



# PLAN FOR ACCELERATING TRANSFORMATIVE HOUSING (PATH) INNOVATION COMMITTEE MEETING

## AGENDA

**Date:** Thursday, April 21, 2022, 3 pm – 5 pm

**Location:** Join the meeting via Zoom

<https://us02web.zoom.us/j/84733602404?pwd=YldBSmp2SzB2UjhaitZc1dQTnR2Zz09&from=addon>

### Call in information:

1-669-900-6833

Meeting ID: 847 3360 2404

Passcode: 822065

Time	Agenda Item	Presenter/Facilitator
3:00	<ul style="list-style-type: none"> <li>• <b><u>Welcome and Introductions</u></b></li> </ul>	- <i>Matt Mitchell, Focus Strategies</i>
	<ul style="list-style-type: none"> <li>• <b><u>Review and Approval of Minutes</u></b></li> </ul>	- <i>Matt Mitchell, Focus Strategies</i>
	<ul style="list-style-type: none"> <li>• <b><u>Public Comment</u></b> - Open Period for public comment on items discussed or not listed on the agenda.</li> </ul>	- <i>Members of the public</i>
	<ul style="list-style-type: none"> <li>• <b><u>Announcements</u></b></li> </ul>	- <i>Matt Mitchell, Focus Strategies</i>
3:15	<ul style="list-style-type: none"> <li>• <b><u>Coordinated Entry System Evaluation</u></b> <ul style="list-style-type: none"> <li>• Summary of findings</li> <li>• Discussion of recommendations</li> </ul> </li> </ul>	- <i>Matt Mitchell, Focus Strategies</i>
3:45	<ul style="list-style-type: none"> <li>• <b><u>Prioritizing Recommendations: Impact</u></b> <ul style="list-style-type: none"> <li>• Discussion of the potential impact of recommendations on reducing unsheltered homelessness</li> </ul> </li> </ul>	- <i>Jamie Schechter, H3</i> - <i>Matt Mitchell, Focus Strategies</i>
4:50	<ul style="list-style-type: none"> <li>• <b><u>Next Steps</u></b></li> </ul>	- <i>All</i>



# PLAN FOR ACCELERATING TRANSFORMATIVE HOUSING (PATH) INNOVATION COMMITTEE MEETING

## Commonly Used Acronyms and Terms

Acronym	Definition
APR	Annual Performance Report (for HUD homeless programs)
BOS	Board of Supervisors (Contra Costa County)
BCSH	California Business Consumer, Services and Housing Agency
CARE	Coordinated Assessment and Resource
CCACS/CCYCS	Contra Costa Adult Continuum of Service/ Contra Costa Youth Continuum of Services (H3 programs)
CDBG, CDBG-CV	Community Development Block Grant (federal and state programs) and the federal Community Development Block Grant CARES Act coronavirus allocation.
CESH	California Emergency Solutions and Housing program (state funding)
COH	Council on Homelessness
Continuum of Care (CoC)	Continuum of Care approach to assistance to the homeless. Federal grant program promoting and funding permanent solutions to homelessness.
Con Plan	Consolidated Plan, a locally developed plan for housing assistance and urban development under CDBG.
CES/CE	Coordinated Entry
CNWS	Concord Naval Weapons Station
CORE	Coordinated Outreach Referral, Engagement program
COVID-19	Coronavirus
DCD	Contra Costa Department of Conservation and Development
DOC	Department Operations Center
CDSS	California Department of Social Services
EHSD	(Contra Costa County) Employment and Human Services Division
EOC	Emergency Operations Center
ESG and ESG- CV	Emergency Solutions Grant (federal and state program) and the federal Emergency Solutions Grant CARES Act coronavirus allocation.
FMR	Fair Market Rent (maximum rent for Section 8 rental assistance/CoC grants)
HCD	Housing and Community Development (State office)
HCFC	Housing Coordinating and Financing Council (state governing board under BCSH)
HEAP	Homeless Emergency Aid Program (state funding)
HEARTH	Homeless Emergency and Rapid Transition to Housing (HEARTH) Act of 2009
HHAP	Homeless Housing and Assistance Program (state funding);
HMIS	Homeless Management Information System
HOME	Home Investment Partnerships (CPD program)
Homekey	California funding to support development of interim and permanent housing
HUD	U.S. Department of Housing and Urban Development (federal)
MHSA	Mental Health Services Act



