

Creating Efficiencies in Coordinated Entry

Clark County, WA

Who Are We?

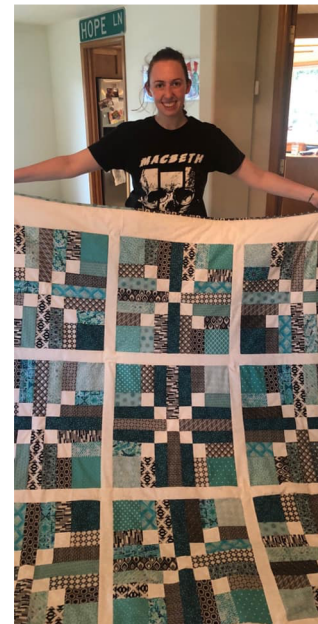
Melissa Baker,
Coordinated Entry Director (she/her)

- Oversee direct service and partner agency relationships
- Ensuring our CE/A system is efficient and as trauma informed as possible.
- Recently became a grandma for the third time!



Gwen Beebe,
HMIS Coordinator (she/her)

- Administer HMIS system, provide accessible reporting and user training
- To streamline and improve data systems in order to make direct service easier and more effective
- Current quarantine projects are quilting and learning French



What Does Council for the Homeless Do?

Our mission is to provide community leadership, compelling advocacy, and practical solutions to prevent and end homelessness in Clark County, WA.

Leadership

- Engage the community
 - Outreach, education, understanding
- Identify and monitor needs
 - Data collection and analysis
- Convene and collaborate

Advocacy

- Eviction Moratorium
- Advocacy in Olympia

Solutions

- Severe weather planning
- Coordinated entry

Overview

New Tricks for Old Tools

- Fillable pdfs as tools
- Created ‘ping’ alert system for referrals
- HMIS-generated priority and by-name lists to streamline coordinated entry
- Generated required program documentation from HMIS
- Implemented real-time, shared budget documents

Cool Tricks for New Tools

- Establishing shared knowledge bases
- Designing automated client contact systems
- Creating self-paced training options
- Partnered with the county to launch a dashboard accepted for grant report
- Launched agency portal for submitting ERAP referrals

New Tricks for Old Tools

Fillable PDFs as Tools

Assessment Tools

- We switched to a local assessment tool based on the VI-SPDAT, fillable pdfs allow us to automate scoring

Program Documentation

- Prevention programs use fillable pdfs to determine eligibility and skip the scanning step
- Increased work-from-anywhere flexibility

Calculators

- Monthly and annual household income calculator



Allowance for Tenant-Furnished Utilities

Housing Choice Voucher Program

Clark County, Washington - Rates Effective February 1, 2020

New Multiplex (Apartment Built After 1980 or with Maximum Weatherization)							
Utility or Service		Monthly Dollar Allowance					
		X 0 Bdrm	X 1 Bdrm	X 2 Bdrm	X 3 Bdrm	X 4 Bdrm	X 5 Bdrm
Space Heating	Electric	18	24	30	37	43	n/a
	Natural Gas	17	21	23	27	30	n/a
	Oil	26	35	44	54	62	n/a
Water Heating	Electric	16	22	27	32	38	n/a
	Natural Gas	7	10	12	15	17	n/a
	Oil	11	15	18	23	26	n/a
Cooking	Electric	5	6	8	10	13	n/a
	Natural Gas	4	5	6	7	9	n/a
Other Electric		19	21	25	27	29	n/a
Water		7	9	21	33	46	n/a
Sewer		42	44	53	63	73	n/a
Trash Collection		22	22	22	43	43	n/a
Tenant Owned Range		4	4	4	4	4	n/a
Tenant Owned Refrigerator		4	4	4	4	4	n/a

Actual Family Allowance	Utility or Service	Per Month Cost
Name of Family	Space Heating	\$ 0
	Water Heating	\$ 0
	Cooking	\$ 0
Address of Unit	Other Electric	\$ 0
	Water	\$ 0
	Sewer	\$ 0
	Trash Collection	\$ 0
Number of Bedrooms	Range	\$ 0
	Refrigerator	\$ 0
Date	Total	\$ 0

