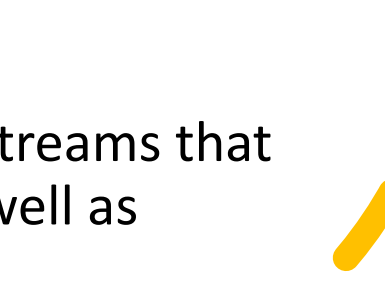# Agenda

- CoC Background
- What is Coordinated Entry (CE)?
- Overview of current CE system
- CoC Goals
- CoC Timeline

What is the Continuum of Care (CoC)?

- **The Continuum of Care** (CoC) is a **Housing and Urban Development Program** (HUD) designed to **promote** communitywide commitment to the **goal** of ending homelessness.

The Role of The Kalamazoo County CoC

- We **partner** with our members to **increase coordination** and find solutions to the gaps, inequities, and challenges they experience when working to reduce homelessness

- We **measure** and **analyze** data to ensure accountability throughout the system of services for those experiencing homelessness

- We write, maintain, and monitor a community-developed, countywide, 10-year Plan to End Homelessness as mandated by HUD

- We administer state and federal funding streams that mandate the use of the CoC structure as well as administer local funds and programs

What is Coordinated Entry?

- Coordinated Entry is a process that ensures that all people experiencing a housing crisis have fair and equal access and are quickly identified, assessed for, referred, and connected to housing and assistance based on their strengths and needs.

What is Coordinated Entry?

- The Department of Housing and Urban Development (HUD) established that all CoCs must create, adopt and meet all requirements related to the use of standard Coordinated Entry (CE).

- CE is a centralized or coordinated process designed to coordinate program participant intake and assessment and provision of referrals within a defined area.

- CE makes it possible for service providers to manage high demand for limited housing resources.

- CE makes it possible for the CoC to prioritize preferences and meet grant requirements for serving specific populations, like the chronically homeless.

- CE also provides valuable data about the level of need for housing resources within the community, and creates a by-name list of individuals and families experiencing homelessness.

How is Coordinated Entry established?

- A CoC's CE is created through consultation and collaboration with people with lived experience, ESG & CoC grantees and service providers within the CoC, other stakeholders.

- Changes, additions or expansions of the CE system may require review and approval by the CoC Board or other bodies designated for that task.

CE Geographic Requirements

Coordinated Entry must cover the entire geographic area of the CoC

Kalamazoo County

Components of Coordinated Entry

- **Access** – refers to how households contact the CE system

- **Assessment** - Begin to gather information to assess the person's housing needs, preferences, and vulnerability.

- **Prioritization** - During assessment, the needs and level of vulnerability will help determine prioritization. Process of matching vulnerability to appropriate housing intervention and/or service type needed to resolve housing crisis.

- **Referral** - Matching person to available and appropriate community resources, housing, and services
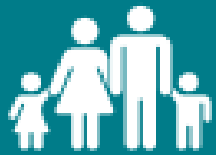
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Coordinated Entry Core Elements

