

Working Group Report to the Board January 2020

Working Group: Coordinated Entry Working Group (CESWG)

Champion: Michele Fuller-Hallauer, Clark County Social Service (CCSS) & Kelly Robson, HELP of Southern Nevada (HOSN)

Meeting date, time, and location: January 21, 2020 (3rd Tuesdays) at Clark County Social Service (CCSS)

Attendees: Bitfocus (phone): Julee King, Mike Reed, Nora Saldivar; CLV: Stephany Coaley; CCSS: Ashely Brown, Brenda Herbstman, Catherine Huang Hara, Lauren Hornaday, Matt Manlangit, Michele Fuller-Hallauer, Tara Ulmer; Family Promise: Barbara Coggins, Terry Lindemann; HELP of Southern Nevada: Andrea Canales, Carla Graham, Celeste Williams; Diane Watson, Kelly Robson, Kim Moore, Louis Lacey; HopeLink: Dani Sparks; LSSN: Marisa Cervantes; The Salvation Army: Nick Lenderman; US Vets Las Vegas: Adrienne Babbitt

Accomplishments - Action Items Completed:

- Developed monitoring standards for CE for CoC-Funded projects.
 - All CoC are expected to use a housing first practices.
 - If program rejects referral, program must state why the referral was rejected.
 - Check with HMIS working group to implement a system where scanning the clarity card will alert if the client is up for housing.
 - Review denials and determine if the reason for denial aligns with eligibility requirements. Possibly create a drop down in HMIS that states different reasons why referral was denied.
 - Make sure eligibility requirements are consistent with funding requirements-25%.
 - Percentage of Head of Household enrollments that came from CE- 25%.
 - Average assessment percentile that programs were taking in for completed referrals. Above threshold for each specific type of program-25%.
 - Due diligence of trying to find clients which includes: following HMIS info pursuant, checking BOLO list, public alerts in HMIS, contact emergency contact, contact last housing provider/social service provider, checking documents in referred tab, checking global tab, checking assessment tab for emergency contact, contact MCO-25%.
- Determined assessment score ranges for housing types
 - Mike Reed and Matt Manlangit have been monitoring how people are moving in the program.
 - Need to identify scoring ranges in order to reach unmet need. Specialized technical assistance being offered to develop System modeling beginning In February.
 - Need to have conversation with clients about low chat score and what they need to solve their homelessness.

Next Meeting on March 17, 2020 at 1:00 pm at CCSS

Moving On Subworking Group: January 6, 2020 (1st Mondays) at 1:30 pm at CCSS

Co-Chairs: Karen Schneider, CCSS, and Jason Schwartz, UNLV/Mojave

Attendees: Bitfocus: Nora Saldivar; CCSS: Karen Schneider, Kristin Cooper, Matt Manlangit, Natalie Grajeda; CSH: Sue Augustus, Habitat for Humanity: Angela Phillips; UNLV/Mojave: Jason Schwartz

Accomplishments - Action Items Completed:

- A request for Moving On candidate referrals from case managers has been made again to the community.
- A copy of the Moving On initiative Policy & Procedures were provided to the working group for feedback.
- A Process Map was developed as a visual aid to show the client flow of Moving On and was provided to the working group for feedback.
- Two strategies for CCHIP Funding have been proposed in order to maximize the funds. The first strategy is a scope of work to contract a client navigator which will provide light-touch case management to Moving On clients. The second is the development of a subsidy table to project the amounts needed to provide shallow subsidies to Moving On clients.
- To evaluate future success of the Moving On initiative, members are developing measures that could potentially be used, drawing from the CSH Moving On Toolkit, as well as assistance from the assigned technical assistance provider, who is gathering samples from other communities.
- A new strategy is being considered to have clients transition in place in order to alleviate moving costs for clients and initial expenses.
- Efforts will be increasing to engage vital community members to the team.