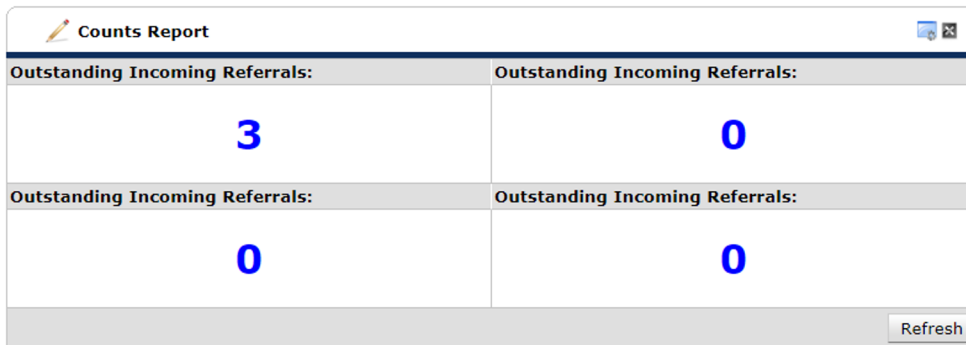
Certification

The utility allowance schedules used for VHA's Section 8 Housing Choice Voucher program were reviewed on November 7, 2019, and adjusted for changes in utility rates as required under 24 C.F.R. § 982.517(c)(1). The revised schedules were approved by the VHA Board of Commissioners on November 21, 2019, to be effective on February 1, 2020. Residents have the right to inspect VHA's records documenting the basis on which the utility allowances were established and revised.

'Ping' System for HMIS Referrals

Internal Referrals

- We used to use slack, paper forms, and email for these
- Intended to flag clients that would benefit from specific additional supports
- Scalable!



The screenshot shows a web application window titled 'Counts Report'. It contains a table with two columns, each labeled 'Outstanding' and 'Incoming Referrals:'. The first row shows 3 outstanding and 0 incoming referrals. The second row shows 0 outstanding and 0 incoming referrals. A 'Refresh' button is located at the bottom right of the table.

Outstanding	Incoming Referrals:	Outstanding	Incoming Referrals:
3		0	
0		0	

Refresh

External Referrals

- We used to use a hodgepodge of systems (email, hand-delivered paper files, Google sheets...)
- Using HMIS increased confidentiality
- Fully trackable, less likely that clients will fall through the cracks

Things We Generate From Our HMIS

No additional data entry work!

- Priority Pools
 - By-Name Lists
 - Shelter Waitlists
 - Check Requests
 - Client Notification Letters
 - Program Documentation
-

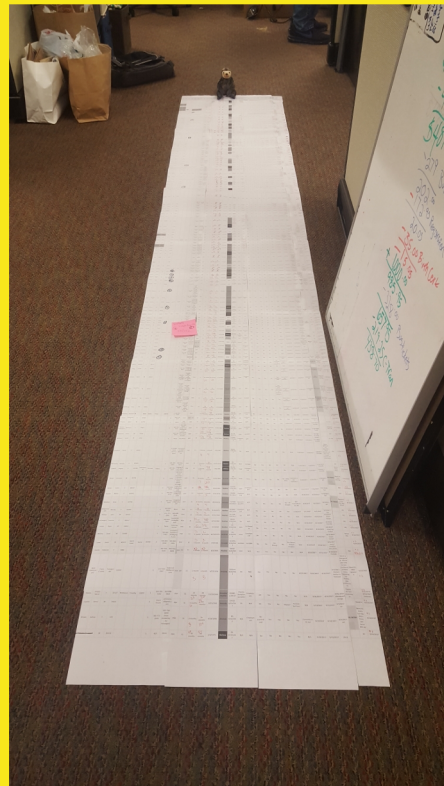
Coordinated Entry Reports

Priority Pools

- Our priority list used to be a shared Google Sheet
- Replaced with a custom HMIS report
- This has saved so much time!!

