



Butte Countywide Homeless Continuum of Care

Homeless Management Information System / Coordinated Entry Committee

Monday, May 9, 2022 1:00 p.m. – 3:00 p.m.

Butte County Employment and Social Services – Zoom Virtual Meeting

Zoom Link: <https://us02web.zoom.us/j/88289371779?pwd=SEE0akEzeWg2TzhhOW1sV2wyaGFCQT09>

Phone: (669) 900-9128 Meeting ID: 882 8937 1779 Passcode: 186853

HMIS/CE COMMITTEE MEMBERS (CHO Administrator, or designee):

Angie Little, HACB	Keesha Hills, OSCIA	Elisa Rawlinson, DESS
Christy Taylan, Caminar	Shelly Watson, Jesus Center	Ashley Husted, True North Housing Alliance
Nancy Jorth, Youth for Change	Josiah Vasey, Butte 211	Annie Terry, Oroville Rescue Mission
Susan Wilson, Safe Space	Rick Jackson, BCDBH	Sara Sweaney, Nation's Finest
Stephan Spirk, CAA	Carolina Cruz, Catalyst	Deborah Taylor, Veteran's Administration
Amanda Gaylord, CHAT	Debbie Villasenor, Consultant	Melissa Jamison, United Way
Laurie Maloney, Point of Contact	Cynthia Pesheck, Ampla	

First Chairperson: Elisa Rawlinson, DESS HH

Second Chairperson: Sarah Frohock, BCDBH

AGENDA

- | | |
|--|-----------------|
| 1. Call to Order | Elisa Rawlinson |
| 2. Approval of Minutes - ACTION | All |
| a. HMIS/CES Committee Meeting, April 11, 2022 | |
| 3. Introductions/Agency Updates | All |
| 4. Current Living Situation | Elisa Rawlinson |
| 5. HMIS/CES Training/Office Hours | Elisa Rawlinson |
| a. Current Living Situation | |
| 6. Coordinated Entry Events (coming soon) | Elisa Rawlinson |
| 7. Next Meeting: Monday, May 9, 2022; 1:00 – 3:00 p.m. | Elisa Rawlinson |
| 8. Adjourn | Elisa Rawlinson |



Butte Countywide Homeless Continuum of Care

BUTTE COUNTYWIDE HOMELESS CONTINUUM OF CARE HMIS/CES COMBINED COMMITTEE MEETING MINUTES

MONDAY, April 11th, 2022 at 1pm-3pm

Zoom Meeting: <https://us02web.zoom.us/j/87349327870?pwd=TW9CZlhQa0ZvSzVsVHN3U3grUHZMdz09>

COMMITTEE MEMBERS PRESENT:

Amanda Gaylord, CHAT
Nancy Jorth, Youth For Change
Elisa Rawlinson, DESS Housing & Homeless
Sarah Frohock, BCDBH
Ashley Husted, True North Housing Alliance
Cynthia Pesheck, Ampla
Tara Sullivan-Hames, Butte-Glenn 211
Tracy Stogsdill Gillihan, Butte-Glenn 211
Susan Wilson, Safe Space
Ann Winters, Catalyst
Angie Little, Housing Authority – Butte County
Christy Taylan, Caminar
Melissa Jamison, United Way
Deborah L. Taylor, LCSW, NorCal VA

OTHER ATTENDEES:

Jay Coughlin, DESS Housing & Homeless
Nick Fashing, DESS APS
Samantha Davis, Ampla Health
Isabel Alaniz-Alvarado, DESS Housing & Homeless
Erin Murray, DESS Housing & Homeless
Kayla Davis, DESS Housing & Homeless
Lorena Reed, BCDBH
Kollin Jordan, Nations Finest
Pahua Thao, DESS Housing and Homeless

COMMITTEE MEMBERS NOT PRESENT:

Stephan Spirk, CAA
Laurie Maloney, Point of Contact
Keesha Hills, OSCIA
Shelly Watson, Jesus Center
Josiah Vasey, Butte 211
Rick Jackson, BCDBH
Carolina Cruz, Catalyst
Debbie Villasenor, Housing Consultant
Annie Terry, Oroville Rescue Mission
Sara Sweaney, Nation's Finest

RECORDING SECRETARY:

Kaitlyn-Storm Sherrill

ORDER OF BUSINESS:

1. **CALL TO ORDER:** The meeting was called to order by Chair Elisa Rawlinson at 1:03 P.M.
Roll call taken
2. **APPROVAL OF MINUTES - ACTION:** The minutes for the HMIS/CES Committee Meetings for February 7th, 2022 were approved with no corrections.

