PLAN FOR ACCELERATING TRANSFORMATIVE HOUSING (PATH) INNOVATION COMMITTEE MEETING

MINUTES

Date: Thursday, March 17, 2022, 3 pm – 5 pm

Meeting recording:
https://us02web.zoom.us/rec/share/6H58PiGYUZkNrbh7mf_W3WNuGUX2_Oil4LWE1bJHtonD8I8HfZ4xQpt26xoynT0x.nka-DSaTOLpK_TbJ
Passcode: nqF%Dzp1

Time	Agenda Item	Presenter/Facilitator
3:00	• **Welcome and Introductions**	- *Matt Mitchell, Focus Strategies*
	• **Review and Approval of Minutes**	- *Matt Mitchell, Focus Strategies*
	• **Public Comment -** Open Period for public comment on items discussed or not listed on the agenda.	- *Members of the public*
	• **Announcements**	- *Matt Mitchell, Focus Strategies*

3:15	• **Setting the Course**
	    • Regional Action Plan
	    • Proposal: Focus on Coordinated Entry System
		
		- *Christy Saxton, H3*
		- *Matt Mitchell, Focus Strategies*

3:35	• **Snapshot of Unsheltered Homelessness**	- *Dana Ewing, H3*
3:50	• **Overview of Coordinated Entry System** • Presentation and Discussion	 - *Shelby Ferguson, H3*
4:50	• **Next Steps**	- *All*

Welcome and Introductions

Committee Members in Attendance: Deanne Pearn, Jo Bruno, Juno Hedrick, Keva Dean, Margaret Schiltz, Shawn Ray, Teri House, Wayne Earl

Staff and Consultants: Jaime Jenett (H3), Shelby Ferguson (H3), Christy Saxton (H3), Dana Ewing (H3), Kimberly Thai (H3), Jamie Schecter (H3), Maddie Nation (Homebase), Michele Byrnes (Homebase), Matt Mitchell (Focus Strategies), Tracy Bennett (Focus Strategies), Hana Gossett (Focus Strategies)

PLAN FOR ACCELERATING TRANSFORMATIVE HOUSING (PATH) INNOVATION COMMITTEE MEETING

Review and Approval of Minutes

Minutes of the February 17, 2022 meeting were approved by roll call vote with one committee member abstaining. Motion by Jo Bruno, second by Shawn Ray.

The abstaining committee member asked where the minutes are posted. Jaime Jenett shared the link to the Contra Costa website where the minutes are posted each month.
https://www.contracosta.ca.gov/agendacenter#cat62

Public Comment

There were no comments from the public.

Announcements

When Jamie Schecter joined, Christy Saxton introduced her as the new CoC Director at H3, she just started in the position.

Setting the Course

North Star: Regional Action Plan

Christy Saxton addressed that the committee seemed to be asking Contra Costa to define what they are seeking from the committee going forward. The Board of Supervisors has signed on to adopt the Regional Action Plan that was developed by All Home. This plans primary goal and intention is to reduce unsheltered homelessness by 75% within 3-years. This plan is the guiding force for the work of the County regarding homelessness and where all the committee and communities work ties back to.

Proposal: Focus on Coordinated Entry System

Christy proposed that the Oversight committee embrace monitoring, program models, and performance-based contracting while PATH handles what is going to happen with the Coordinated Entry (CE) system. Focus Strategies is working with Contra Costa County to finalize and role out the CE Evaluation Report. Christy's hope is that this committee could look at the evaluation, its findings and recommendations, and support determining what actionable steps could be taken to improve the operation and function of CE.

Maddie added that both pieces of work, those proposed for Oversight and for PATH are large pieces of work that need to be tackled simultaneously and need proper attention and support.

Jaime Jenett reminded committee members that they can reach out to her if they don't feel this direction works for them or is something they want to focus on. She can work with committee members to change and focus on aspects of the system/work that best suit them.

Matt further noted that this is system-level work that will have an impact on reducing unsheltered homelessness.

Discussion/Feedback

Shawn reminded that it is necessary to have outside input, as well as the committee's, to ensure that there isn't too narrow of insight into the process and system.

