

Theater

1.0 CEU

B4: Coordinated Entry Assessment in the Balance of State

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Department of Commerce

Coordinated Entry Assessments in the Balance of State

Andrea Avila

COORDINATED ENTRY SPECIALIST

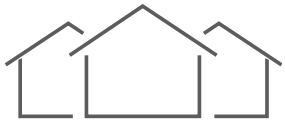
Emily Burgess

PERFORMANCE MANAGER

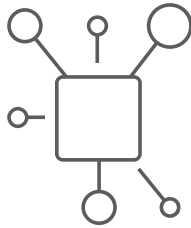
11/7/2019



We strengthen communities



**HOUSING
HOMELESSNESS**



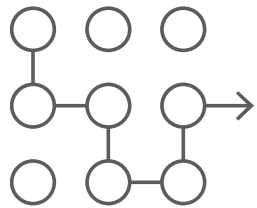
INFRASTRUCTURE



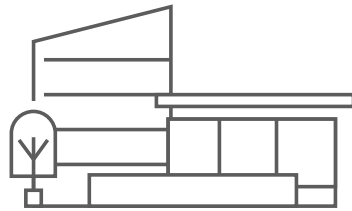
**BUSINESS
ASSISTANCE**



ENERGY



PLANNING



COMMUNITY FACILITIES



**CRIME VICTIMS
SAFETY**



**COMMUNITY
SERVICE**

Introduction

- **Andrea Avila, CE Specialist, Commerce**
 - Domestic violence/sexual assault agency → homeless/housing agency → Commerce
- **Emily Burgess, Performance Manager, Commerce**
 - Domestic violence/sexual assault agency → Commerce
- **Who's in the room?**
 - Feelings about CE
 - VI-SPDAT

Time for feelings...

TYPES OF HEADACHES

MIGRAINE



HYPERTENSION



STRESS



COORDINATED ENTRY



imgflip.com

Basic CE info

- **Four core elements**
 - Access
 - Assessment
 - Prioritization
 - Referral
- **Goal of CE: to help communities prioritize assistance based on vulnerability & severity of service needs to ensure people who need assistance the most can receive it in a timely matter.**

