Department of Housing Services

Coordinated Entry and Shelter "Long-Stays"
Washington County's Coordinated Entry

10/9/2024

Long Stayer Status

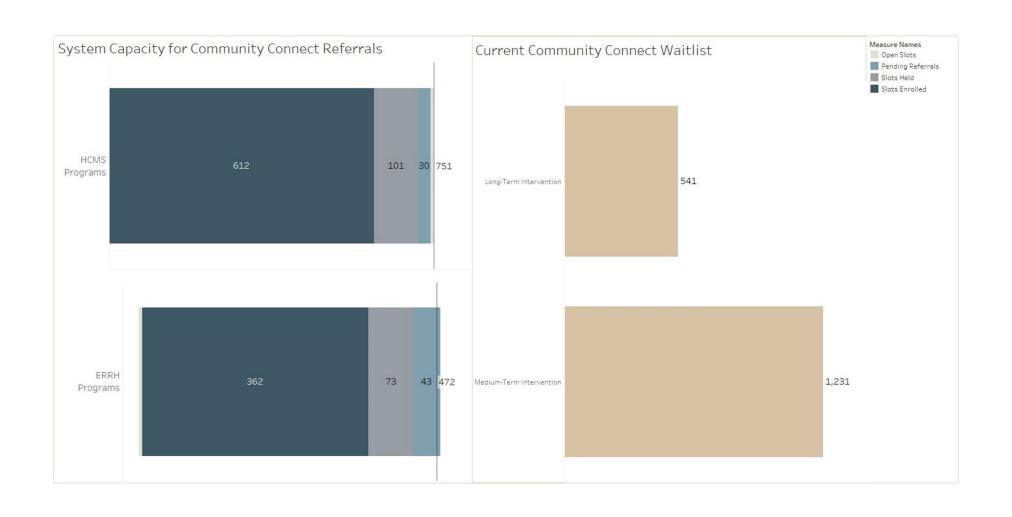| Total Shelter Enrollments	Long Stayers	Long Stayers w Housing Enrollment
335	169	67

% of shelter enrolled households that have reached long-stayer status = 50%

% of long stayers with Housing Program enrollment = 40%

% of all enrolled households with housing program enrollment = 20%

Coordinated Entry Supply and Demand

Coordinated Entry Prioritization

Emergency Shelter

1. Currently unsheltered

2. Enrolled in LC3

3. Enrolled in housing program (take column R "Housing Enrollment" and make into Y/N. Retain housing enrollment column.) - add new y/n column

4. Over 55 years old

5. Presence of Medical or judicial discharge

6. Length of literal homelessness

7. Date of discharge from medical or judicial

Coordinated Entry Prioritization

Housing programs

Housing Intervention	Target Population	Priority Level	Primary Prioritization	Secondary Prioritization
Permanent Supportive Housing, Or Long-Term supportive housing	Chronically Homeless, Or Literally or imminently at-risk of experiencing long-term or frequent episodes of homelessness	1	Families - Pregnant or with minor children	1. Length of time homeless 2. Program Transfer 3. Income
			Transitional Age Youth	
			Adults over 55+	
			Adults	
Rapid Rehousing, or medium-term supportive housing	Literally Homeless	2	Families - Pregnant or with minor children	1. Priority Level One 2. Length of time homeless 3. Disability status
			Transitional Age Youth	
			Adults over 55+	
			Adults	
Homeless and Eviction Prevention	Imminently at Risk of Homelessness	3	Families - Pregnant or with minor children	1. Lowest income 2. Highest rent burden 3. Disability Status
			Transitional Age Youth	
			Adults over 55+	
			Adults	