Deanne asked where this lives within the broader Council on Homelessness (CoH) and the Diversion, Equity, and Inclusion work. Jaime J. responded that the Equity Assessment went to CoH, and they created a working group to map a process for that to inform what specific interventions they want to first focus on.

Kiva wants to learn more about the Case Conferencing Workgroup and how to become involved with that, as well as their goals and expectations. Shelby elaborated that the Case Conferencing Workgroup is a collaboration between providers, H3, Focus Strategies and Community Solutions. Community Solutions (CS) is helping to streamline case conferencing across the system with the goal of reducing unsheltered homelessness.

Snapshot of Unsheltered Homelessness

Presentation of Data from Dana Ewing:

Dana presented data from Quarter 2 (October 2021 to December 2021) specifically for the data relating to the literally homeless population (unsheltered and sheltered households). The data showed:

- 1,089 unsheltered households currently experiencing homelessness
- 113 unsheltered households entered shelter
- 41 unsheltered and 49 sheltered households entered permanent housing
- The average length of stay in a shelter was 85 days
- 76 households exited from shelter and PH program to unsheltered homelessness

They are still in the process of testing the Data Mart (future data dashboard) to ensure that it represents what is needed in the best way possible.

Discussion/Feedback

Shawn noted that this overview misses the "why" of things that have happened, such as why someone would have exited PH or shelter back to unsheltered homelessness. He asked if there is a way to look at why people are unsheltered and/or not successfully staying in shelter or housing.

Keva noted that this does not show demographics either, which doesn't allow for looking at the equitability of the system.

Deanne noted that there is no system-wide mechanism for follow up with clients once they exit a program and there is no funding for follow-up either. She asked if this is a place that CE may be able to support.

Matt informed the group that there would be quarterly report-outs of data going forward and that the Data Workgroup is meeting at the end of March and that workgroup may be a great place to discuss the data work and needs.

Overview of Coordinated Entry System

Shelby Ferguson presented a high-level overview of the Coordinated Entry System. The CE system is intended to support a low-barrier and housing first oriented process to prioritize people for housing available in the community. The CE process starts with the Access Points, this is where people are assessed for their level of vulnerability and needs. These partner providers, support the process of giving people access to the housing system, assessing them for their vulnerability and housing needs, and assigning them to the best next step according to their assessment and the resources available in the community at the time. CE uses a Triage tool as their first step of assessment then the VI-SPDAT for the full assessment. The Access Points are:

- **211** serves people at risk and literally homeless; call-in center; conducts crisis counseling and the Triage tool
- **CORE** serves literally homeless with a focus on unsheltered homeless; they are mobile and provide emergency supplies; conducts the Triage tool and VI-SPDAT
- **CARE** serves at risk and literally homeless; has a drop-in location; conducts the Triage tool and VI-SPDAT

Discussion/Feedback

Shawn asked what the average timeline is for someone to go from assessed to housed. Matt added the question of if length of time varies depending on the population. Shelby responded that this depends largely on the household composition, their vulnerability score, length of time homeless and housing availability.

Wayne asked if there is any subpopulation specific information for length of time. Shelby stated that the breakdown by subpopulation should be included in the CE report so that can likely be shared at the next meeting.

Shawn asked if we know the percentage of the population with smart phones and if we do, if it would be worth there being an app to support connection with resources. Shelby stated that we don't have that information at this point but that based on experience phones are a hit or miss issue because they get broken, stolen, or limited service. 211 does have a text option.

Wayne asked how successful CE is at maintaining relationships and contact with people experiencing homelessness for documentation and other supports. Shelby explained that there is HMIS data related to entries and exits to different programs and as documents are collected, they can be uploaded into HMIS. There is a strong focus on documentation gathering when CE starts engaging with a person so that there is progress and stronger connection.