Bonuses

- Endless options to customize by referral request
- Easy to implement coordinated entry prioritization changes



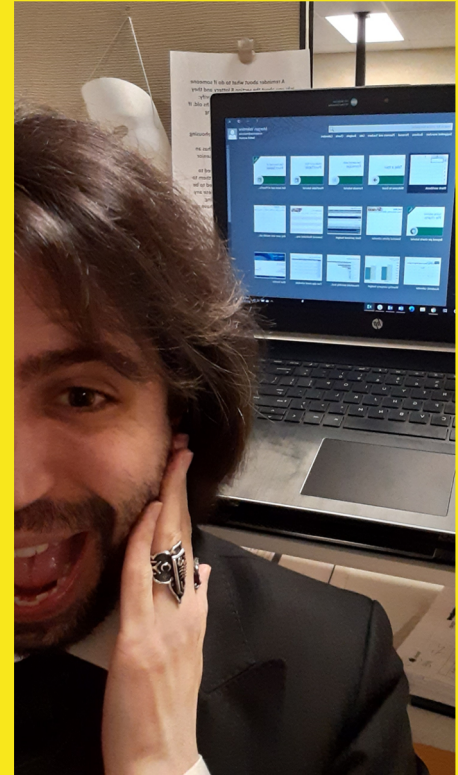
Coordinated Entry Reports

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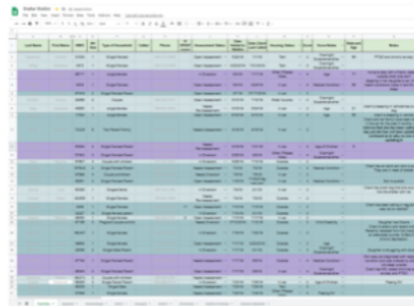
- Endless options to customize by referral request
- Easy to implement coordinated entry prioritization changes



Coordinated Entry Reports

Shelter Waitlists

- We used to use a shared Google Sheet for tracking folks in need of shelter
- Could only maintain it for families, single women, and couples
- Replaced with custom HMIS reports



Bonuses

- Old waitlist used a subjective, three-point vulnerability ranking system
- New waitlist uses objective vulnerability criteria

Client Name	Client ID	Priority Score	Primary Phone Number	Additional Contact Information	Gender	Reason for Request	Has criminal record	Is client a sex offender?
(redacted)	102142	21	(redacted)	(redacted)	Female	Place not meant for housing (Outside - Without Text)	(redacted)	No
(redacted)	102115	16	(redacted)	(redacted)	Female	Place not meant for housing (Outside - Without Text)	(redacted)	No response recorded
(redacted)	36110	16	(redacted)	(redacted)	Female	Place not meant for housing (Outside - Without Text)	(redacted)	No response recorded
(redacted)	35729	10	(redacted)	(redacted)	Female	Place not meant for housing (Outside - Without Text)	(redacted)	No
(redacted)	59358	10	(redacted)	(redacted)	Female	Place not meant for housing (Outside - Without Text)	(redacted)	No response recorded
(redacted)	89141	16	(redacted)	(redacted)	Female	Place not meant for housing (Outside - Without Text)	(redacted)	No response recorded
(redacted)	82340	14	(redacted)	(redacted)	Female	Place not meant for housing (Outside - Without Text)	(redacted)	No
(redacted)	27526	14	(redacted)	(redacted)	Female	Place not meant for housing (Outside - Without Text)	(redacted)	No
(redacted)	102860	14	(redacted)	(redacted)	Female	Place not meant for housing (Outside - Without Text)	(redacted)	No response recorded
(redacted)	47830	14	(redacted)	(redacted)	Female	Place not meant for housing (Outside - Without Text)	(redacted)	No response recorded
(redacted)	12710	14	(redacted)	(redacted)	Female	Place not meant for housing (Outside - Without Text)	(redacted)	No response recorded
(redacted)	102511	13	(redacted)	(redacted)	Female	Place not meant for housing (Outside - Without Text)	(redacted)	No response recorded
(redacted)	93437	13	(redacted)	(redacted)	Female	Place not meant for housing (Outside - Without Text)	(redacted)	No response recorded
(redacted)	78031	12	(redacted)	(redacted)	Female	Place not meant for housing (Outside - Without Text)	(redacted)	No response recorded

