

CHIP
Coordinated Entry Workgroup Meeting #3
Monday, June 27, 2016

- I. *Present: Michael Butler (CHIP), Rachael Candee (UWCI), Lori Casson (Dayspring Center), Nathan Ferreira (Julian Center), Jennie Fults (Division of Economic Development, City of Indianapolis), Terri Garcia (Southeast Community Services Center), Mary Jones (UWCI), Leslie Kelley (Horizon House), Keisha Knight (CHIP), Spencer Lawson (Community Solutions), Daniel Melin (CHIP), Cal Nelson (Wheeler Mission Ministries), Lisa Osterman (Community Solutions), Natalie Phillips (DVM), Susan Solmon (Salvation Army), Kirk Taylor, Karin Thornburg (Midtown), Kay Wiles (HIP), Alan Witchey (CHIP)*
- II. Introductions and Purpose
 - a. Lisa Osterman welcomed the group, and participants introduced themselves.
 - b. The purpose of this meeting is to affirm the model for homeless families, affirm the roles and responsibilities of lead entities, and introduce issues with assessment and prioritization.
 - c. Participants briefly reviewed the conversations that were had at the last session. It was suggested that the work group needs to move the process forward on a faster timeline. To expedite the work, task groups for intake and assessment were convened over the interim month. Important takeaways from those meetings include:
 - i. The proposed CE model will only focus on homeless families and exclude homeless individuals for right now.
 - ii. A push to emphasize in this model diversion from emergency shelters.
- III. CE Model for Homeless Families Discussion
 - a. The proposed CE model for homeless families will look similar to the one distributed at the last meeting with the exception of diversion opportunities being emphasized more explicitly the current model.
 - b. Participants were presented a draft flow diagram model (included in Appendix A). **Regarding the CE Model for Homeless Families,**
 - i. *Homeless family reaches out to/is directed to the CE Intake Lead Entity (ILE) for help*
 - ii. *ILE collects UDE data in HMIS, screens for eligibility criteria, screens for safety, makes effort to divert to other safe option, conducts basic prioritization assessment (if appropriate), and makes reservation for shelter or refers for other services*

iii. ILE adds individual or family to Assessment List for CE Assessment Lead Entity (ALE) (conducted after 2 week window)

iv. ALE conducts common assessment for needs assessment, eligibility, and prioritization information and adds to appropriate list/pool; manages placements

c. The family prioritization assessment tool, scheduling/reservation system, and working to divert homeless families from emergency shelters were discussed in-depth. While diversion coaching is heavily flavored in the model, task groups are still working on the logistics around a centralized scheduling and reservation system and when to administer a prioritization assessment. CE policy and procedure have not been the immediate focus of the group. The primary objective was to reach an agreement from participants that conceptually the model is sound.

d. **Participants affirmed the proposed CE Model for Homeless Families**

IV. CE Entity Roles & Responsibilities

a. During the interim month, participants discussed with colleagues whom the lead entity/ies should be for intake and assessment and decided that if CE is going to be effective, it will need two levels of leadership –i.e., system level leadership and operational level leadership. Participants were presented with a system map explaining the levels of leadership and their roles/responsibilities (included in Appendix B)

i. The only organization proposed to fill the role of System Lead Entity is CHIP. If another organization would like to serve in this capacity, CHIP would be happy to start a conversation. However in other communities that have implemented CE, it is very common for a CHIP-like organization to serve this function.

ii. The Intake Lead Entity and the Assessment Lead Entity would form the operational level leadership. These entities may be one organization, two separate organizations, or multiple organizations serving these roles. Based on conversations Community Solutions has had with stakeholders and CHIP staff, two organizations have been mentioned that might be interested in these roles, but developing a process –e.g., RFP, RFQ – that outlines expectations and requirements might be the preferred approach. Participants want to ensure they are prepared to answer questions on how they came to their selections from the community.

iii. The proposed agency assigned to the Intake Support role is Connect2Help-211. There will not be enough funding for 24/7 ILE staffing, so 211 can provide additional support –i.e., 211 will accept calls for emergency shelter during the off hours.

1. Participants voiced concerns with 211 serving this role due to funding and capacity issues. Moreover until the work group knows who the Intake Lead Entity is, it would be hard to identify the Intake Support. Additional conversations with 211 will need to occur –e.g., explaining expectations, available resources – but conceptually 211 has agreed to the model.

b. In small groups, participants were asked to discuss the following questions:

- i. Does this design work/meet the needs?
- ii. What concerns do you have?
- iii. What would you change, enhance, or adjust?

iv. Responses included:

1. A lack of sufficient resources –e.g., money, transportation – to implement the proposed model.
 - a. If the model proposes utilizing a phone line during the intake process, the development of this phone line will have to be supported through additional resources.
2. CE is not solely focused on emergency shelters. This model provides a road into shelter but most of it provides a road to RRH, PSH, or other appropriate housing options. This is why the model says, “Work to divert from entering shelter, through partnerships with community-serving organizations and internal resources.”
 - a. This model is not coordinated entry into emergency shelter. It is coordinated entry into housing programs.
3. With a lack of affordable housing options, homeless families have to remain in emergency shelters for an extended period of time because there is no available housing for them.
 - a. This model will allow the opportunity for the ALE to collect data about the number of families that are ready to move on from shelter but cannot because they are on a waitlist.
4. Housing specialists should be included in this model.