Shelter Outcome Metrics

Metric	Description	Target Goal	Rationale
Shelter Occupancy Rate	The average of the daily occupancy rate over the reporting period, defined as the number of beds occupied divided by the total number of beds.	90%	Supports system utilization
% of households Exiting to Positive or Neutral destinations	The percentage of households who exited to a positive or neutral destination among all households who exited during the reporting period. Positive and neutral destinations include but are not limited to rentals with or without a housing subsidy, residential projects or halfway houses with no homeless criteria, and long-term care facilities.	75%	Supports housing goals
Data Quality %	The quality rating of all elements included in the Washington County Data Quality plan	95%	Ensures timely data is available in the system
Data Timeliness	The average number of days for clients to be entered into HMIS after program enrollment, as measured by the difference between program entry date and date added.	3 business days	Ensures timely data is available in the system
Average Length of Stay	Average length of shelter stays. Measured as: For Exits - Days between program entry and program exit date For Current Shelter Stayers - Days between program entry and reporting end date.	<100 Days	Supports housing goals

Liaison Outcome Metrics

Metric	Description	Target Goal	Rationale
% of households engaged in diversionary conversations	Measured by the percentage of enrolled households with a STS engagement or diversionary conversation documented in HMIS.	100%	Supports housing goals and encourages moving households toward self-sufficiency
% with a Phase I Assessment	The percentage of households that have a documented STS/Diversion intervention that results in the household being housed in a safe alternative and/or a complete Phase I assessment that includes an accurate and complete referrals to short, medium, and long-term housing programs when appropriate.	100% 30% or 50% (based on Liaison type) of which must be a diversionary/STS intervention	Supports housing goals
Completion of Case Conferencing *outlined in MOU	Measured by 2-4 case conferencing notes documents in HMIS per month. Reflect weekly meetings with program staff where Liaison is embedded for the purposes of case conferencing shared participants.	2-4 Case Conferencing Notes Monthly	Supports housing goals
% of Households in Engagement with 2 STs per Month	The percentage of households with at least two case management service transactions each month in which they were enrolled for at least 14 days, as measured by dividing the total number of months with at least two service transactions by the total number of months. Service transactions must be entered under the provider program to be valid.	80%	Supports housing goals

Outreach Outcome Metrics

Metric	Description	Target Goal	Rationale
% of households connected to housing resources	Average weekly % of households in engagement who are either on the Community Connect Housing waitlist or enrolled in a Housing Program	85%	Supports housing goals
% of Exits to a Positive or Neutral Destination or connections to Shelter	The percentage of households who exited the program to a positive or neutral destination among all households who exited during the reporting period. Positive destinations include but are not limited to rentals with or without a housing subsidy, residential projects or halfway houses with no homeless criteria, and long-term care facilities. Neutral destinations include but are not limited to emergency shelter, institutions, and temporarily living with family or friends. Households also enrolled in a Shelter at the end of reporting period will count toward this outcome.	70%	Supports housing goals
% of Households in engagement with 2 Case Management STs per Month	The percentage of households with at least two case management service transactions each month in which they were enrolled for at least 14 days, as measured by dividing the total number of months with at least two services transactions by the total number of months. Service transactions must be entered under the provider program to be valid.	90%	Supports housing goals
Data Timeliness	The average number of days for clients to be entered into HMIS after program enrollment, as measured by the difference between program entry date and date added.	3 business days	Ensures timely data is available in the system

Current Efforts and Findings

- Long stayer case conferencing
  - Shelter programs with a shelter housing liaison vacancy tend to have more longstayers
  - Some participants identify shelter as the end point
  - Within 1 month of HP enrollment, 27% of LS have either been housed, have a move-in date, or awaiting unit inspection
  - CC model allows for providers to share community resources/knowledge on what has worked in the past
  - Participant barriers
    - RLRA voucher documentation needs
    - Criminal history
    - Participant housing preference

Current Efforts and Findings

- Shelter Housing Liaisons in shelter
  - Critical support to long stayers
    - Deeping understanding of RLRA and other HP needs
    - Can coordinate documentation needs before HP enrollment
    - Starts housing navigation process before HP enrollment
    - Usage of short term solutions/move-in funds for those eligible
  - Future
    - Additional SLCC for participants without HP enrollment
      - Not enough time for this population in original meeting
      - Supports diversion and alternative housing placements

Discussion Questions

- What further information would be helpful in understanding shelter flow through?
- Do the program metrics we have defined help drive the system performance needed?
- What other system supports might we align with to improve system performance?
- Other thoughts considerations?