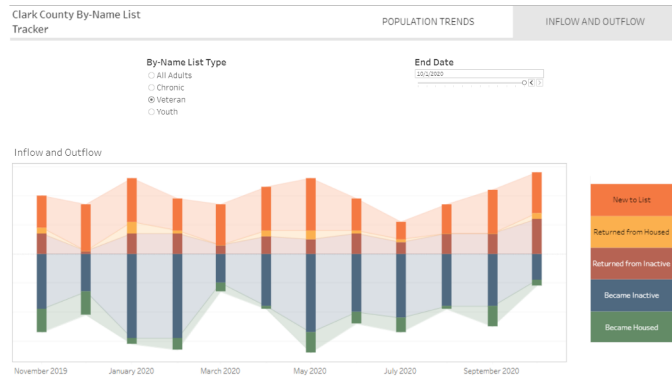
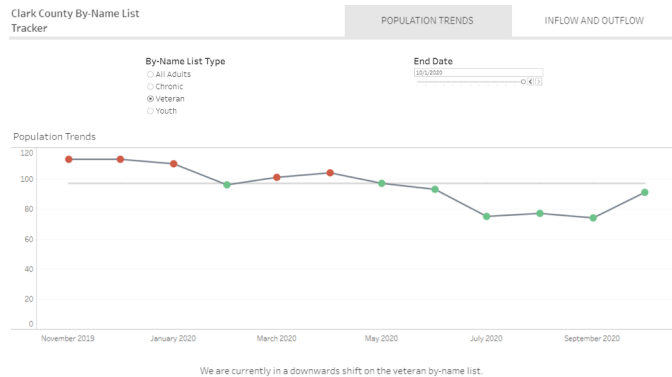
Coordinated Entry Reports

By-Name Lists

- Our first attempt at a veteran by-name list was an HMIS report based on referrals
- Switched to event-based by-name lists to leverage the data entry that was already happening

Bonuses

- Easy to extend by creating by-name lists for other populations



Program Documents

Check Requests

- Rent payments for a rapid re-housing program requiring check requests each month

Rent Change Notifications

- A rapid re-housing program with rent payments that change on schedule needs notification letters sent monthly

Program Documentation

- We used the information entered in HMIS to generate the Commerce eligibility forms for our CARES Emergency Rental Assistance Program (ERAP)

COUNCIL ON HOMELESS
SCHOOL HOUSING VOUCHER REQUEST

Client Assistance
School Housing Voucher Program Requests

First Payment Date:
Last Payment Date:
Amount: \$

Client Name:
HMIS#:
Requested by (staff name):

Summary of Need (why is it needed and what will it be used for)

Total Rent:
Year of Program for Client:
% of Rent Subsidy:

Funding Method: Check: ACH: Direct Deposit
Recurring Monthly by the 1st day of each month; late by the 6th

Payee Name (must match the W-9):
Payee Address:
Contact Name:
Contact Phone:
Payee Email:

Approved by _____

COUNCIL ON HOMELESS
SCHOOL HOUSING STABILITY PROGRAM REQUEST

Client Assistance
School Housing Stability Program
Request Date - 11/1/20

First Payment Date: 9/1/20
Last Payment Date: 8/1/21
Amount: \$575.00
Client ID: 62838
Client Name: [REDACTED]
Requested by (staff name): Shayleen Migneault
For Program: HSC School Housing Stability Program II

Summary of Need (why is it needed and what will it be used for)

VHA Rent Standard	Total Rent
\$1,516	\$1,525
Time in Program: 19-30 months	% of Rent Subsidy: 30%

Funding Method: Check
Recurring monthly, due on the 1st day of every month

Payee Name (must match the W-9):
Payee Address:
Payee Contact Information:
Approved by _____ (Melissa Baker or Sunny Wonder)

Council on the Homeless
SHIP and SHIP's Check Request
Last Updated August 23, 2019

11/1/20 Check Request 2 of 3
Generated: 10/26/2020
10:36:29 AM

Program Documents

Check Requests

- Rent payments for a rapid re-housing program requiring check requests each month

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- A rapid re-housing program with rent payments that change on schedule needs notification letters sent monthly

Program Documentation

- We used the information entered in HMIS to generate the Commerce eligibility forms for our CARES Emergency Rental Assistance Program (ERAP)

COUNCIL FOR THE HOMELESS

Date: _____
Name: _____

You are coming upon your _____ year in the School Housing Stability Program in _____ so please be advised that your rental obligation will increase to _____. Beginning _____ your rental obligation will be _____.