Motion to approve: Nancy Jorth, Youth For Change
Seconded: Amanda Gaylord, CHAT

3. **AGENCY UPDATES:**

N.Jorth, Youth For Change- Heart program went through federal site review visits and everything went well.

A.Husted, True North- Construction Update, Officially about to start phase 2 and have their navigation center coming in.

C.Taylan, Caminar- BaseCamp Village is full and Trying to house in the 2nd bedroom of their Avieneda apartment site

S.Wilson, Safe Space- Winter Shelter wrapped up on February 28th, 2022. Hired an Executive Director- Hilary Crosby started in April.

A.Winters, Catalyst- Position available Navigation Coordinator- would work in the Oroville office but be mobile and able to help clients get connected to all the services they need and work closely with the Oroville Rescue Mission.

A.Litte, HACB- Gearing up for Project based vouchers properties that are expected to go online at the end of this year. Hopefully opening up waiting list in the next few months for some properties and opening section 8 waiting list in the fall hopefully.

4. **Open Office Hours for HMIS End Users:** Elisa Rawlinson.

E.Rawlinson- Holding Open Office hours every other week on Wednesday from 3pm to 4pm. Next will be held on April 20th from 3pm- 4pm. Please make sure that End users are aware of these office hours and that they do not stay for the whole hour. They can ask their questions and then leave. People do not have to stay the entire time.

We have been making a lot of changes in HMIS and do our best to get emails out with screenshots and explanations on how to use the new features but that doesn't work for everyone and they may need to see it in action. We are wanting more end users coming to open office hours, asking questions, and communicating with staff.

5. **HMIS/CES Training/Office Hours:** Elisa Rawlinson.

- a. **Re-opening Program Enrollment-** E.Rawlison provided a training on re-opening a program. This is for when a client has exited the program and returned very very quickly or someone who was exited in error. This is so you can reopen the program

without losing any information. This is not for someone who was gone for 2 months and came back. They would need a new program.

Navigate to the client's program history, go to the program you want to reopen, go to the exit page, scroll all the way down to the bottom and on the right side there is a reopen client program button, there is multiple confirmation screens to ensure that this cannot be done accidentally. Once this is saved, you will need to clear the destination and then save and close again. At this time if you return to programs you will see that their exit date has been removed.

- b. New CES enrollment page questions- E.Rawlinson shows new questions on Coordinated Entry Enrollment page.
 - 1. The Client's age is now showing on the Enrollment page.
 - 2. There is a new question "Is anyone in your household a veteran (has anyone served in the armed forces); This will allow us to capture not just the veterans but households with veteran's in them and connect them with more services.
 - 3. If Mental Health Condition is reported as yes, a new question is added "receiving services for mental health condition?"
 - If Yes, are you receiving services from Butte County Department of Behavioral Health?
 - If Yes, no further questions.
 - If No, Are you willing to make an appointment for Butte County Behavioral Health Assessment?
 - If Yes, Please read the following statement to client "To Access B.C.B.H Services please call (800)334-6622 and request BH services. Once you have been assessed and begin receiving services please call us back so we can update you CE enrollment to show you are a BH client. "
 - If No, no changes.
 - If No, Are you willing to make an appointment for Butte County Behavioral health Assessment?
 - If Yes, Please read following statement to client "To Access B.C.B.H Services please call (800)334-6622 and request BH services. Once you have been assessed and begin receiving services please call us back so we can update you CE enrollment to show you are a BH client. "
 - If No, no changes
 - 4. Another update is that the name of the assessment and VISPDAT score will autofill.

6. Community Queue and CE Assessment -ACTION-: Elisa Rawlinson.

- a. E.Rawlinson reports that the community queue workgroup has voted and approved the community queues that we would like to be using. E.Rawlinson brings them to the HMIS Committee today to be approved and if approved they will be brought to the COC. In the course of our discussion, meeting with BitFocus, and meetings with

another community that actively uses community queues there has been things that we have learned. It will not be as simple as setting up community queues there is some significant changes that will need to be made to the system itself.

We learned that the fewer the queues the better. It allows for less work and also more focused work for end users who will be using the queues and providing referrals to our community partners for their programs and housing. Queues that are set up for generalized housing program types are really helpful and functional. We have the ability to search queues based on tracked characteristics. We can use that tool to locate clients within queues who are appropriate for programs based on program rules/needs, provided that we have appropriate questions within the HMIS assessment. The tracked characteristics are not prebuilt into the system and our IT staff can build the tracked characteristics into the system based on our needs and we can make changes to them as we need. We can use the tracked characteristics to search in one queue at a time or all queues at the same time. This prevents neglect of any one queue. Tracked Characteristics would be pulled from Client profile pages and Client Assessment pages. They do not pull from client enrollment pages or program enrollment pages. This will necessitate some changes to our coordinated entry system. One of these will be that our enrollment page will need to be minimalistic and simple. Some of the questions currently asked on the enrollment page will need to be moved to the assessment page.