PLAN FOR ACCELERATING TRANSFORMATIVE HOUSING (PATH) INNOVATION COMMITTEE MEETING

Margaret asked if the Project Roomkey approach has been better than the old way of doing things. Shelby explained that Roomkey has been great in the sense that everyone is in one location with case managers on site and this makes it easier for the team to keep track of someone to keep them actively engaged in the housing process. Wayne asked how many have been housed through the process. Shelby noted that she could bring this information to a future meeting.

Shelby added that the addition of a CE specialist to support with document collection and retention has made it easier to get a referral made.

Next Steps

The PATH Innovations Committee will meet next on April 21st, 3pm-5pm.

The Data Workgroup will meet on March 31st, 10am-11am.

The Case Conferencing Workgroup will meet on April 28th, 11am-12pm

Additional Attendees

In addition to the facilitators, H3 staff, and Committee members listed, the following people attended the Zoom session:

- Leslie Gleason (Trinity Center – CoC/ESG Representative on the CoH)
- Jill Ray (Office of Supervisor Candace Andersen)
- Dawn Morrow (Office of Supervisor Diane Burgis)

PLAN FOR ACCELERATING TRANSFORMATIVE HOUSING (PATH) INNOVATIONS COMMITTEE

March 17, 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 February 17, 2022 PATH Innovations Committee meeting.

| 1. Member makes a motion | 2. Second (every motion requires a second) | 3. Discussion | 4. Vote: Motion passes |

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

SETTING THE COURSE

Christy Saxton, H3

Matt Mitchell, Focus Strategies

NORTH STAR: REGIONAL ACTION PLAN

Christy Saxton, H3

PROPOSAL: START WITH THE COORDINATED ENTRY SYSTEM

Matt Mitchell, Focus Strategies

WHAT WE HEARD

- Need to clarify the Committee's scope

    - Differentiate from the Oversight Committee

- Need specific requests and tangible work

- Need clarity on how to engage

- Make space for Committee to make decisions and lead the work

PROPOSAL

Start with the Coordinated Entry System (CES)

- System-level work with direct impact on reducing unsheltered homelessness

- Recommendations from CES evaluation coming in April

- Case conferencing workgroup already connected to CES

Next Steps

- Overview of CES (today)

- Review CES recommendations and choose priority areas

- Create workgroups to begin improvement work

PROPOSAL DISCUSSION

Feedback from the committee

SNAPSHOT OF UNSHELTERED HOMELESSNESS

Dana Ewing, H3

PATH DATA WORK GROUP UPDATE

QUARTER 2 SNAPSHOT

REVIEW LAST THREE QUARTERS

BEGIN CONVERSATION OF IN-FLOW AND OUT-FLOW

GAPS IN THE DATA

Q2 SNAPSHOT

of households currently experiencing homelessness

# of unsheltered households who entered shelter

# of unsheltered households who entered permanent housing

# of sheltered households who entered permanent housing

Average length of stay in shelter

Average length of time before entering shelter from an unsheltered status

# of households exiting to unsheltered homelessness from shelter and PH programs

# of new households experiencing unsheltered homelessness

Q2 SNAPSHOT

# of households currently experiencing homelessness	**1,089 unsheltered**
# of unsheltered households who entered shelter	**113**
# of unsheltered households who entered permanent housing	**41**
# of sheltered households who entered permanent housing	**49**
Average length of stay in shelter	**85 days**
Average length of time before entering shelter from an unsheltered status	*n/a*
# of households exiting to unsheltered homelessness from shelter and PH programs	**76**
# of new households experiencing unsheltered homelessness	*n/a*

THREE-QUARTER TRENDS

of unsheltered at start and end of the quarter

	Apr-June 21	July-Sep 21	Oct-Dec 21
Unsheltered at <u>start</u> of quarter	658	809	867
Unsheltered at <u>end</u> of quarter	809	867	1,089

Q2 data may not be complete, resulting in higher number unsheltered at end of quarter

THREE-QUARTER TRENDS

Movement to Permanent Housing

	Apr-June 21	July-Sep 21	Oct-Dec 21
Unsheltered moved to PH	24	40	41
Sheltered moved to PH	66	79	49

Length of Stay in Shelter

	Apr-June 21	July-Sep 21	Oct-Dec 21
Avg Days in Shelter	222 days	88 days	85 days

Opened Warming Center in Q1 and "transfers" from motel programs to Delta Landing decreased the average LOS

THREE-QUARTER TRENDS

Other Types of Movement

	Apr-June 21	July-Sep 21	Oct-Dec 21
Unsheltered to sheltered	9	57	113
Exits to unsheltered	91	84	76

New shelters opened in Q1 and Q2.

