

CHIP
Coordinated Entry Workgroup Meeting #5
Monday, August 22, 2016

I. *Present:* Danielle Bagg (*CHIP*), Michael Butler (*CHIP*), Rachel Candee (*CHIP*), Nathan Ferreira (Julian Center), Jennie Fults (*Division of Economic Development, City of Indianapolis*), Zach Gross (*CHIP*), Lena Hackett (*Community Solutions*), James Hicks (*IHA*), Mary Jones (*UWCI*), Leslie Kelley (*Horizon House*), Keisha Knight (*CHIP*), Kaley Martin (*Community Solutions*), Keith Miller (*UWCI*), Cal Nelson (*Wheeler Mission Ministries*), Lisa Osterman (*Community Solutions*), Calli Pugh (*UWCI*), Susan Solmon (*Salvation Army*), Kirk Taylor, Kay Wiles (*HIP*), Alan Witchey (*CHIP*)

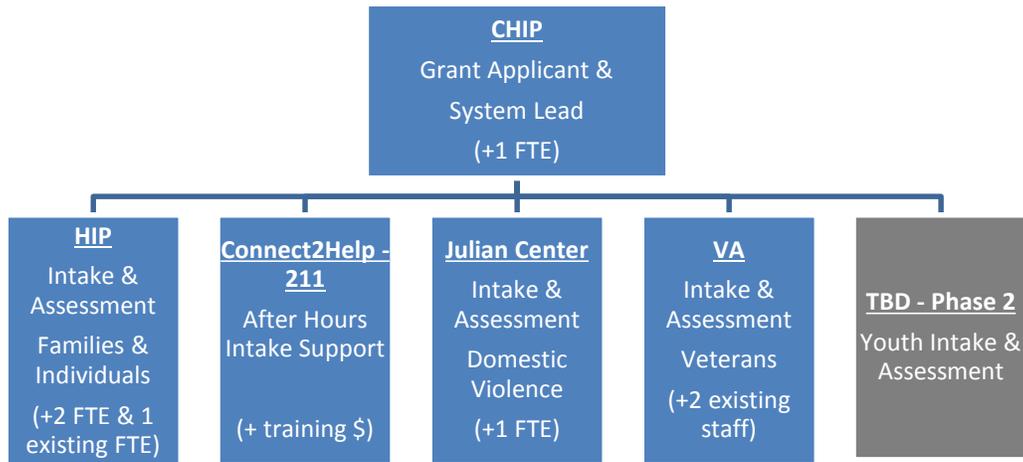
II. NOFA Update

- a. The program applications from the different partners were due on Friday. Alicia Vaughn, the grant writer hired for this year’s NOFA application, is now working to pull all the pieces together. Everything is going forward.
- b. Given the amount of funding available through the NOFA, the number of projects and programs in the community that need funding, and the balance of funding housing vs. services, CE is only allocated \$136,874 from the NOFA. This amount was recommended by the PATA Committee, which reviews all the applications, and approved by the Blueprint Council. This leaves CE which a much smaller budget than was attached to the model developed and approved by this group, but it is not an insignificant amount of funds. The next step is to figure out how to best use the \$136,874 for CE.

BUDGET ITEM	AMOUNT
System CES Manager (salary and benefits)	\$60,000
CES Intake Manager (salary and benefits)	\$55,000
Overhead (rent, supplies, etc.)	\$16,874
Promotion	\$5,000
TOTAL	\$136,874

III. CE Model Update

- a. Alan explained how the reduced budget impacts the CE model. It is understood that the model that was envisioned by this group (included below) cannot be implemented effectively on the new budget.



The new budget would not support the partner agencies and leaves funding for CHIP to oversee the system itself, which means we would have to shift from a model using a single intake entity to one using multiple intake entities. While it is still uncertain what this will look like exactly, the proposal is to use the budget to cover two additional full-time staff members at CHIP: a Systems Manager and an Intake Manager.