- b. E.Rawlinson states that with these changes we will need to redo our assessment. The group has discussed redoing our assessment in the past and we have been planning on doing this in the future. We are aware that the VISPDAT has some flaws. With redoing our assessment we will be able to look at the needs of our community and the equity of the assessment and how it measures the needs and the barriers of the clients and individuals that we are working with. Because we will be building our own assessment we will be able to add all of our questions that are related to priority point totals and they will be scored within the assessment as part of the assessment. Chronic Homeless, Unaccompanied Youth, and households with children will still get priority points, it will just be built into the assessment. Everyone will have one score and all points will be built into the system. The point calculation will be done by the system and takes out the human element that could have errors in point totals.
- c. Every single individual entered into coordinated entry will be placed into a coordinated entry queue and that will allow us to search everyone on the list by the previously mentioned tracked characteristics.
- d. The Queues that we are looking at are: General Coordinated Entry Queue, Permanent Supportive Housing queue, Transitional Housing queue, Shared Housing Queue.
- e. We will need to put together an assessment workgroup that should be a very small group with individuals who are community providers, HMIS End Users, Degreed, or LCSW. Anyone who is interested in participating in the workgroup should reach out

to E.Rawlison. The members of the workgroup would have to attend all meetings and would need to be participating actively in the meetings. This will be a lot of intensive work.

- f. Motion for the creation of Queues (General Coordinated Entry Queue, Permanent Supportive Housing queue, Transitional Housing queue, Shared Housing Queue) and the development of a workgroup to create the new assessment was approved with no objections.

Motion to approve: Sarah Frohock, BCDBH

Seconded: Amanda Gaylord, CHAT

7. **ANNOUNCEMENTS/NEXT MEETING:** *The next HMIS/CES Committee Meeting will be on May 9th, 2022; 1:00pm - 3:00pm*

8. **ADJOURNMENT:** The meeting was adjourned at 1:51 P.M.

Good afternoon,

Background

Current Living Situation (CLS) assessments must be completed by case managers as part of the 2020 HUD Data Standards. The purpose is to record each contact with people experiencing homelessness by street outreach and other service projects and to provide information on the number of contacts required to engage the client, as well as to document the client's current living situation.

Instructions

The *Current Living Situation* assessment is required for all Heads of Households and Adults enrolled in one of the following project types:

- ESG-funded Street Outreach
- ESG-funded Night-by-Night Emergency Shelters
- PATH-funded projects (all project types)
- Coordinated Entry System

The first *Current Living Situation* record with the client must be recorded upon enrollment. The assessment date should match the client's Project Start Date and the information about the client's living situation should match the information given on the enrollment page regarding the client's living situation immediately prior to Project Start. Subsequent *Current Living Situation* assessments should be added under the following circumstances depending on the project type and funding source:

- **ESG-funded Street Outreach projects:** After every contact made with the client.
- **ESG-funded Night-by-Night Emergency Shelters:** Only when the interaction between the shelter personnel and client went beyond a basic provision of shelter services.
- **PATH-funded projects (all project types):** Create a Current Living Situation assessment after every contact made with the client. Only the following options are available on the Living Situation Options list:
 - Place not meant for habitation (e.g. a vehicle, an abandoned building, bus/train/subway station/airport or anywhere outside)

- Emergency shelter, including hotel or motel paid for with emergency shelter voucher, or RHY-funded Host Home shelter
- Safe Haven (Please note, there are no Safe Havens in Butte County)
- Other
- Worker unable to determine
- **Coordinated Entry System*:**
 - When a Coordinated Entry Assessment or Coordinated Entry Event is recorded (CE Events are coming soon!)
 - When the client's living situation changes; or If a Current Living Situation assessment hasn't been recorded for longer than 90 days.

Data Element: 4.20 Coordinated Entry Events



Why is this important?

The purpose of the CE Events is to capture when referrals and placements occur.

How can this impact my clients?

This information will help the CoC better understand what events go into achieving desired and undesired results, and is necessary to understand outcomes for households served through the Coordinated Entry System.