| ACCESS | ASSESSMENT | PRIORITIZATION | REFERRAL |

Initial Triage

Diversion

Intake

Initial Assessment

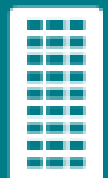Potential Eligibility Assessment

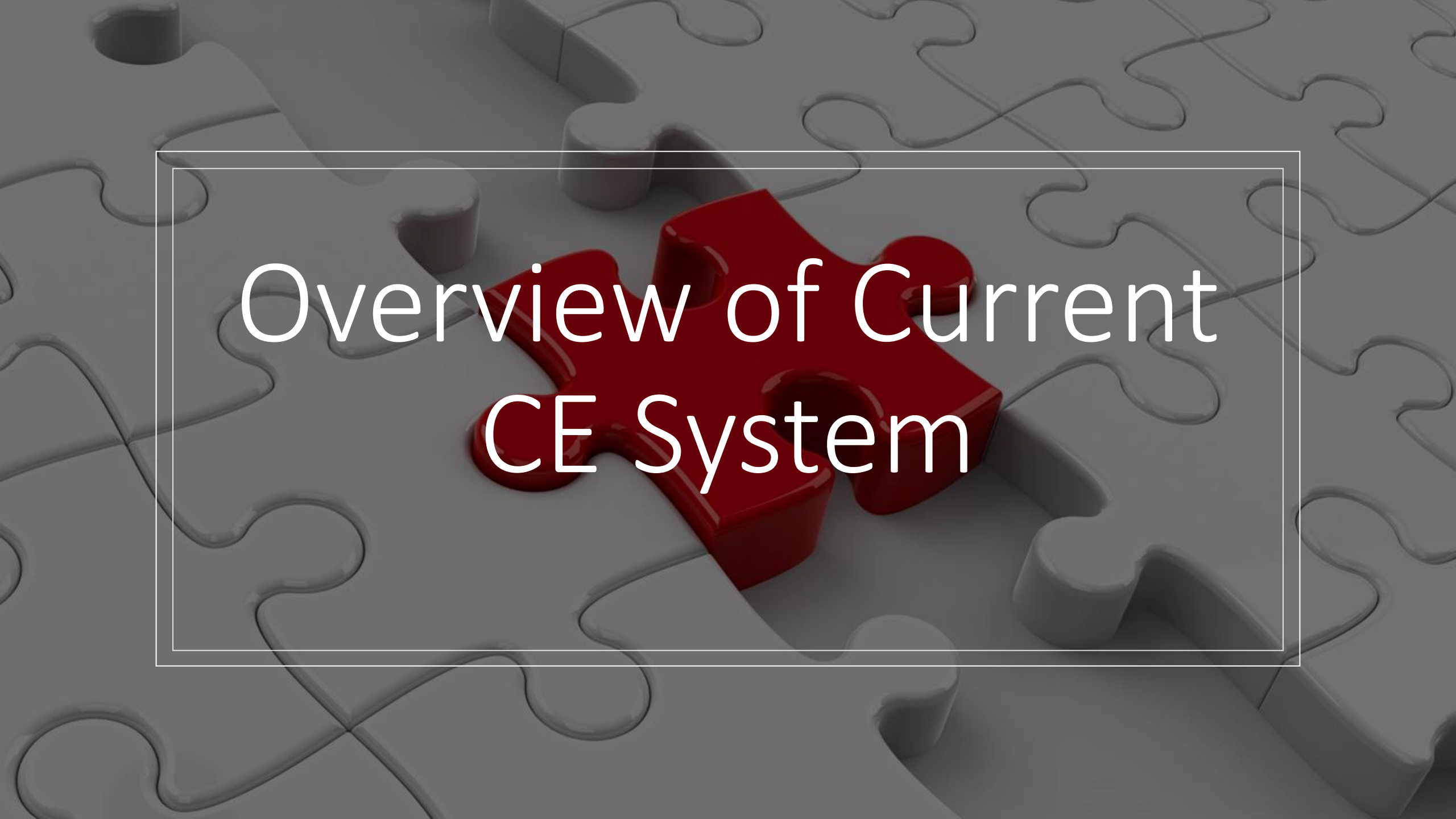Comprehensive Assessment

1.
2.
3.
4.
5.

Kalamazoo County HARA

- **The Housing Assessment and Resource Agency (HARA)** is an agency selected and affirmed by the Continuum of Care (CoC) or Local Planning Body (LPB) to facilitate the prioritization and referral of households within the homeless crisis response system or Coordinated Entry system.

- Each CoC in Michigan has a **Housing Assessment and Resource Agency (HARA)**

- HARAs help provide centralized intake and housing assessment.

- **Housing Resources, Inc** acts as the HARA for Kalamazoo County and plays an important role in implementing our CE system.

Overview of Current CE System

Kalamazoo County Access Points

Housing Resources Inc

Integrated Services of Kalamazoo

Catholic Charities Diocese of Kalamazoo

Accessing Coordinated Entry

Clients can access CE through any of the 3 access point agencies in our community. Each of these agencies are tasked with completing the Coordinated Entry prescreening and assessment process.

Any other service provider can submit a referral form to HRI to refer households to CE. HRI will then contact the client to offer an CE prescreening and assessment.

Current
Coordinated Intake & Assessment Process

Prescreening
- Collects basic information about clients and their homelessness

Intake
- Client meets with Coordinated Entry Specialist to completed intake papers, release of information and VI-SPDAT (standardized assessment tool).