BENEFITS OF THE DATA MART

- HMIS Looker reports provide enrollments and exits

- Data mart business rules allow for analysis of episodes instead of enrollments
  - "Transfers" will not affect Length of Stay
  - Will not include warming centers as sheltered status

BENEFITS OF THE DATA MART

Next Steps with Data Mart

- Making reasonable assumptions with data

- Testing assumptions
    - When to cut off an episode
    - What to do with conflicting data
    - How to handle short-term housed status

OVERVIEW OF THE COORDINATED ENTRY SYSTEM

Shelby Ferguson, H3

HUD PRIORITIES FOR COORDINATED ENTRY

Prioritization

Standardized Assessment and Access

Low Barrier

Housing First
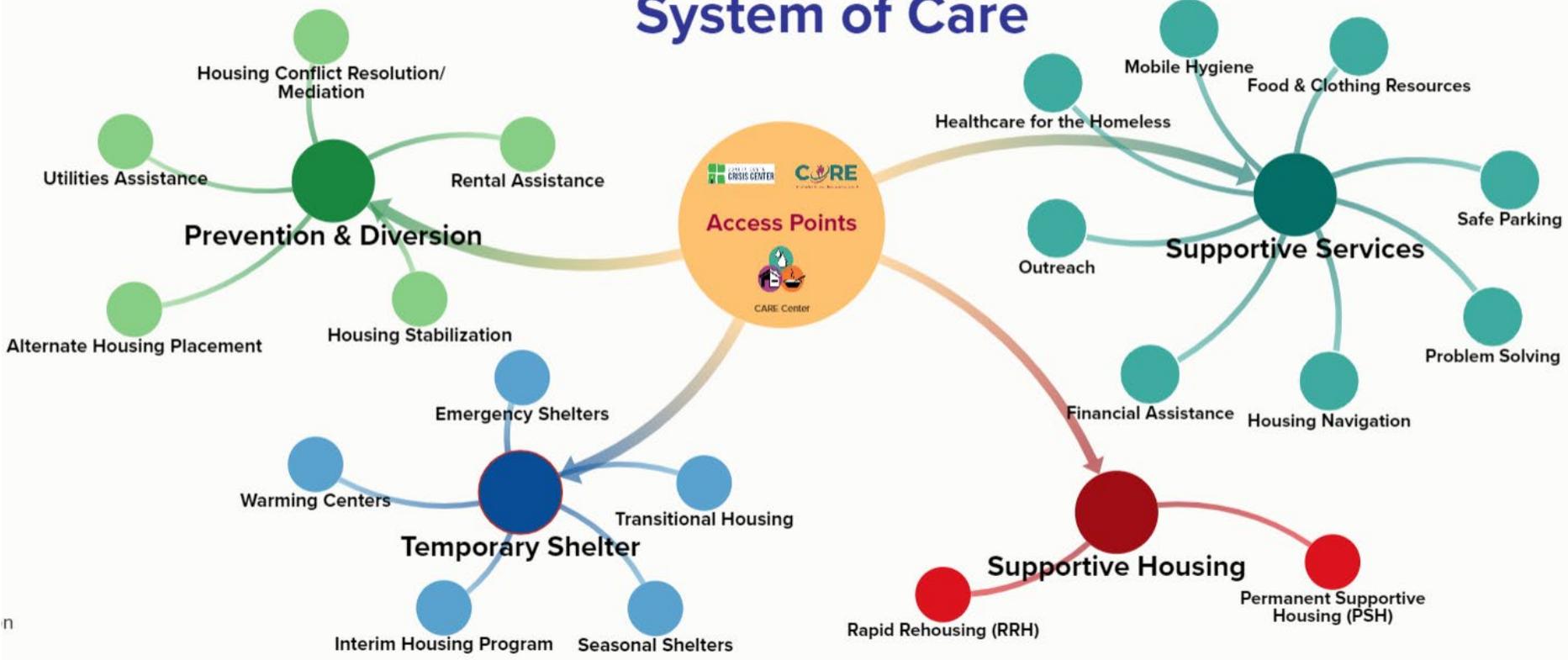