- i. The Systems Manager would be very similar to what the position that would have been created through the old model. They would be responsible for collecting all of the housing applications, looking at the VI scores, managing the prioritization of the various pools of people, and facilitating the case conferencing. This person would take over the work Karin is doing now with PSH and expanding it to include RRH and Transitional housing.
 - ii. There are a couple of different options for the roles/responsibilities of the Intake Manager. First, the Intake Manager could work closely with the organizations that do intake and provide training, technical assistance, and support to build the capacity of all of the organizations that would serve all entry points to be sure they can do intake and VI scoring effectively and consistently. If this were the case, the position would be housed at CHIP. Second, the Intake Manager could be out in the community doing direct intake at places where that is not often happening, such as camps, hotels, etc. If this were the case, CHIP would most likely contract the position to HIP.
- b. It should also be noted that the reduced budget and proposed new model takes out the emergency shelter coordination piece entirely. It is something the community really wanted to get from CE, but because HUD considers CE to be into housing, not shelter, it is not addressed through the NOFA funding.

IV. Responses to the CE Model Update

- a. Initial Thoughts and Feedback
 - i. While one option was on the table to pull CE for this year and wait, participants agreed to move forward and make the most of the funding that is available.

- ii. Participants generally agreed that the goal is still to get to the model that was envisioned by this group, which was already phased to start small and continue to grow. It was suggested that this approach be taken further, so the funding available this year could be used to implement Stage I, then we could build to Stage II next year.
 - iii. There were questions about who had the authority to cut the budget so drastically as this group was asked to design an approach that would meet the needs of the community and did so. It was the responsibility of the PATA Committee. They considered the 33 projects that needed funding on top of funding for housing, the money available, and looked at 12 different funding scenarios. This was the recommendation they made, and it was approved by the Blueprint Council. PATA did not say the original model was bad, but it came with a very big price tag. There was also concern that the budget of that CE model was a very large proportion of the overall ask for the city. The issue of funding housing vs. services is one that is faced by communities across the country.
 - iv. It was asked who made the decision to use the allotted funding for two FTEs. A smaller group looked at the model and suggested it was the best way to use the funds. It is up to this group to decide what the most important pieces of the model are to be included in the NOFA based on what other pieces could be funded elsewhere.
- b. About the Budget
- i. There were questions about what the exact budget for CE is, given the 25% match requirement. It was suggested that the match means the true budget is closer to \$170K, and that should be taken into consideration when decisions about how funding will be used are made.
 - ii. The match can be done in various ways – through the use of existing staff time, covering overhead, etc. It was unclear how this will impact the final budget. When presented to HUD, it must be shown how the match is being used and how those funds are being dedicated.
 - iii. There was the suggestion that funding HIP's portion of the model instead of CHIP's would result in a greater budget due to the match requirement, but the roles/responsibilities of HIP were written with the assumption that the system as a whole would exist and function effectively. Not funding CHIP to do the systems piece means that HIP could not do what is included in the proposal.
- c. CE Planning Grant
- i. The CE Planning Grant that is currently in place supports two full-time staff people (Rachel and Zach) to do the planning work to make sure everything is in place to launch the CE model next year. They are focused on CE, system performance measures, system program standards, supportive committees, and laying the groundwork in the community. Any services must be funded through the SSO Grant.

d. About the Role of the Intake Person

- i. Participants questioned whether both options for the Intake Manager would keep someone busy full-time for a year. A hybrid role was proposed:

The Intake Manager could do TA and intensive education for organizations on the front-end, offer continuing support for organizations having issues with applications, and then go into camps and hotels and do direct intake. In addition, this person could also help ensure that everyone in shelter and in camps is in HMIS to help fill the gap that exists without the shelter coordination piece.