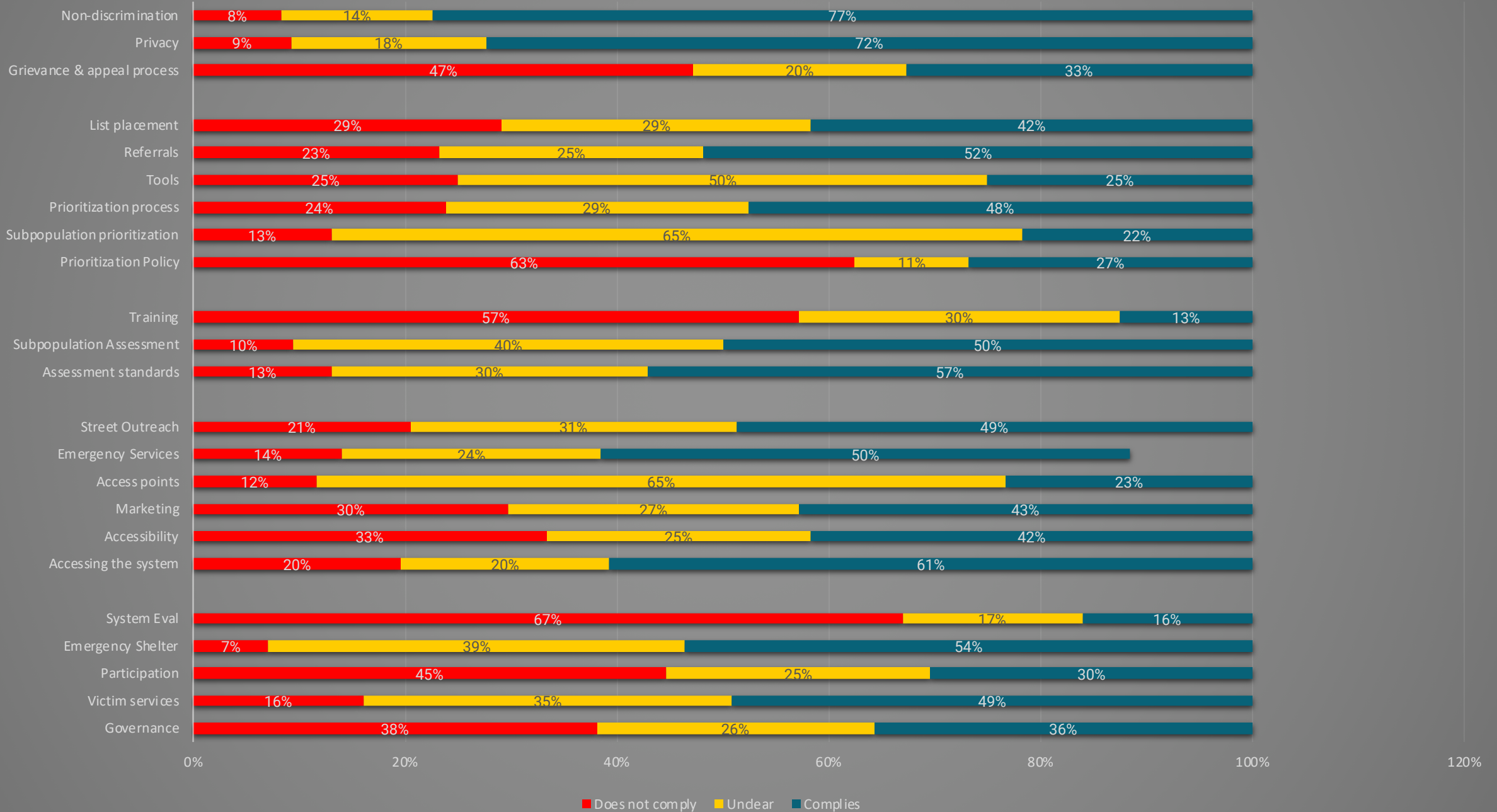
Overview

- **The goal of the BoS CE assessment was to understand:**
 - How CE works in a community
 - If the CE processes met all WA requirements
 - If the CE process was using any best practices (above and beyond requirements)
- **Assessment process**
 - Collect narrative responses from CE lead and each access point
 - Review documents such as policies, procedures, and tools
 - Review website and marketing materials
 - Survey CE assessor staff, participating projects, and other community resources
- **Communicating results**
 - After the assessment, the community was provided a report that outlines steps to be taken in order to be compliant with requirements and recommendations for improvement
 - Community is offered TA, if needed

Overview

- 14 counties in the BoS CoC had their CE processes assessed.
 - 60 standards were included in the assessment
- | | |
|---------------------|---------------|
| • Benton – Franklin | • Lewis |
| • Clallam | • Mason |
| • Cowlitz | • Skagit |
| • Grant | • Thurston |
| • Grays Harbor | • Walla Walla |
| • Island | • Whatcom |
| • Kitsap | • Yakima |

Coordinated Entry Standards



Focus for today!

- Dynamic System Management Strategies: change is fun!
- Focus on:
 - Prioritization
 - Accessibility
 - Assessment
 - Victim services
 - Grievance & appeals process

Common Issues

- **Prioritization**
 - Most lack a prioritization policy; factors used are unclear
 - Most use VI-SPDAT, though find it to be traumatizing
 - Most don't have clear sub-population processes or lack them
 - Fleeing violence
 - Youth and Young Adults
 - At-Risk Households

Why this matters & what you can do

- To ensure the limited resources are given to those who are in priority status (determined by community)
- Here's what you can do:
 - Ask: vulnerable to what?
 - Use factors vs. score or combine the 2
 - Use community created tool

Why this matters & what you can do

- **Policy**
 - “Management” has decided that...
 - Vulnerable to what?
- **Process**
 - Determining if someone is in priority status
 - What factors do you look at?
- **Tools & Scores**
 - Optional!
 - Does it connect to the policy?

Prioritization Example

- **YHDP & Plan for prioritization:**
 - Moving towards a new way of prioritization for youth across the WA BoS
 - Agreeing on a prioritization policy.
 - Agreeing on a set of prioritization factors that indicate who is vulnerable to long-term homelessness. Examples*:
 - Ran away from home, group home, foster home
 - Left home due to violence at home between family members
 - Left home because of religious differences with parents or caregivers
 - First marijuana use at 12 or younger
 - Incarcerated before 18
 - Pregnant or have gotten someone pregnant
 - Turning the factors over to a group of young people that will help create a streamlined assessment tool that assess[es] and scores the prioritization factors [that were] agreed [upon]

*Based on Eric Rice factors of vulnerability to long-term homelessness

Common Issues

- **Accessibility & Marketing**
 - Materials not available in other languages
 - A lot of access points have Spanish speaking staff but do not advertise this
 - Lack tools or plan to effectively communicate with people with disabilities
 - Lack of effective marketing to “households least likely to apply”
 - Outreach to people living in encampments