CHaMP Meeting
- A weekly meeting to review Coordinated Intakes and match clients with the most appropriate housing program. Opportunity for case conferencing so that staff can share pertinent information about the client not captured during the assessment process.

CHaMPs Outcomes

- **Information & Referral-** Based on the Coordinated Intake there is no current program that meets their need. We provide information about 2-1-1 so the client may access other community resources to resolve their housing needs.

- **Matched to a Program-**The client has been identified as potentially eligible for programming. However, there is no space in the program currently, so when space is available someone will contact them.

- **Assigned a Representative-**The client has been identified as potentially eligible for programming AND has been assigned to someone confirm eligibility and begin working to resolve their housing need.

Current State and Federal Housing Resources

- **Homelessness Prevention**
  - Designed to prevent a household from moving into an emergency shelter or living in a place not meant for human habitation. Provides short-term rental assistance/arrears & housing stability case management.
  - **Household must meet HUD definition: Imminently Losing their Housing**
    - Individual or family who will imminently lose their primary nighttime residence, provided that:
      - Residence will be lost within 14 days of the date of application for homeless assistance
      - No subsequent residence has been identified
      - The individual or family lacks the resources or support networks needed to obtain other permanent housing.

Current State and Federal Housing Resources

- **Rapid Rehousing**
  - Designed to move people experiencing homelessness into permanent housing as quickly as possible. Provides short-term rental assistance and housing stability case management.
  - **Household must meet HUD definition: Literally Homeless**
    - Individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning:
      - Has a primary nighttime residence that is a public or private place not meant for human habitation;
      - Is living in a publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state and local government programs); or
      - Is exiting an institution where (s)he has resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution [2]

Current State and Federal Housing Resources

- **Permanent Supportive Housing**
  - Designed to permanently house households with higher needs. Provides long-term housing assistance and supportive services to households with at least one member with a disability.
  - **Household must meet HUD definition: Literally Homeless**
    - Individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning:
      - Has a primary nighttime residence that is a public or private place not meant for human habitation;
      - Is living in a publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state and local government programs); or
      - Is exiting an institution where (s)he has resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution [2]

Current Housing Resources

- Other permanent housing resources may also be accessed through CE which, depending on funding source, may have more flexible definitions of homelessness & eligibility requirements

Current Prioritization

- Once clients have been matched with a program, they are prioritized for enrollment based on level of need using the CoC's prioritization policies.

- Therefore, there is no good way to predict when an individual household will be assisted – programs are not first come first served.

- **The CoC currently prioritizes based on the following factors:**
  - Chronic homelessness
  - Veteran status
  - Currently fleeing domestic violence
  - Current location (unsheltered vs sheltered)
  - VI-SPDAT score

Chronic Homelessness Definition

- As defined by HUD, an individual is chronically homeless if they:
  - Have a disability AND
  - Have lived in a place not meant for human habitation or an emergency shelter for at least 12 months OR
    - On at least 4 separate occasions in the last 3 years, as long as the combined occasions equal at least 12 months and each break in homelessness included at least 7 consecutive nights of not living as described.
  - Have been residing at an institutional care facility, including jail, a substance abuse, or mental health treatment facility, hospital, or other similar facility for fewer than 90 days and meet all criteria of this definition prior to entering that facility.

Vulnerability Index (VI-SPDAT)

- The Vulnerability Index – Service Prioritization Decision Assistance Tool (VI-SPDAT) is a brief survey developed by Community Solutions & OrgCode designed to help service providers quickly determine the level of vulnerability faced by a household experiencing homelessness in order to triage clients for housing resources.

- This tool was widely used across the country and required in Michigan

- Recently, concerns have arisen about the tool's reliability and ability to promote racial equity.
  - The tool is no longer supported by OrgCode
  - Michigan and communities across the country are reconsidering use of the VI-SPDAT.

