurance

Youth Choice

- Youth may accept or refuse the housing resource offered to them with no penalty.

B. Youth Choice

2) There are different types of housing that exist in the community. What would you say would be the best fit in no particular order that may work for you?

A. Shared housing with shared room	<input type="checkbox"/>	Yes
B. Shared housing with separate rooms	<input type="checkbox"/>	Yes
C. Housing up to 2 years with support services	<input type="checkbox"/>	Yes
D. Long term housing with support services	<input type="checkbox"/>	Yes
E. Moving with family	<input type="checkbox"/>	Yes
F. Moving with family into a program	<input type="checkbox"/>	Yes
G. Program with substance use treatment support	<input type="checkbox"/>	Yes
H. Program with mental health services	<input type="checkbox"/>	Yes
I. Apartment in the community	<input type="checkbox"/>	Yes
J. Apartment in a building with onsite services	<input type="checkbox"/>	Yes
K. Other: Please explain		

Information Sharing: Care Coordination Meetings


- Regular Meetings with Assessment and Housing Partners
- Identification of Young People with special vulnerabilities
- Discussion of housing vacancies and supportive services needed
- Connection of Young People to housing and supportive services

Navigate & Connect to Housing


L. Scores Summary

Domain	Subtotal	Score	Recommendation
B. Basic Information	11		
D. History of Housing & Homelessness	12	3-3	Division and support services
E. Role	14	4-1	Short term housing with support services
F. Socialization & Daily Functions	15		
G. Wellness	15	6+	Long term housing with support services
Grand Total	117		

Success-Youth 100 Day Challenge



58	Transitional Housing Placement
196	Permanent Housing Placement
257	Total Youth Moved into Housing



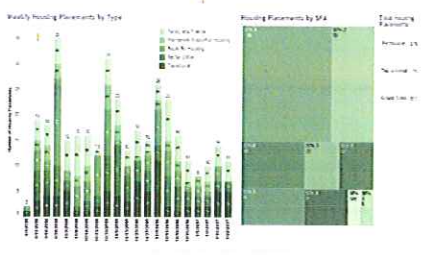
The Los Angeles 100-Day Challenge Team celebrated their success in Austin, Texas at the Three Cities Sustainability Review.

Youth 100 Day Challenge- Sept 9, 2016-Dec 20, 2016

Success-Youth Dashboard

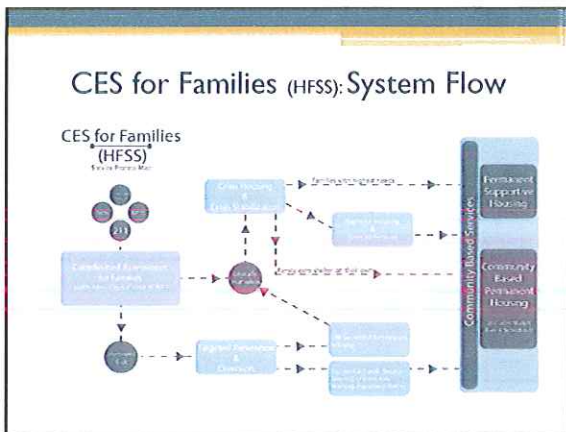
Coordinated Entry System For Youth

Housing Placements



CES for Families

(Homeless Families Solutions System)





- ### Access
- 211 (Primary and Largest Point of Entry)
 - Over 5,000 family calls/month
 - Other Access Points include:
 - Walk-ins into the Family Solutions Centers
 - DPSS, DMH, DPH, DCFS
 - LAUSD
 - City
 - CoC Partners

Assess

- Screening Coordinated Assessment Program (SCAP)
 - Assesses for:
 - Immediate Needs
 - Safety (DV & Child Abuse)
 - Income Eligibility
 - Homeless Status & Prevention
 - PRV-SPDAT (Prevention Tool)
 - VI-FSPDAT (Family Triage Tool)
 - Co Located Staff Assessment
 - DPSS Homeless Case Managers, DMH, & Substance Abuse


Information Sharing

HMIS

- Increase Coordination/Data Sharing
- Improve access of services

Regular Meetings Between:


- Family Solutions Centers
- Crisis Housing Providers
- FSC Program Managers
- Line staff
- Funders



HOME SCREEN

Connect: Match to Housing & Resources

- Matching to Housing at Case Conferencing
- Matching to Housing in HMIS
- TBD



SPDAT Scores and Recommendations

Domain	Subtotal	Results
Pts-Survey	02	Score Risk & Recommendations
A. History of Housing & Homelessness	02	
B. Risk	04	0-3: No housing intervention. Provide referrals to other resources.
C. Socialization & Daily Functioning	04	
D. Health	05	
E. Family Unit	04	4-8: Referral for rapid rehousing program.
Total Score	02	9+: Referral for permanent supportive housing.

Navigate to Housing

Prevention

For Imminently at risk families with a housing crisis.

Program Design:

- CH (if needed)
- Rent Assistance, up to 6 months
- Back rent and utilities
- Relocation

Eligibility:

- Families
- CalWORKs
 - 1 or 2 parent needy or non-needy caretaker households with at least 1 minor child
- Non-CalWORKs
 - Two-parent household with income below 50% of the Area Medium Income (AMI) with a minor child who is either U.S. citizen, legal resident, or a trafficking victim, and
 - One-parent/needy or non-needy caretaker household with income below 50% AMI with at least one teenager (minor) who is either U.S. citizen, legal resident, or a trafficking victim.

Crisis Housing

Provides a safe and adequate nighttime residence for homeless families during their search for permanent housing. This may include site-based emergency shelter and/or motel vouchers.

Program Design:

- Expected length of stay is approximately 90-120 days
- Ability to extend shelter up to 8 months
- Case management responsibilities remain with the FSC Case Management Team

Rapid Re-Housing

The goal of RRH is to assist families who are literally homeless to secure permanent housing and appropriate supportive services to retain housing.

Program Design:

- Housing location & navigation assistance
- Holding fees
- Security Deposit
- Storage
- Relocation Assistance
- Rental Arrears
- Move-in Assistance
- Rent assistance up to 1 year

Successes

- 18% decrease for Homeless Families in 2015-2016 Homeless Count
- Over 3,400 families placed in Permanent Housing
- Nationally recognized model by the National Alliance to End Homelessness
- Co-located Staff
 - DPSS, DMH, DPH, LAUSD
- Homelessness Prevention Program
- Families Coming Home Together Pilot
- LA USD Mapping Project

Alignment & Integration

CES System Similarities

- ✓ **Access:** decentralized systems with regional coordination, use of access sites and outreach teams
- ✓ **Assess:** population specific common triage tools
- ✓ **Information Sharing:** common database and use of case conferencing
- ✓ **Navigate:** use of housing focused case management
- ✓ **Connect:** prioritization of housing resources based on client need

Future Alignment & Integration

- How to achieve a true "no wrong door"
- One pre-screen tool for all populations
- Cross over populations
- Changing household composition
- New HMIS

