

Community Connect Oversight Committee Meeting
OR506CoC Hillsboro/Beaverton/Washington County, Oregon
Friday, October 25, 2019 – 10:00 a.m. to 12:00 p.m.

Attendance Options

- a) Housing Services Conference Room
 1. Juvenile Services Building – Room 258, 111 NE Lincoln Street, Hillsboro
- b) Conference Call
 1. Dial **1-877-336-1831**
 2. Listen to menu and enter access code (**6032699**) when prompted to be connected to Conference Bridge

Role: The Oversight Committee is comprised of provider agencies and leadership representation from the HSSN Workgroup to support the implementation of Community Connect system, a centralized assessment system for at risk and homeless people, and to ensure transparency of the system operations to create equal access for all persons at imminent risk or experiencing homelessness.

AGENDA

1. Introductions
2. Action Item Review:
 - a) Review status of Action Items from August 23 meeting - All
 - b) HMIS 2020 Data Standards – Kristy Eckhardt
 1. 4.12 Current Living Situation, 4.19 and 4.20 Coordinated Entry
 - c) Create greater access to Community Connect Assessments – Table until after *Built For Zero* Convening
 1. Consider Phone-In Assessment (like Clackamas and Multnomah Counties)
 - d) Vulnerability Assessment and Alignment With *Built For Zero* Initiative
 1. WashCo Team: Annette Evans, Katherine Galian, John Trinh/Lindsay Downan, Mjere Simantel, and Carol Herron
 2. October 21-23 Convening Highlights – Annette Evans
 3. Next Steps – WashCo Team
 - e) Referral Module Implementation – Kristy Eckhardt and Cecilia Bonvino
 1. Overview of the HMIS referral module.
 2. Timeline for implementation.
 3. Training date.
3. Oversight Annual Planning Calendar
 - a. January and July: 10.10 Project Review - Kristy Eckhardt and All Agencies
 - b. April: Screener and Assessor Training - Sabrina Tirado and Kristy Eckhardt
 - c. February and August: Report on Agency and Client Survey Results - Kristy Eckhardt
4. Open Discussion
 - a. Schedule meeting in early/mid-December to discuss integration of *Built For Zero* strategies.
5. Meeting Schedule (10:00 a.m. to 12:00 noon)
 - a. Do we need to schedule a meeting in December 2019?
 - b. 2020 Meeting Schedule
 - February 28, 2020
 - April 24, 2020
 - June 26, 2020
 - August 28, 2020
 - October 23, 2020
7. Adjournment

“Community Connect” Oversight Committee Meeting Highlights

Meeting notes for August 23, 2019

Agency Attendance (x = present)	2016	2017	2018	1/14/19	2/22/19	5/3/19	8/23/19	10/25/19	TBD
Boys And Girls Aid	3	5	5	X	X	X			
Community Action	6	5	5	X	X	X	X		
City of Beaverton	4	5	4	via phone		via phone			
City of Hillsboro	1	2							
Domestic Violence Resource Center (DVRC)	2	0	1						
Good Neighbor Center	0	0							
HomePlate	5	1	2		via phone	X	X		
Housing Independence	6	4	1				X		
LifeWorks Northwest	6	4	5	X	X	X	X		
Luke-Dorf, Inc.	5	3	4	X	via phone		X		
Open Door Counseling Center	6	5	5		X		X		
School Districts	0	0							
Sequoia Mental Health Services	0	0	1	X			X		
WashCo Community Corrections	6	4	3	X	X				
WashCo Office of Community Development	5	5	4			X	X		
WashCo Disability, Aging & Veteran Services		0	5	X	X				
WashCo Department of Housing Services	6	5	5	X	X	X	X		

2. Action Item Review:

- a. Review of Action Items from August 25 meeting.

Implementation timeline for “Prevention Provider and Assessment” separate from Community Connect – Cecilia Bonvino and Sabrina Tirado

Cecilia reported the separation of prevention from literally homeless persons is complete (early August) and has been in use for a month. The system will divert 72-hour notice eviction prevention traffic away from Community Connect and to the already established 72-hour notice phone number by providing an option for people calling Community Connect to either select the “72-hour notice” option or “Homeless/At Imminent Risk”. Pat cautioned that while they may be able to move more people through the system, it doesn’t change system capacity and they are still limited by the available programs and funding.