We need to complete your yearly income recertification prior to _____. Please contact me at the contact information provided below to schedule a recertification appointment and meet the program requirement to continue in the School Housing Stability Program.

In order to complete your income recertification I will need you to provide income information for all adults in your household. The following types of documentation are acceptable forms for income verification: recent paystubs (9 days), unemployment verification, child support detail, Social Security award letter, or TANF award letter. If you or a member of your household has zero income, you will need to complete a Self Declaration of no income.

If you fail to provide the above information, SHSP will not be able to provide rent assistance for _____ and beyond until this requirement is complete.

Housing stability for your family is important to SHSP staff and if you are experiencing barriers to meeting the above program requirements please contact the SHSP Program Coordinator. We can discuss these barriers and see how this program can assist you with your housing stability and goals.

We will also notify your landlord of these changes. You may contact me at _____ with any questions or concerns.

Sincerely,
Senior Diversion Coordinator

COUNCIL FOR THE HOMELESS
Commitment to Community & Compassion

November 1, 2020

Dear _____,

This is your official notice that as of December 1, 2020, the amount of your rent you are responsible for will increase from your current amount of \$455. Your new share of rent will be \$852 per month.

Housing stability for your family is important to SHSP staff, and if you are experiencing barriers to meeting the above rent amount please contact me. We can discuss these barriers and see how this program can assist you with your housing stability and goals.

Sincerely,
Shayleen Migneault, Senior Diversion Coordinator
Council for the Homeless
Office Phone: 360-699-5106 ext. 103
smigneault@councilforthehomeless.org

Council for the Homeless
Administrative Office: 2500 Main Street, Vancouver WA 98660
Housing Solutions Center: 2306 NE Andresen Rd, Suite A, Vancouver WA 98661
www.councilforthehomeless.org

Program Documents

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Program Documentation

- We used the information entered in HMIS to generate the Commerce eligibility forms for our CARES Emergency Rental Assistance Program (ERAP)

The image displays two examples of the Eviction Rent Assistance Program (ERAP) Household Information & Eligibility Form. The top form is for a household named 'JOSH' and the bottom form is for 'Tina Bowman'. Both forms include sections for household information, screening criteria, and additional criteria. The bottom form has a yellow highlight on the 'Refused / Don't Know' option for the 'Race' question.

Eviction Rent Assistance Program (ERAP)
Household Information & Eligibility Form - REQUIRED
Instructions: ERAP staff use this form to screen and document household eligibility.

1. Household Information
Household ID: 0000 Date: 08/08/2020
Name: JOSH

WA State is collecting demographic data on head of household assisted with this program. None of this information will be used to screen for eligibility, but instead to evaluate how equitably the funds are administered. Households do not have to answer these questions, they are optional.

Gender: Female ☐ Male ☐ Transgender ☐ Gender non-conforming ☐ Refused / Don't Know ☐

Ethnicity: Non-Hispanic/Latino ☐ Hispanic/Latino ☐ Refused / Don't Know ☐

Race: American Indian or Alaska Native ☐ Asian ☐ Black or African American ☐ Native Hawaiian or Other Pacific Islander ☐ Multi-racial ☐ White ☐ Refused / Don't Know ☐

2. Household Eligibility - must meet both screening criteria and at least one Additional Criteria in # 3 below.

Income at or below 50% of Area Median Income (AMI): ☒ Calculation Worksheet and Income Documentation required: see 4 and 5 below for details.

Rent Due - At least one month of rent not paid or partially unpaid since March 1st: ☒ ERAP Landlord Payment Agreement Form OR ☐ ERAP Friend/Family Payment Agreement Form

3. Additional Criteria - any household member must meet at least one screening criteria

All of the following eligibility criteria can be "self-certified/attested" by the household. A written statement with household signature is not required. Commerce staff will review from collecting evidence to substantiate a household statement or adding any additional criteria, such as identification, Social Security numbers, birth certificates or medical documentation.

☒ Rent burdened: 50% or more of current monthly income is needed to pay rent.

☐ Previously homeless within last five years. This includes experience of couch surfing/double up.