CoC Coordinated Entry Goals

CoC CE Plans/Goals

- **Access:** Improve connections to coordinated entry so that all households experiencing a housing crisis have access to the CE system and associated housing supports

- **Intake & Assessment:** Streamline the intake and assessment process to lessen the burden on individuals experiencing homelessness & access point staff

- **Intake & Assessment:** Create an equitable & culturally competent assessment process that considers that factors that lead to disparate outcomes, incorporates household strengths & preferences, and creates opportunities for effective case conferencing
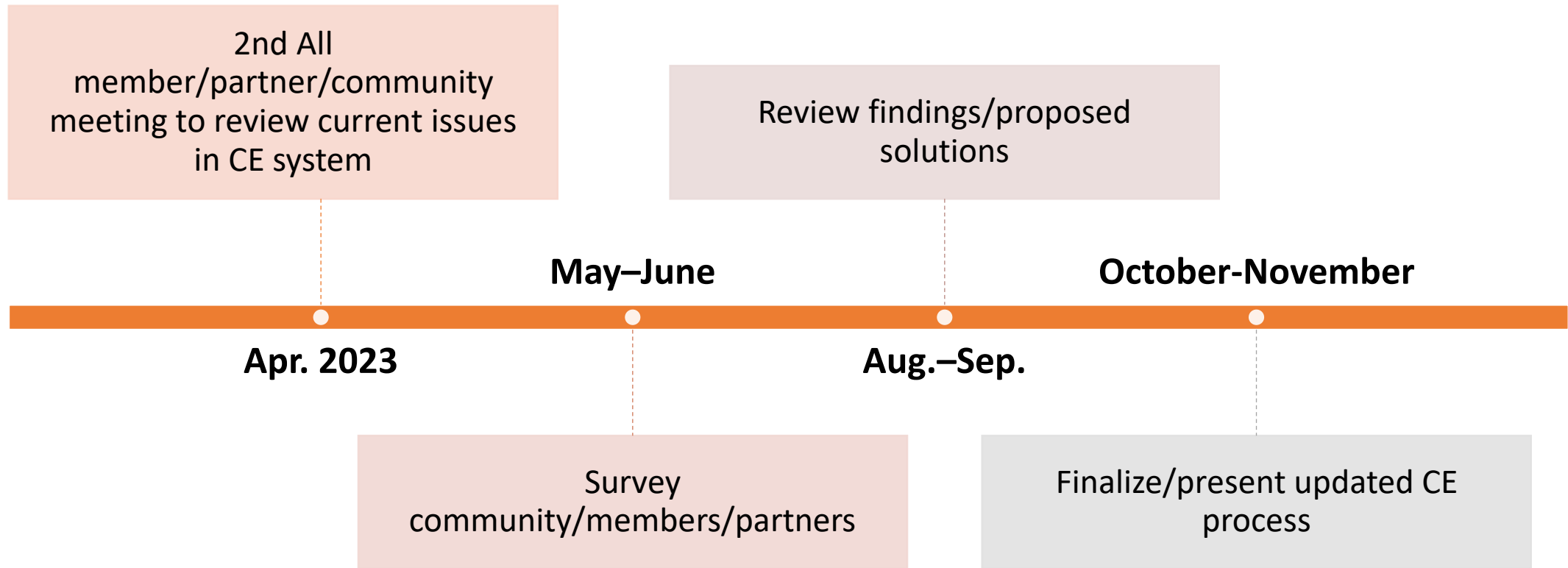
CoC CE Plans/Goals

- **Prioritization:** Refine prioritization processes to meet community needs, promote equity, and reflect the amount of housing resources available

- **Referral:** Increase linkages with other housing services & improve referrals to other mainstream resources.

- **Data & Evaluation:** Improve CE data practices so that the CoC can regularly examine unmet need, causes of homelessness, and CE outcomes & better use CE data to inform system planning

- **Data & Evaluation:** Develop policies and processes to evaluate CE system on a regular basis, create feedback mechanisms, and allow for a more responsive system

CoC CE Plans/Goals

- **Funding:** Explore avenues for increasing funding for CE system

- **Governance:** Clarify leadership & decision-making structure and increase transparency and accountability among CoC and partners

- **By-Name Lists and Case Conferencing:** Create a comprehensive By-Name List of individuals experiencing homelessness in Kalamazoo County and opportunities for meaningful case conferencing to minimize duplication across agencies

CoC CE review/update tentative timeline

Questions

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