- Events that are not referrals to housing projects must be tracked on the Services page under the Coordinated Entry enrollment
- Housing referral events are automatically tracked when a household is matched to a housing opportunity through the Community Queue:
 - A housing referral is considered successful if the household is enrolled in the housing project they were referred to
 - A housing referral is considered unsuccessful if the housing agency or the household denies the match, or if the referral expires because it has not been updated for 90 days

COORDINATED ENTRY DATA COLLECTION APPROACH

Since coordinated entry is a process that may be supported by multiple agencies and typically spans an extended period, CoCs will set up a CE 'project' in HMIS that all relevant agencies can access. HUD acknowledges that the terminology "CE project" is problematic, as CE is a collaborative and community-wide process and not a single "project." HUD does not use this term in the traditional sense, where data collection is aligned with a single organization. Rather, CE is a system-level "project"—meaning that as households are triaged and identified as experiencing homelessness, they are enrolled in the CE project with a 'start date,' and then data can be collected by different agencies, at different points in time, to populate a single record. Depending on whether your system has a single front-door or multiple front-doors to your CE, the HMIS set-up may include one CE project or multiple CE projects representing regional areas.

Creating a 'CE Project' is simply what allows for a boundary to be drawn around the CE segment of the homeless system for reporting purposes. As a result, communities will now be able to track participants' entire journey through CE – from access to exit - which means communities will have information on how well the CE is performing, and participants' trauma will be reduced because they do not have to tell their story multiple times throughout assessment phases.

For some communities, enrolling and exiting all households experiencing homelessness (who touch CE) requires managing more data, which is a known challenge. CoCs have created technological aids, such as setting up an auto-enroll or auto-exit function (which require very clear business rules for when someone is exited from the CE project). HUD will continue to collaborate with communities on solutions as we work together toward the October 1, 2020 start date for producing reports on the collected elements. HUD is committed to developing a report that is maximally useful for communities and HUD both to assess the effectiveness of their CE.

OVERVIEW OF NEW DATA ELEMENTS

There are three new data elements, each briefly described below:

- ❖ **CE Assessment Element:** Designed to be flexible a data element that collects an assessment date, location, and assessment results. It allows CoCs to define their own assessment questions and responses, categorize different types of assessments (crisis needs versus housing needs). This element helps communities understand and monitor the assessment process in more detail and as it relates to participant outcomes.
- ❖ **CE Event Element:** Designed to capture access and referral events, as well as the results of those events. It will help communities understand the events that go into achieving desired (and undesired) results through the CE system.
- ❖ **Current Living Situation Element:** Designed to capture information on where a person is staying at a point in time. It can be updated at each point of contact and will help communities track where people are, including those who are not assessed or referred to CE events.

WHY COORDINATED ENTRY DATA IS IMPORTANT

With this new approach to CE data collection, communities will have information on all households in a housing crisis who touch the CE process, not just information about people who are served by HMIS-contributing housing and service projects. By enhancing data collection and standardizing data on assessment, prioritization, and referrals, communities can assess CE effectiveness as well as whether the CE is operating with fidelity to its policies and procedures. The data from these elements helps answer critical questions to inform strategies for strengthening communities' crisis response systems and ability to appropriately target resources:

- ❖ Are pathways to housing as fast and effective as they can be?
- ❖ Are we successfully diverting people from the system?
- ❖ Are we housing the most vulnerable people in our community? Who's getting left out?
- ❖ What resources are needed to end homelessness and where are the gaps?
- ❖ Which households touch the system and exit without a homelessness intervention versus those who need our assistance?

Collecting these data also supports management reporting on specific parts of the CE process, such as active client lists, coverage and demand, and permanent housing placements and retention. HUD's [Coordinated Entry Management and Data Guide](#) outlines how communities can use their CE data for monitoring and evaluation.

SUPPORTING AN EFFECTIVE ROLLOUT

What HUD will do:

- ✓ Provide various forums for HMIS system admins, CoCs, and vendors to engage expert TA providers to help map and incorporate the new CE data elements into HMIS, including:
 - Affinity groups for system admins, grouped by the vendors CoCs use.
 - Regular meetings for system admins and vendors plus ad hoc meetings as needed.
 - If necessary, one-on-one TA assistance to map the new elements to complex custom CE data collection.
- ✓ Publish an online data manual that supports data collection and reporting efforts and helps explain the CE data elements.

What communities should do:

- ✓ Work with HMIS Leads, vendors, and HUD's TA providers to decide the best path to incorporate these data elements into your HMIS.
- ✓ Where there is not already strong collaboration between the CoC and HMIS Lead in your community, use this as an opportunity to build a stronger bridge. In some communities, HMIS Leads were not involved with designing CE or are not familiar with the nuances of the local CE approach. It is important to use this moment to work together to get this right and ensure a seamless transition.
- ✓ Develop a collaborative approach to using CE data to strengthen your crisis response systems in more strategic, impactful ways.

To seek additional support, CoCs can [request TA through the HUD Exchange](#) or submit questions on this topic to HUD's [Ask a Question \(AAQ\) desk](#).