☐ Eviction history within last seven years.

Eviction Rent Assistance Program (ERAP)
Household Information & Eligibility Form - REQUIRED
Instructions: ERAP staff use this form to screen and document household eligibility.

1. Household Information
Household ID: 0000 Date: 8/6/20
Name: Tina Bowman

WA State is collecting demographic data on head of household assisted with this program. None of this information will be used to screen for eligibility, but instead to evaluate how equitably the funds are administered. Households do not have to answer these questions, they are optional.

Gender: Female ☒ Male ☐ Transgender ☐ Gender non-conforming ☐ Refused / Don't Know ☐

Ethnicity: Non-Hispanic/Latino ☐ Hispanic/Latino ☒ Refused / Don't Know ☐

Race: American Indian or Alaska Native ☐ Asian ☐ Black or African American ☐ Native Hawaiian or Other Pacific Islander ☐ Multi-racial ☐ White ☐ Refused / Don't Know ☐

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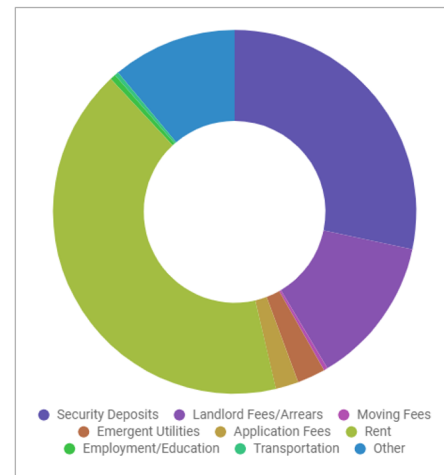
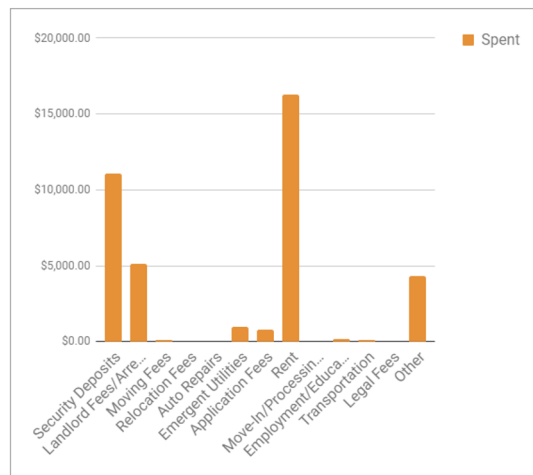
☐ Previously homeless within last five years. This includes experience of couch surfing/double up.

☐ Eviction history within last seven years.

Shared Budgets

Maybe The Only Time We'll Say: “Use Google Sheets!”

- The whole diversion team uses shared budget sheets to stay informed about how much remains of each funding source
- Other programs use it to track individual fund sources
- Automatically creates colorful live reports based on the information entered



