

Kalamazoo County

continuum



OF CARE

**United Way of
South Central Michigan**



Calhoun | Clinton | Eaton | Ingham | Jackson | Kalamazoo

Agenda

- Why are we engaging in this work?
- Overarching issues within Coordinated Entry System
- Issues by area: Access, Assessment, Prioritization and Referral
- Issues in Oversight/Evaluation and Evolution
- Next Steps
- Questions





Why are we engaging in this work?

- 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).
- 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.
- Current system is outdated, not rooted in equity, and does not reflect the needs nor the available resources

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

Why are we engaging in this work?

- Ultimately reach the goal of creating a Coordinated Entry system that prioritizes the client experience while being responsive to system level needs/change



Overarching issues within the Coordinated Entry System

Why do these issues exist?

- It is the role and responsibility of the CoC to create and manage the Coordinated Entry system
- Lack of CoC capacity when CE system was developed
- No evolution of Coordinated Entry since that time
- The HARA (Housing Assessment Resource Agency) and funded agencies were overburdened with responsibility over the system



What are the
issues?

Overarching Issues with the CE System

- Lack of funding
- Lack of transparency/clarity
- Not flexible/responsive
- Opportunity to improve by-name lists and eliminate duplication in case conferencing across the system
- Lack of meaningful client experience

Issues with Access

No warm handoff in referral process

Lack of universal referral from shelter system

Lack of accountability within the system for access point agencies

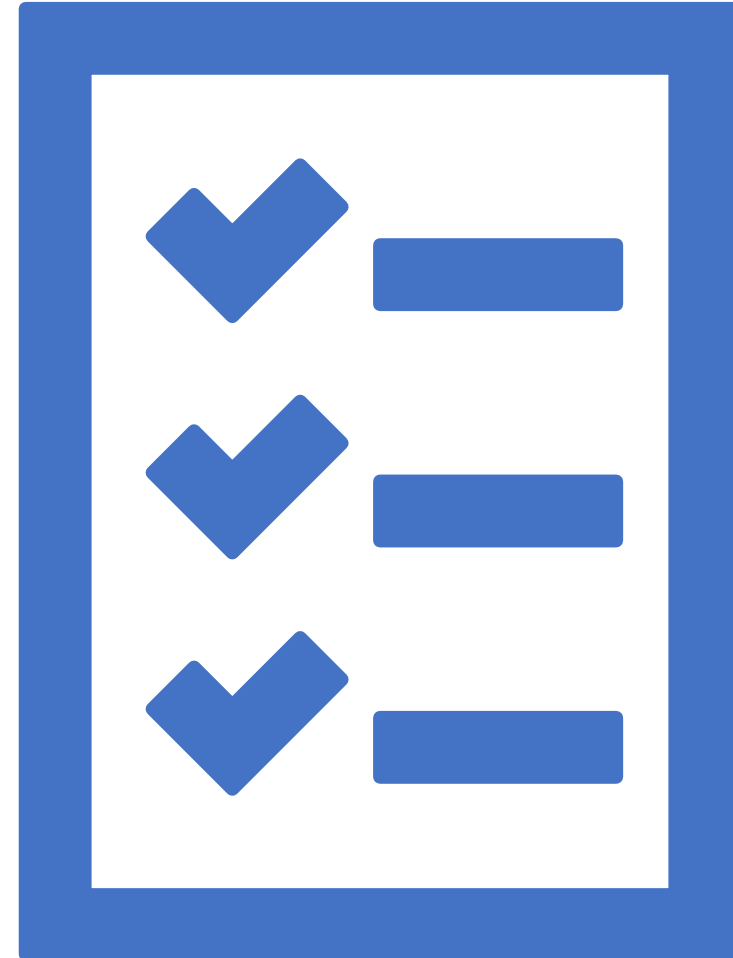
Lack of transparency and communication with the client

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
- Due to limited housing resources, these prioritization factors currently lead more households to be prioritized for rapid rehousing and permanent supportive housing than resources are available for these programs.

Issues with Prioritization

- Does not currently reflect community need
- Does not currently reflect the amount of resources available
- May not produce equitable outcomes
- Need to expand opportunities for clearly defined case conferencing
- Lack of transparency and communication with client
- No oversight over implantation of prioritization schemes



Issues with Referral

- Lack of transparency and communication with the client
- Lack of transparency and communication with other providers
- Opportunity for greater connection to resources outside the homeless service system

Issues with Oversight, Evaluation and Evolution

- No feedback loop for households navigating the system
- No feedback loop for providers outside of access point agencies
- Opportunity to improve client compliant process
- No requirement to evaluate system on a regular basis



Any issues not
mentioned/listed?

Next Steps



SURVEY FOR PROVIDERS



FOCUS GROUPS FOR THOSE WITH
LIVED EXPERIENCE



TARGETED OUTREACH TO
STAKEHOLDER GROUPS THAT HAVE
BEEN MISSED



Timeline

- Survey Open for 2 weeks(Apr - May 2023)
- CoC will review findings(May - June 2023)
- Focus groups (June - July 2023)
- CoC follow up planning/next steps (July - August 2023)
- Presentation of findings (September 2023)

Questions