Why this matters & what you can do

- Because all people need access! (and it's the law)
- Here's what you can do:
 - Update [webpage](#)
 - Hire bilingual people or set up language line, translate documents into top 3 languages spoken in your community
 - Use auxiliary aids and services.
 - (1) Qualified interpreters, note takers, computer-aided transcription services, written materials, telephone handset amplifiers, assistive listening devices, assistive listening systems, telephones compatible with hearing aids, closed caption decoders, open and closed captioning, telecommunications devices for deaf persons (TDD's), videotext displays, or other effective methods of making aurally delivered materials available to individuals with hearing impairments; (2) Qualified readers, taped texts, audio recordings, Braille materials, large print materials, or other effective methods of making visually delivered materials available to individuals with visual impairments; (3) Acquisition or modification of equipment or devices; and (4) Other similar services and actions. *ADA Title III Regulation 28 CFR Part 36*
 - Learn about people least likely to apply in your community
 - “Affirmatively market their housing and supportive services to eligible persons regardless of race, color, national origin, religion, sex, age, familial status, or handicap who are least likely to apply in the absence of special outreach, and maintain records of those marketing activities” *24 CFR § 578.93 - Fair Housing and Equal Opportunity*
 - Immigrants, PoC, people who are undocumented, LGBTQ community, etc.

Common Issues

- **Assessments**
 - Typically not phased
 - Traumatizing/not trauma-informed
 - Too long– time & questions

Why this matters & what you can do

- Asking a lot of unnecessary questions while someone is in crisis may not always get the right results or may traumatize/re-traumatize them.
- Here's what you can do:
 - Phased
 - Ask the minimum amount of questions

Phased Assessments*

- **Triage/Crisis Needs Assessment:** Questions you need to ask to help resolve the crisis
 - Do you have a safe place tonight?
 - Do you need shelter access?
- **Diversion:** Questions you need to ask to help access natural supports
 - Safe friends and family to stay with?
 - Mediation to stay where you are?
 - Flexible funding to assist?
- **Intake & initial assessment:** If a [person] still has not been diverted think about the information you need to gather to get them to crisis housing or to being intake for further assessment (i.e. basic information about [them] and current situation, not detailed history.) Initial assessment is still focused on the immediate crisis but may begin assessing vulnerabilities (i.e. it may look at immediate safety and victimization in order to best plan for next steps)
- **Eligibility Assessment & Prioritization**—when it becomes clear that diversion and self-resolution will not occur, move to asking questions that gather eligibility information – i.e. age, type of homelessness
- **Comprehensive Assessment** – this will be the tool....that asks [about] full vulnerabilities and strengths...

*Kevin Solarte, CSH

Common Issues

- **Victim Services**
 - Many systems do not incorporate victim service guidance into process
 - VSP access point operate business as usual and refer some clients back to CE

Why this matters & what you can do

- Imperative that persons fleeing from violence have safe & confidential access to CE and so they may also have access to resources.
- Here's what you can do:
 - Connect with local VSP
 - Send CE assessor
 - Lists: HMIS # only, contact VSP to contact client
 - Confidential referral system
 - Specific ROIs: gives survivors choice

Common Issues

- **Grievance & Appeal Process**
 - Most have a process, but not accessible to participants publicly
 - When available, not standardized
 - Unclear processes to notify participants of outcome

Why this matters & what you can do

- Because including participants voice is important for system's improvements, righting a wrong, and building trust. Plus, it's just good customer service!
- Here's what you can do:
 - Make process publicly available
 - Online
 - Slips in the lobby
 - Standardize process
 - Don't put a time limit on submission

Other common issues...

- **Collaboration with Tribal Nations**
 - Lacking in most communities
 - Skagit & Samish Indian Nation
- **Referral Rejections**
 - Undefined
- **Conditions to maintain list placement**
 - Some expectations are not trauma-informed
- **Prevention?**
 - Seems to be missing from system
- **Staff Capacity**
 - Too much work, not enough staff
- **Youth access points and assessment processes**
 - Not available in all communities
- **Coordination with institutions / institutional exits**
 - Lacking formal process
- **Policies & procedures**
 - Training? 😊

Administrative issues

- **Governance**
 - Power struggles
 - Structure
 - Roles
- **System Evaluation**
 - Not happening
 - Regular feedback not collected from participants
- **Participation**
 - What it means
 - Access points
 - Partially participating
- **Training**
 - Lack formal training curriculum

Commerce's Proposal

- **Communities in Washington have worked hard to implement Coordinated Entry (CE), and to improve the process when problems are identified. Additionally, communities struggle with similar challenges. Many lack the tools and staff capacity to make the changes necessary to comply with Washington CE requirements and to incorporate best practices.**
- **Commerce is proposing to re-assess the Washington CE requirements and our role and approach to providing support and technical assistance. Commerce will be inviting communities and other stakeholders, including people with lived experience, to help Commerce determine next steps for Coordinated Entry in Washington.**

Discussion

- Questions?
- Suggestions?

Thank you!

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