Every month on the 8th, prevention funds are made available and serve approximately 40 households. Remaining funds help 2 households per day until funds are depleted. The change should improve the response time for both 72-hour notice recipients and homeless.

Also noted that persons with prior living situations that are not literally homeless will show up in reporting due to domestic violence and imminent risk of homelessness (<14 days). Currently there is no good way to select persons who are experiencing domestic violence and are homeless because their prior living situation may not reflect homelessness. HUD has money specifically for establishing a coordinated entry within the DV Comp Site. The question is how we offer an assessment to ensure equal access to services and protect client privacy and follow new Violence Against Women Act (VAWA) regulations. Annette will meet with Rowie Taylor, Executive Director, DVRC to discuss the new VAWA regulations and how offering an assessment in the comp site would work.

ACTION: Coordinated entry for Domestic Violence individuals.

Review Agency Survey Results (3/1/19 to 4/15/19 collection period)

- Rebeccah had concerns that no dates were associated with comments in the “notes” field of the assessment. Cecilia explained information could be found by clicking on the colored box to the left of the field and that with the implementation of the referral module, this would no longer be an issue. Annette suggested adding an agenda item to discuss extending the current 90-day Community Connect Assessment limit to 6-months or more for persons who come back through, unless household composition or income has changed. The dates in “notes” field is carried forward and will be resolved once the referral module is implemented.
- In the agency survey there appears to be confusion and disappointment among persons who have worked with an agency for 5 plus years. Kristy will cross-reference responses with the respondent’s role in the agency.

ACTION: Kristy will present the cross-reference report at the October meeting.

Set key scoring fields/boxes as “required” entries for completion of assessment.

Rebeccah asked if there was a way to mark fields in the assessment so other users know why a field is empty. Pat and Zoi agreed these are data entry errors. Incomplete and/or outdated assessments are a training issues being addressed. Users may be glossing over fields that have past data. Filling out the assessment in its entirety at entry will be a topic of discussion at the next all user training.

Zoi will work with Kristy to incorporate suggestions into training.

Zoi, Kristy, and the new Community Connect Coordinator, Sabrina Tiraldo will work together to transition Zoi out of the training piece and bring Sabrina in. Suggestions made at the May meeting; increased frequency of training to review common data errors, training all users on how the system works and what resources are available, and including a coordinated message regarding what the system can and cannot provide will be incorporated into new user training and annual training.

ACTION: Kristy and Sabrina Tirado will provide status update at October meeting.

b. Create greater access to Community Connect Assessments – All

Annette posed a question as to whether a phone assessment option should be added to Community Connect. Phone assessments would increase accessibility for persons struggling to get to an in-person assessment and shorten or eliminate wait times.

Pat cautioned that increasing the number of assessments does not mean we are helping more people. There needs to be a balance between the number of assessments being completed and the number of available resources. The spirit of Community Connect has always been to make it as accessible as possible. Another possible down side is the effect an increased number of assessments would have on staff.

This led to discussion over blending the system to accept both phone and in-person assessments. With in-person, assessors can have clients sign documents and take copies of ID making for a more thorough process. Bianetth told the committee that her outreach workers use mobile devices to scan documents. Some clients find it difficult to leave their belongings (or bring them) to attend an in-person appointment, while others with traumatic experiences in their past are unable to get through an in-person appointment.

Here Together, a non-profit regional homeless program serving the tri-county area, is collecting data to determine the amount of funding needed to provide services. Annette submitted data to Portland State from the PIT count, LSA, and Coordinated Entry. At first Here Together only wanted PIT data, however, that does not provide an accurate picture of the homeless situation in Washington or Clackamas Counties, which puts them at a disadvantage for future funding allocations. Coordinated entry is the better reporting method.

Our coordinated entry has fixed capacity and we need to figure how to prioritize people through the system. Annette thought a sub committee comprised of Cecilia, Zoi, Pat, and herself would be a good way to frame out exactly where Community Connect is headed.

