



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 ad 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 place 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, Permeant 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, Permeant 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.