- ii. There were also questions about whether the Intake Manager would be doing intake into the system itself or enrollment into a housing program. It was agreed that everyone needs to be enrolled into HMIS, so if that was needed, it is something the Intake Manager would do. But HUD wants clients to apply for every housing program for which they are eligible and getting into whatever gets them housed first. For this reason, the responsibility would be more about managing equal/fair entry into housing opportunities and completing the various applications.
- iii. It was also noted that it is difficult to determine what this role should be one year from now because the foundational work is happening now and will continue to move forward over the next year. For this reason, the role and responsibilities of the Intake Manager should be written broadly enough in the NOFA that it could be shaped to meet the needs of the system and the community a year from now.

e. CE into Housing vs. CE into Shelter

- i. HUD considers CE into shelter as crisis response, not housing. While HUD does not consider shelter coordination part of CE, it is something that our community wants to address through our CE approach. Participants made it clear that they do not want to lose the shelter piece. With almost a year until CE rolls out, something could be done with shelter coordination to align with what is included in the NOFA application for something closer to the envisioned model.
- ii. Participants also generally agreed that despite HUD's focus on CE into housing, CE into shelter is a key component of that. Without shelter coordination, it is not possible to get everyone into HMIS, so it is not possible to be sure that the most vulnerable are being prioritized into housing.
- iii. It was noted that CE into housing is very much out of the gate given the work that is happening around that right now – the housing piece is 75% there. It needs support, but some of that support could come through what is happening with the Planning Grant. The more urgent need is the shelter coordination. While it may take finesse to write it so that HUD sees the shelter piece as a component of the housing piece, it is possible to focus the NOFA funds on the shelter piece, if the group agrees.

- iv. The current model does not include the hotline for anyone to call for intake services at anytime, anywhere. 211 was going to provide that because they already do it, but in order for them to do that, they would have to customize their data system to capture all the data elements, retrain their staff, and figure out who will follow-up on all that data, which was originally going to be done by HIP. CHIP needs to meet with them given this new information to figure out what is possible.
- v. While HUD wouldn't necessarily not fund the shelter piece if it is part of a whole system that includes shelter and housing, there are concerns that trying to only fund the shelter piece will reduce or eliminate the system coordination piece that is essential. It was suggested that the portion of the funding that is proposed to go to the System Manager stays, and then the group find a way to do a reduced version of what HIP was going to do – through HIP, 211, or other means. There were concerns that trying to do too many things at half-steam will mean that these pieces are not being implemented well, and it may limit the funding we get in future years, so they will never be implemented as they need to be.
- f. Other Funding Opportunities
 - i. It was suggested that the group consider the components of the full model that could be funded through the NOFA and what other resources in the community are available to fund components that could walk alongside them, so that together, they would approximate the envisioned model.
 - ii. When asked if HUD is the best funding avenue for CE into shelter, participants noted that the benefit of HUD funding is that it is consistent year over year. While it is possible to find funding through philanthropic sources, no organization is going to fund something in perpetuity. Going that route is riskier for those agencies that rely on that funding for this piece as they build their budgets in future years.
 - iii. It was noted that if the NOFA funds were used for the system piece, it could be possible to find philanthropic funding for the intake/shelter piece for one year while we wait to go back for additional HUD funding next year that would support the whole model. However, funders will want to know what the big picture, final goal of the approach is.
- g. Software
 - i. There was the suggestion that a different software model is needed to support the work of managing the housing applications, organizing them by greatest need, and presenting them at the case conference. While software was included in the original budget, it is not in the new budget. However, CHIP has set aside money to do technology/software development, and the software and helping to build out the HMIS system will be included in that.

h. Final Thoughts

- i. As a community, it must be understood that \$170K is not enough to run CE how we want to run it. It cannot stop with getting funding, advocacy is another important piece. We have to get the community to understand why this is important.
- ii. Participants agreed that the intake piece cannot work if the system isn't strong.

V. Next Steps

- a. The next meeting is on September 26th from 3:00-4:30 pm at CHIP in room 145.
- b. CHIP will work with CSI to summarize the changes in how HUD dollars will be used for CE based on the NOFA application. That will be sent to the CE Workgroup.
- c. CHIP will send the NOFA application package to the CE Workgroup.