Next Meeting on February 3, 2020 at 1:30 pm at CCSS

Diversion Task Group: January 7, 2020 (1st Tuesdays) at 1:00 pm at CCSS

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Chairs: Michele Fuller-Hallauer, CCSS & Kelly Robson, HOSN

Attendees: Bitfocus: Julee King, Mike Reed, Nora Saldivar; CCSS: Michele Fuller Hallauer, Tara Ulmer, Tiffany Evans; HOSN: Louis Lacey, Mindy Torres; HopeLink: Aaron Sheets, Kristen Aviles; Family Promise: Barbara Coggins; LVMPD: Annie Wilson; LSSN: Jo'Vana Silva, Mark Zellmer, Raymond Watkins, Tamika Kelly, Tree Stephenson; The Salvation Army: Nick Lenderman

Accomplishments - Action Items Completed:

- Conducted a pilot debrief to identify successes, best practices, issues and challenges.
- Discussed how to improve the diversion program moving forward based on lessons learned from pilot debrief.
- Conducted a HMIS in-depth dashboard data review.
- Identified HMIS issues for each partner assessment site to correct to ensure data quality.
- Determined items that need to be added to the diversion training curriculum
- Decided to expand the pilot for an additional three (3) months to collect more data.
- Implemented a "100 days 100 households diverted from homelessness" diversion challenge starting January 8, 2020 through May 5th, 2020.

Next regular meeting on February 1, 2020 at 1:00 pm.

Coordinated Entry Task Force: January 14, 2020 (2nd Tuesdays) at 1:00 pm at CCSS

Chairs: Marisa Cervantes, LSSN & Mindy Torres, HOSN

Attendees: Bitfocus (phone): Mike Reed, Nora Saldivar; CCSS: Lauren Hornaday, Linda Godoy; HELP of Southern Nevada: Andrea Canales, Mindy Torres; HopeLink: Dani Sparks; LSSN: Marisa Cervantes

Accomplishments - Action Items Completed:

- Joint Housing Working Group = Next meeting is on January 16th at City Hall. The next Housing Navigation Working Group meeting is on March 9th.
- Assessment tool concerns = the group questioned how DV clients are being referred and prioritized. It was explained that all assessments are prioritized by the highest percentile. For more clarification, this question will be asked at the next Coordinated Entry Systems Working Group meeting.
- Referral follow-ups from last meeting: Did not meet in December.
- Reviewed and case conferenced regarding 10 clients on the Hot List: one (1) client was removed from the queue due to being inactive since July. An email was sent to support@bitfocus to remove that client from the queue.
- Announcements: The Las Vegas Rescue Mission is hiring a Shelter Supervisor, HELP has openings for the Shannon West Youth Center and Intensive Case Managers, Clark County Social Service has an opening for a part time Housing Navigator, Hope Link has an open position for a full time navigator and RRH Case Manager for their CCHIP program. Clark County Social Service still has WSAP funds, the clients need to go in person to be screened.

Next Meeting on February 11, 2020 at 1:00 pm at CCSS

Coordinated Outreach Subgroup: January 16, 2020 (3rd Thursdays) at 1:00 pm at CCSS

Chairs: Catherine Huang Hara, CCSS & Louis Lacey, HOSN

Attendees: CCSS: Jennifer Fluharty, Matt Manlangit; CLV: Jason Arroyo; HOSN: Abdul Hamdard, Alyssa Johnson, Andrew Smith, Armond Clark, Christopher Engel, Gerald Jackson, Jason Lilly, Kristin Jones, Lisa Solby, Louis Lacey, Meafeu Laolagi, Nancy Amaya, Patrick Squarin, Scott Thompson, Tiana Elliott, Travis Kuest, Yolanda Boyan, Willie Fata

Accomplishments - Action Items Completed:

- Introductions and overview of all the types of outreach teams present
 - YO: Youth Outreach, currently Thursday-Sunday with PM Team
 - MCIT (Mobile Crisis Intervention Team) AM: Monday-Thursday
 - MCIT PM: Thursday- Sunday
 - Call-Out Team: same as MCIT but responds to requests for service
 - PATH (People Assisting the Homeless): funded by SAMSA
 - MORE (Multi Agency Outreach Resource and Engagement)
- 2020 Southern Nevada Homeless Census preparations, including downloading and training on the new Survey123 application and logistics for coverage of tunnels/washes.
- All teams shared current areas of concern to be reviewed for future outreach and census canvassing.

Next Meeting on February 20, 2020 at 1:00 pm at Clark County Social Service