SYSTEM MAP

CE CONTRACTED PROVIDERS

211

CARE Centers- GRIP & Trinity

Housing Navigation- Hope Solutions

HUME Diversion/Prevention and Rapid Exit

CE PARTICIPATING PROGRAMS

Rapid Rehousing

Permanent Supportive Housing

Mainstream and Emergency Housing Vouchers

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

ACCESS

211
- Serves at-risk and homeless
- Resource line
- Crisis counseling

CORE
- Serves literally homeless
- Focus on unsheltered
- Mobile
- Emergency supplies

CARE
- Serves at-risk and literally homeless
- Drop in, physical location
- Basic needs support
- Housing focused case management

ACCESS

WHAT QUESTIONS DO YOU HAVE?

ASSESS

WHAT QUESTIONS
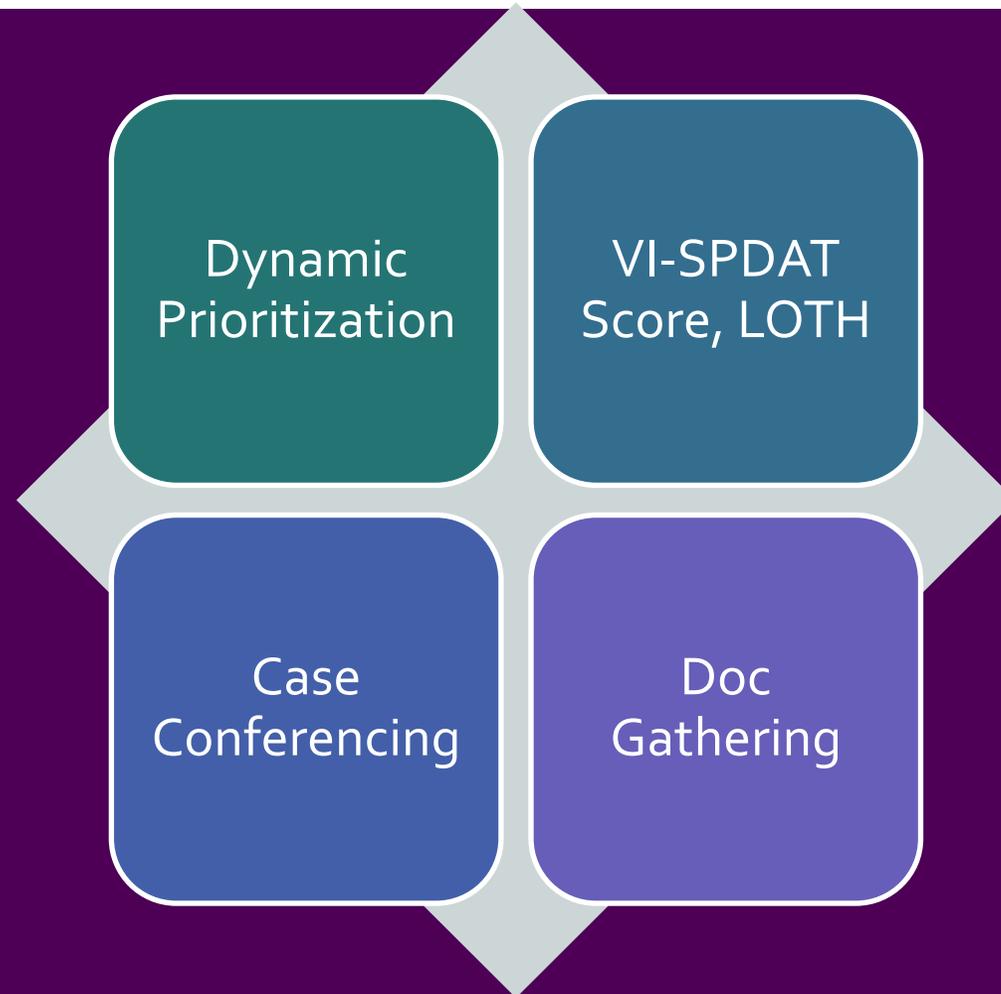DO YOU HAVE?