Cool Tricks for New Tools

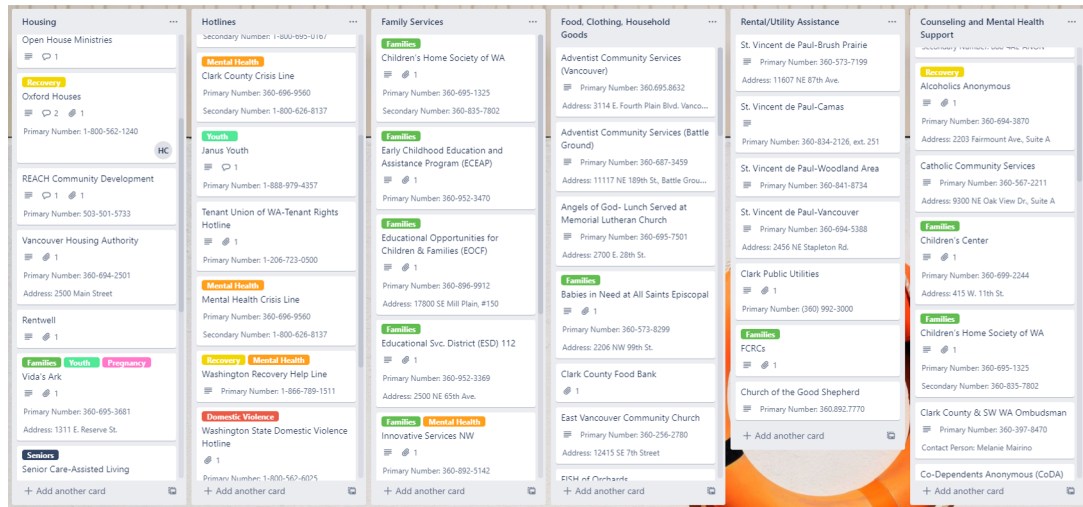
Shared Knowledge Bases

FAQ and Resource Sharing

- Every staff member knows about a different set of resources
- The question is how to share that information
- We used Trello to create an accessible and searchable list

Landlord Information

- The answer to the endless “does anyone have an email for Apartment X” instant messages
- Stores information about contact methods, eligibility criteria, and agency experiences with that landlord in Airtable



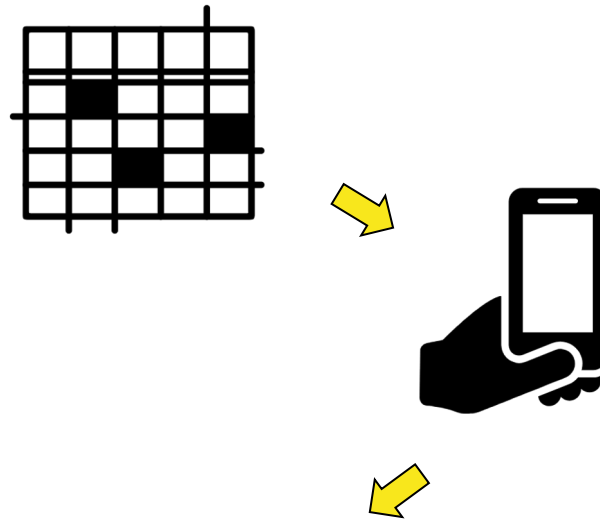
Client Contact

Automated Texting

- System uses Airtable, automate.io, and Twilio
- Conducting client surveys
- Requesting feedback for development team
- Handling bulk outreach and basic eligibility screening for placement requests

Survey Notes

- Response rate went from roughly 10% with paper and SurveyMonkey surveys to 45% with texted surveys



Automated Client Satisfaction Survey



Staff Training

What It Is

- Self-paced video training modules
- A combination of recorded videos and self-scoring quizzes on each topic help staff feel comfortable faster
- Saves significant training time
- Increased turnaround time for onboarding new staff
- Flexibility to start training and finish later
- No need to officially schedule training

Housing Program Staff Training

This training contains 11 modules, each consisting of a short video and a few questions.

Between each module, you will be asked if you would like to continue. If you choose not to continue at that time, you will be emailed a link that will contain your saved responses and allow you to complete the training later.

Name

Your answer _____

Agency

☐ Impact NW

☐ Janus Youth

☐ Lifeline Connections

☐ Share

☐ CSNW/Seamar

☐ Council for the Homeless

☐ Other: _____

Supervisor

Your answer _____

Job Title

Your answer _____

Staff Training

How It Works

- Used built-in Windows software for recording training videos (Windows key + G)
- Videos are hosted on Youtube
- Training is done through a Google Form with the videos embedded
- Google Form has a built-in scoring mechanism
- Use the Form Notification extension to share scores, allow self-pacing, and notify administrator of completion