- a. The ALE would be responsible for this. The ALE would be knowledgeable about where the housing opportunities are and be collaborative in the community.

- c. Proposals

- i. **CHIP will serve as the CE System Lead Entity.** *Approved*
- ii. **Connect2Help-211 will serve as the Intake Support.** *Provisionally Rejected* (needs further discussion)

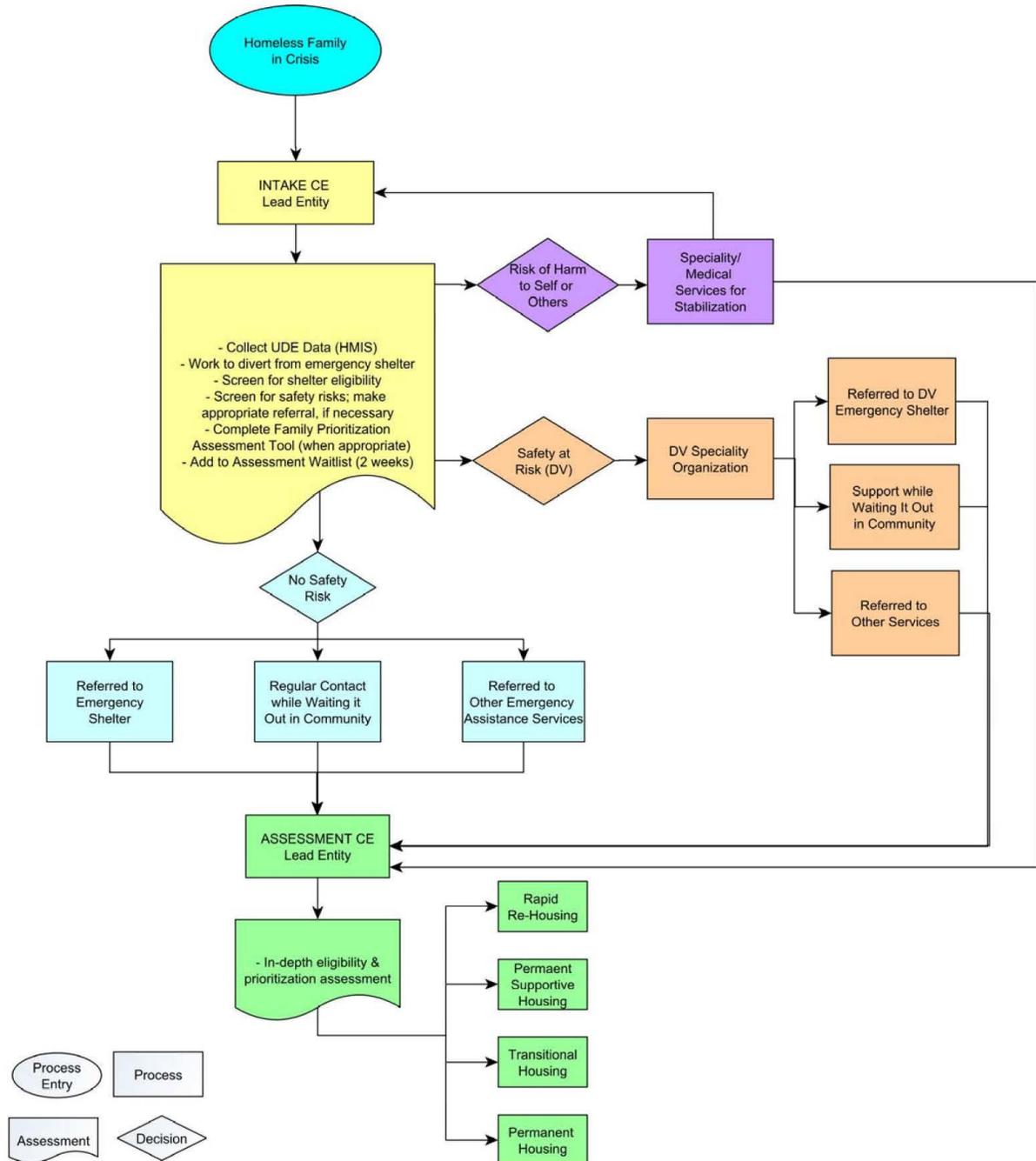
- V. Next Steps

- a. Participants were reminded that the goal for the NOFA application was to have a model and general timeline for implementation. Because the group has affirmed the model and are establishing a RFQ/RFP process for the lead entities, this should be enough to carry them through the NOFA application. CHIP will send out a notice that defines what CE is, describes the roles and responsibilities of the ILE and ALE, and invites organizations will have to respond within a certain timeframe to be considered. Lisa will convene partners to do some design work on what the model would look like, what the expectations are, RFP/RFQ process, and an estimate of the resources that would be available to support these entities. A summary of the meeting will be brought to the next full CE Work Group meeting.
- b. Between now and the next meeting, participants will meet to discuss the issues facing the DV Specialty provider organizations.
- c. Between now and the next meeting, CHIP and Community Solutions will meet with 211 to further discuss their potential involvement in the CE pilot.
- d. The next meeting is on August 1st from 3:00-4:30 pm at CHIP.

Appendix A – DRAFT CE Model for Literally Homeless Individuals and Families

(Reviewed during the meeting – conversation III).

CE Model for Homeless Families (DRAFT)



Appendix B – CE System Map

(Reviewed during the meeting – conversation IV).