ASSIGN

Triage Tool
- Referrals to Prevention/Diversion & Rapid Exit

VI-SPDAT
- Referrals to Community Queue

ASSIGN

ASSIGN

WHAT QUESTIONS DO YOU HAVE?

COORDINATED ENTRY TEAM ROLES & RESPONSIBILITIES

CE Manager

- Oversight of CE operations
- Monitor CE fund programs progress
- Trainings
- Provider Meetings
- Housing Placement Meetings
- Complaints

CE Specialist

- Housing Referrals
- Consumer inquiries
- Veteran BNL
- Case Conferencing
- Homeless Court

CE Specialist

- EHV referrals
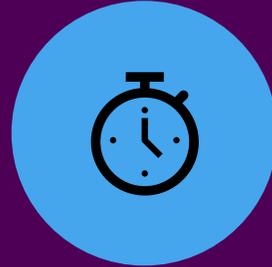- Case Conferenes
- Trainings
- Reports

Housing Placements

Referrals made through CE

Housing Stock

Length of time between assessment and move in

SUCCESSES

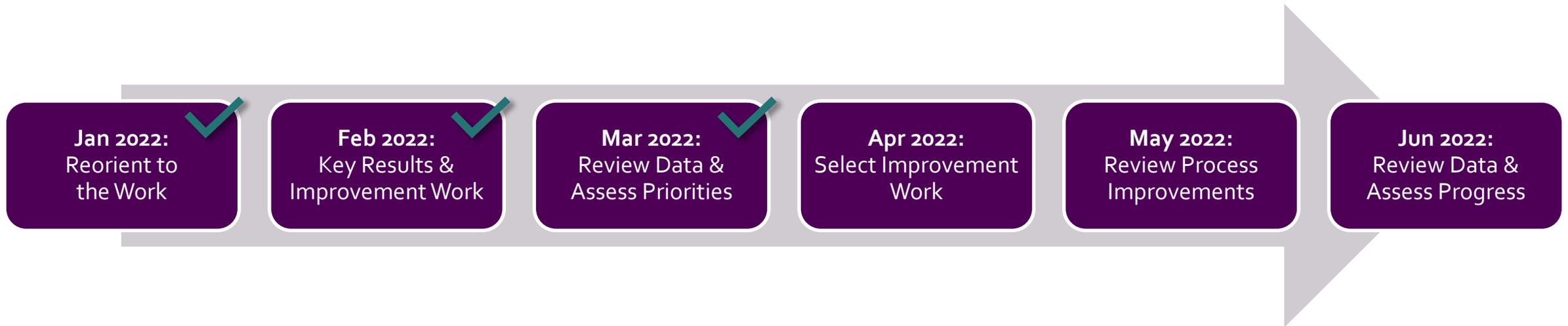# NEXT STEPS

CES EVALUATION RESULTS

CES REDESIGN

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

Jan 2022:
Reorient to the Work

Feb 2022:
Key Results & Improvement Work

Mar 2022:
Review Data & Assess Priorities

Apr 2022:
Select Improvement Work

May 2022:
Review Process Improvements

Jun 2022:
Review Data & Assess Progress

UPCOMING MEETINGS

- **PATH Innovations Committee Meetings**
  - 3rd Thursday of each month, 3:00-5:00
    - April 21
    - May 19
    - June 16
    - July 21
- **Data Workgroup**
  - March 31, 10am – 11am
  - April 28, 10am – 11am
- **Case Conferencing Workgroup**
  - April 28, 11am – 12pm