# PLAN FOR ACCELERATING TRANSFORMATIVE HOUSING (PATH) INNOVATION COMMITTEE MEETING

NOFO	Notice of Funding Opportunity
PHA	Public Housing Authority
Project Roomkey	COVID-related State funding program to support de-congregating homeless shelters using hotels/motels.
PSH	Permanent Supportive Housing
PUI	Persons Under Investigation
RFP/RFQ/LOI	Request for Proposal/Request for Qualifications/Letter of Intent related to funding opportunities
RRH	Rapid Rehousing
SAMHSA	Substance Abuse & Mental Health Services Administration
SRO	Single-Room Occupancy housing units
SSDI	Social Security Disability Income
SSI	Supplemental Security Income
TA	Technical Assistance
TAY	Transition Age Youth (usually ages 16-24)
VA	Veterans Affairs (U.S. Department of)
VASH	Veterans Affairs Supportive Housing
VI-SPDAT	Vulnerability Index – Service Prioritization Decision Assistance Tool

*Contra Costa County COVID-19 Resources:*

*Please see below for additional resources on COVID-19.*

*Health Services COVID Data Dashboard- <https://www.coronavirus.cchealth.org/dashboard>*

*Health Services Homeless Specific Data Dashboard- <https://www.coronavirus.cchealth.org/homeless-dashboard>*

*Health Services COVID Updates- <https://www.coronavirus.cchealth.org/health-services-updates>*

*Health Services Homeless-Specific COVID Resources -<https://www.coronavirus.cchealth.org/for-the-homeless>*



# PLAN FOR ACCELERATING TRANSFORMATIVE HOUSING (PATH) INNOVATIONS COMMITTEE

April 21, 2022, 3:00 – 5:00

# WELCOME & INTRODUCTIONS

*Matt Mitchell, Focus Strategies*

*PATH Innovations Committee is comprised of a diverse group of community stakeholders and CoC partners who commit to leading, monitoring, implementing, and assigning priorities to reduce unsheltered homelessness by 30% in year one.*

# INTRODUCTIONS

PATH Innovations Committee Members

H3 Staff

Community Solutions

Homebase

Focus Strategies

Stakeholders

# REVIEW & APPROVE MINUTES

*Matt Mitchell, Focus Strategies*

# ACTION ITEM

- Review and approve minutes from the March 17, 2022 PATH Innovations Committee meeting.





# PUBLIC COMMENT

*Matt Mitchell, Focus Strategies*

*Open period for public comment on items discussed or not listed on the agenda.*

# ANNOUNCEMENTS

*Matt Mitchell, Focus Strategies*

# COORDINATED ENTRY SYSTEM EVALUATION

*Matt Mitchell, Focus Strategies*

# CES EVALUATION OVERVIEW

- **Evaluation timeline:** September 2021 and March 2022
- **Qualitative Data**
  - Document review and informational interviews with H3
  - On-line provider survey (62 respondents)
  - Provider focus groups (23 participants)
  - Consumer focus groups (25 participants)
- **Quantitative Data**
  - CES enrollments, assessments, and referrals from October 2020 to September 2021 (HMIS data)

# COORDINATED ENTRY PROCESS

## Access

- Call – 211
- CARE centers
- CORE outreach

## Assess

- Triage tool
- VI-SPDAT

## Assign

- Prevention/diversion
- Rapid exit
- Community queue & referrals to PSH/ RRH

# PROVIDER FEEDBACK

- **76%** described CES as **somewhat** or **very effective**
- **55%** had received **CES training** in the past year
- **Key areas of opportunity:**
  - Housing referral process
  - Consumer experience
  - Triage tool & VI-SPDAT assessments

*"Knowing that there are a lot of people that are vulnerable, but the housing resources are so limited. It feels like you are not doing enough."*