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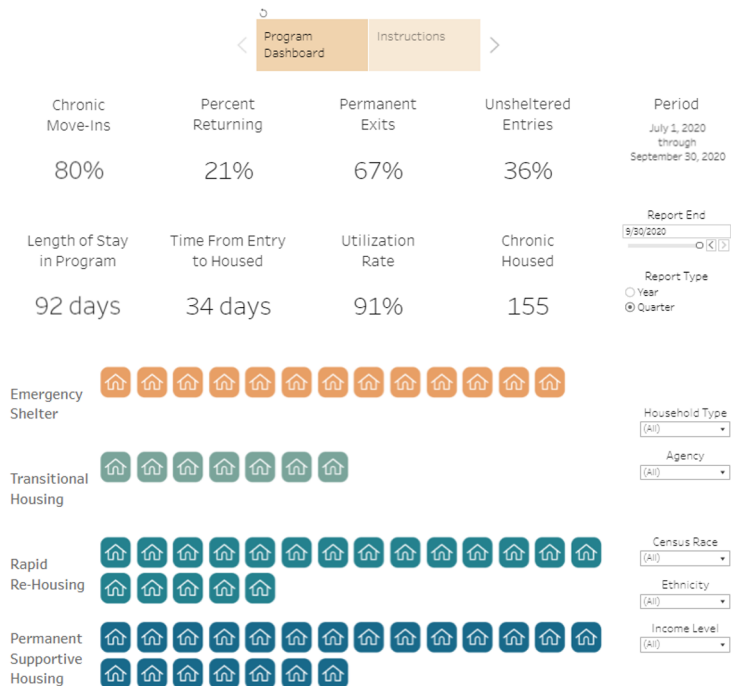
Job Title

Your answer _____

Reporting Dashboard

County-Accepted Reporting Tool

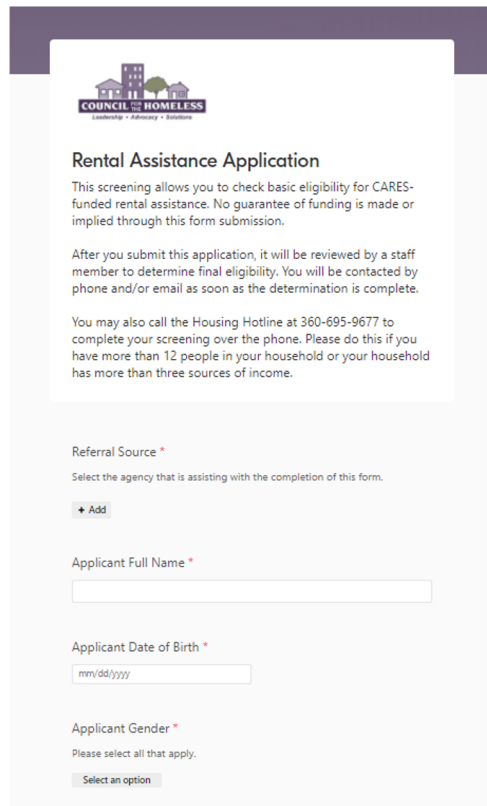
- Worked closely with the county in development to make sure the funders trusted it
- Increases placement transparency because aggregate program-level data is refreshed every month
- Increased understanding of actual resources available in system
- Makes self-serve analytics easy



ERAP By/For Referrals

Streamlining Partnerships

- Bi-lingual online form for referrals
- Built-in eligibility verification
- Automatic email or Slack notifications when referrals are submitted
- Option to generate funder-required documentation directly from portal



The screenshot shows a web form titled "Rental Assistance Application" from the "COUNCIL ON HOMELESS". The form includes a header with the organization's logo and tagline "Combating • Alleviating • Reducing". The main content area contains three paragraphs of text explaining the screening process, followed by a section for "Referral Source" with a dropdown menu and an "Add" button. Below this are input fields for "Applicant Full Name", "Applicant Date of Birth" (with a date format hint), and "Applicant Gender" (with a "Select an option" button).

COUNCIL ON HOMELESS
Combating • Alleviating • Reducing

Rental Assistance Application

This screening allows you to check basic eligibility for CARES-funded rental assistance. No guarantee of funding is made or implied through this form submission.

After you submit this application, it will be reviewed by a staff member to determine final eligibility. You will be contacted by phone and/or email as soon as the determination is complete.

You may also call the Housing Hotline at 360-695-9677 to complete your screening over the phone. Please do this if you have more than 12 people in your household or your household has more than three sources of income.

Referral Source *

Select the agency that is assisting with the completion of this form.

+ Add

Applicant Full Name *

Applicant Date of Birth *

mm/dd/yyyy

Applicant Gender *

Please select all that apply.

Select an option

Wrap Up

Questions?

Melissa Baker mbaker@councilforthehomeless.org

Gwen Beebe gbeebe@councilforthehomeless.org