ACTION: Subcommittee will be formed to frame out where Community Connect is headed.

c. Vulnerability Assessment

Pat provided a contextual update to the May 3 minutes. On page 5 under the header 'Prioritizing Vulnerability' he wanted to clarify that we not "abandon HUD priorities, but instead, decide what we wanted to build around those words" (referring to prioritization and vulnerability). To clarify, he did not mean to abandon HUD prioritization rather use a dynamic prioritization method, which is different from a first come first serve, by prioritizing based on need.

Annette reported on the Built for Zero initiative. Kaiser Permanente has agreed to sponsor Washington County so that we can participate in this work. Looking at national best practices, Built for Zero, is an initiative where technical advisory, system review, and data will be used to see where we can change our policies to better serve chronically homeless persons. Washington County is joining 3 other Oregon counties sending teams to Denver for a conference. The County's team of 5 includes Annette, Katherine Galian, Lindsay Downen, Carol Herron, and Kristin Burke.

Discussion followed over what group would oversee the work being done around Built for Zero. It is the decision of the Oversight Committee to take the lead to see how this initiative will fit in our system and what will work for Washington County.

ACTION: Annette will provide updates on Built for Zero.

Further discussion on vulnerability assessment focused on the upcoming HUD data element changes and how this may affect our processes. Cecilia stated this cannot be determined until after the new software is in place on October 1. Continuums have until April 1, 2020 to be adapt the current system to the new elements. We do not know how this will affect our processes in determining vulnerability. Cecilia stated that all we know at this point is we have 2 points of entry, the screening and the assessment and we are moving towards a referral module. We cannot plan anything until we see what the software vendor does. The new data elements will not change the current system that prioritizes chronically homeless persons in compliance with HUD Notice 16-11.

Knowing that prioritization will not change, Annette stated referrals should still be made to Permanent Supportive Housing (PSH) so persons can be placed on the waitlist that way when the list is pulled people already have documentation in place. The system needs navigators to assist persons with mental illness understand how the process works.

By name case conferencing will be intergraded into this meeting since all agencies are represented. While discussing the implementation of by name case conferencing, Kaja shared the story of a family with 2 disabled children. Annette wondered if the children needed to apply for the Brokerage before they turned 18. Persons with developmental disabilities, once they turn 18, are placed with the County or the Brokerage for case management services. Jessie did not know if it had to happen before they turned 18.

ACTION: Jessie Roberts will report in October how the brokerage application process works.

UPDATE: In an email response from Karen Voiss, Executive Director of Housing Independence, "The diagnosis must made prior to age 22 to be a developmental disability. Generally, you can find support for the diagnosis in medical and school records."

d. Referral Module Implementation—Kristy Eckhardt and Cecilia Bonvino

Cecilia presented on the referral module and what that would look like for our system. The referral module allows assessors to send referrals via ServicePoint in addition to email. Agencies can review referrals through the dashboard on their HMIS homepage. For the module to work all agencies would assign at least 2 staff to monitor the email account assigned to the system (generic agency email). This staff would need to have access to HMIS, which requires an investment of time for training and money for licensing.

Before the decision is made to implement the referral module, all agencies need to understand the level of commitment required to make the module successful. Agencies would need to agree to be part of the module, understand how the system works, understand their role in the process, and be

committed to checking referrals at least once per week.

ACTION: All members come to the October meeting prepared to decide on whether to implement the referral module.

Provide Training to HSSN on Community Connect Process and Operations: Before annual agency training can be presented to the HSSN, the May meeting suggestions need to be incorporated, the referral module needs to be implemented, and the new HUD data elements need to be in place.

ACTION: Present new annual agency training at a winter HSSN meeting.

3. Calendar: Annual Training and Program Eligibility/Intake Contract

a) January and July: 10.10 Project Review – Kristy Eckhardt and All Agencies

b) April – Screener and Assessor Training: Sabrina Tirado and Kristy Eckhardt

c) February and August: Report on Agency and Client Survey Results – Kristy Eckhardt

6. Meeting Schedule

- October 25, 2019

- February 28, 2020

- April 24, 2020

- June 26, 2020

- August 28, 2020

- October 23, 2020

7. Adjournment: 11:45 a.m.

Handouts:

- HUD's New Coordinated Entry Data Elements: May 2019
- Referral Module Implementation Timeline
- Referral Module Pick-list

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