*"Sometimes the system seems overwhelmed."*

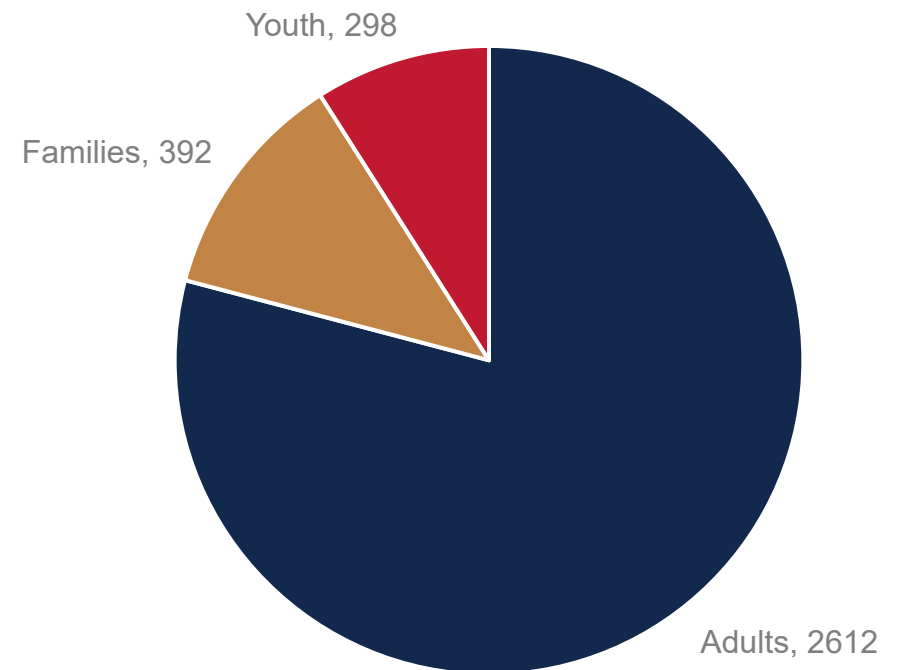
# CONSUMER FEEDBACK

- **Housing and shelter are scarce** and difficult to access
- Exiting homelessness requires navigating **multiple systems**
- Desire for **improved communication** and information about community resources
- **Range of experiences**—not everyone has the same access to information and resources
- Insufficient resources for people who are **undocumented** or **previously incarcerated**

# CES ENROLLMENTS, ASSESSMENTS, AND REFERRALS

- **CES enrollments:** 3,302 household
  - Adults: 2,612 households
  - Families: 392 households
  - Youth: 298 households
- **Triage Tool:** 1,765 households assessed
- **VI-SPDAT:** 1,143 households assessed
- **Housing referrals:** 88 households referred
- **Housing placements:** 62 households placed

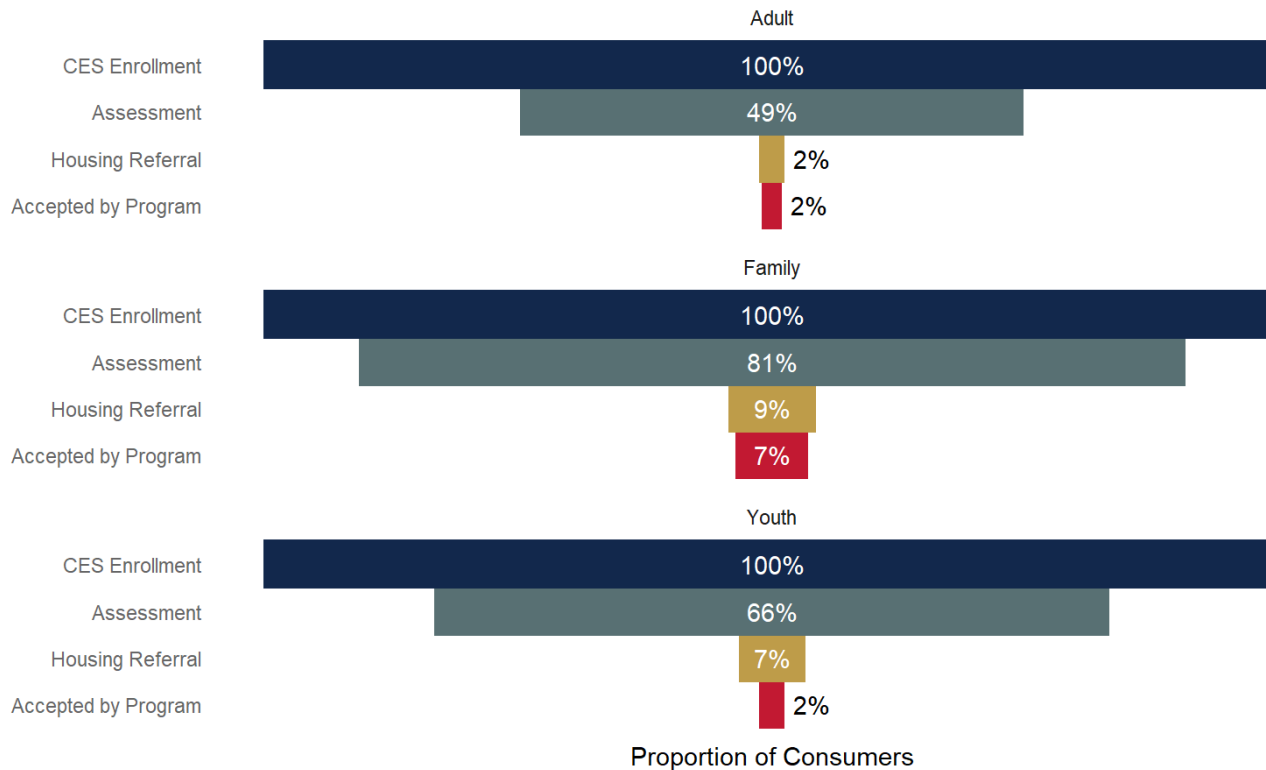
CES Enrollments: Oct 2020 – Sept 2021



Analysis of CES enrollments, assessments, and referrals (HMIS data) between October 1, 2020 and September 30, 2021



# PROGRESS THROUGH CES



- CES enrollments from October 2020 through March 2021
- Followed progress through CES over time
- **Outcome:** 2%-7% housed through CES within one year of enrollment

Analysis of CES enrollments (HMIS data) from October 1, 2020 and March 31, 2021

# CES EQUITY FINDINGS

- **Access**
  - BIPOC adults enroll in CES at slightly higher rates than white consumers
- **Assess**
  - Indigenous and Latinx adults and Indigenous families less likely to be assessed
  - Black adults score lower on VI-SPDAT
- **Assign**
  - Latinx adults and Black families less likely to be referred to RRH/PSH

# RECOMMENDATIONS: ACCESS

- **Understand barriers to access**
  - Conduct qualitative assessment to understand barriers for populations who report difficulty accessing CES through current modes, including undocumented immigrants, people exiting the criminal justice system, and residents of East County
- **Improve CORE dispatch phone line**
  - Explore alternatives to current phone dispatch system for CORE outreach because consumers are frustrated that their calls for assistance are not responded to promptly or consistently

# RECOMMENDATIONS: ASSESS

- **Refine Triage Tool**
  - Assess the content and appropriateness of the Triage Tool and ensure that it is only administered when relevant to consumers
- **Integrate housing problem solving**
  - Integrate housing problem solving into coordinated entry assessment process with focus on referring consumers to prevention, diversion, and rapid exit resources
- **Alternatives to VI-SPDAT**
  - Identify alternatives for replacing the VI-SPDAT and streamlining the housing needs assessment process
- **Equity monitoring for assessments**
  - Establish equity monitoring for assessment processes

# RECOMMENDATIONS: ASSIGN

- **Refine case conferencing**
  - Refine case conferencing processes to focus on concrete actions steps to help consumer access housing
- **Objective, inclusive housing referrals**
  - Use objective decision rules for selecting households for housing referrals and include representatives from all services providers--especially those serving Black, Indigenous, and people of color--in the process
- **Case conferencing transparency**
  - Clearly document and transparently communicate case conferencing processes to foster understanding and engagement from providers

# RECOMMENDATIONS: ASSIGN

- **Problem solving for non-referred households**
  - Review households who are not referred to housing to understand their needs and identify alternatives for them
- **Equity monitoring for housing referrals and placements**
  - Establish equity monitoring for housing referral and placement processes

# RECOMMENDATIONS: TRAIN & COMMUNICATE

- **Data monitoring and follow-up**
  - Continue regular data monitoring processes and follow-up on data quality and process issues with HMIS training
- **CES dashboards**
  - Develop dashboards for key CES measures and share with stakeholders at least quarterly
- **Communicate CES process to community**
  - Create clear and accessible informational materials for people experiencing homelessness and other community members to transparently communicate the process for getting help with a housing crisis

# RECOMMENDATIONS: TRAIN & COMMUNICATE

- **CES training for new staff**
  - Offer CES training to all new staff
- **CES refresher trainings**
  - Conduct regular refresher trainings regularly to aid in system transparency
- **Tailored HMIS trainings**
  - Offer HMIS trainings that are tailored to the needs and workflows of each provider organization



# PRIORITIZING RECOMMENDATIONS: IMPACT

*Jamie Schechter, H3*

*Matt Mitchell, Focus Strategies*

IMPACT  
VS.  
EFFORT

*Jamie Schechter, H3*

DISCUSSION ON  
IMPACT OF  
RECOMMENDATIONS

*Matt Mitchell, Focus Strategies*

# CES RECOMMENDATIONS

## **Access**

- Understand barriers to access
- Improve CORE dispatch phone line

## **Assess**

- Refine Triage Tool
- Integrate housing problem solving
- Alternatives to VI-SPDAT assessment
- Equity monitoring for assessments

## **Assign**

- Refine case conferencing
- Objective, inclusive housing referrals
- Case conferencing transparency
- Problem solving for non-referred households
- Equity monitoring for housing referrals and placements

## **Train & Communicate**

- Data monitoring and follow-up
- CES dashboards
- Communicate CES process to community
- CES training for new staff
- CES refresher trainings
- Tailored HMIS trainings

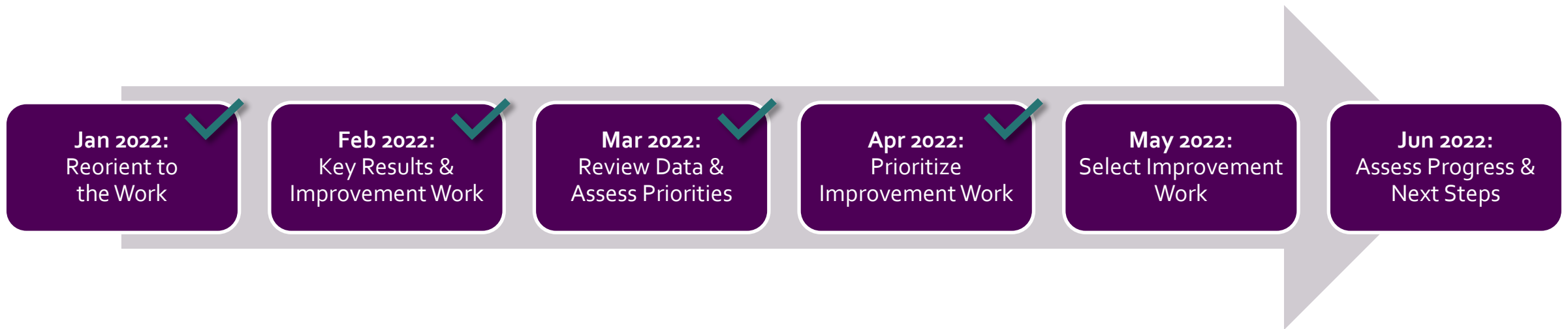
# NEXT STEPS

*Matt Mitchell, Focus Strategies*

# ROADMAP UPDATE

**By June 2022,** the PATH Innovations Committee will:

- Identify key results and improvement work
- Sponsor improvement work on system processes
- Establish quarterly data review process
- Assess the initiative's progress



# UPCOMING MEETINGS

- **PATH Innovations Committee Meetings**
  - 3<sup>rd</sup> Thursday of each month, 3:00-5:00
    - May 19
    - June 16
    - July 21
    - August 18
- **Data Workgroup**
  - April 28, 10am – 11am
- **Case Conferencing Workgroup**
  - April 28, 11am – 12pm