

TX BoS CoC General Meeting

June 10, 2020, 2:00-3:30 P.M., by Webinar

NOTES

Attendees: *see attached list*

Staff present: Kraig Blaize-Fiero, Sophia Checa, Kyra Henderson, Margaret Hill, Victoria Lopez, Mollie Lund, Marissa Ortega, Mary Stahlke, Jim Ward, Linda Xiong, and Kristin Zakoor

Link to meeting recording: <https://thn.adobeconnect.com/pmqtjk4qdfc2/>

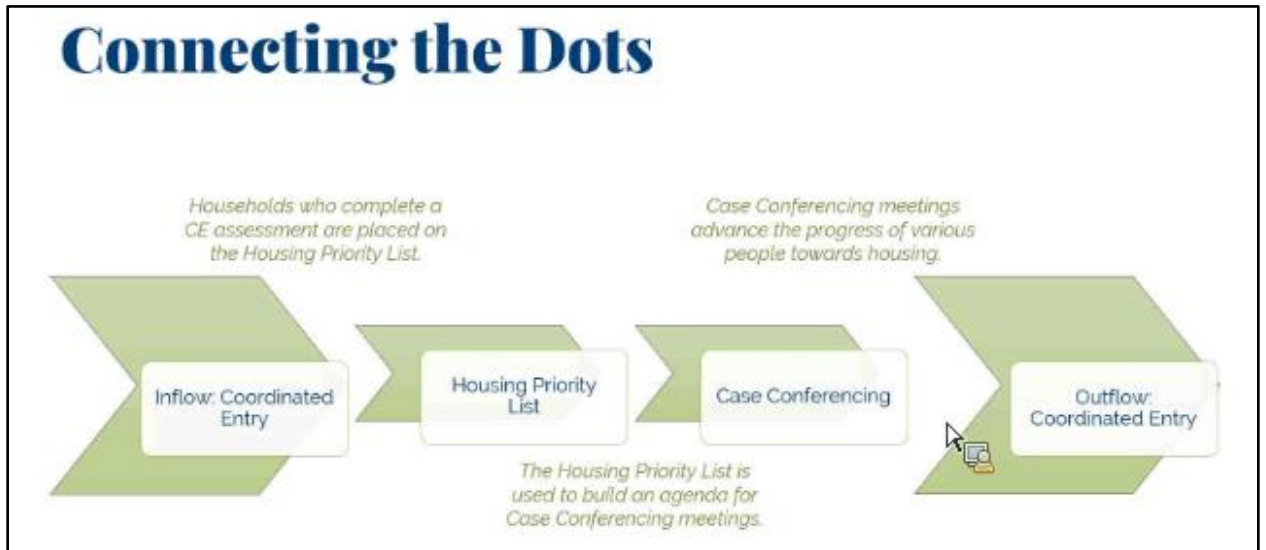
Director of CoC Programs, Sophia Checa, opened the meeting by expressing sympathy for the deaths of Black people and describing how THN staff are engaging in thoughtful conversation about addressing racism, including systemic racism, and strategizing about how to make equity a focus of our work moving forward.

- I. Staff welcomed attendees, showed a photo collage of THN staff, and asked attendees to indicate their locations on a map.

- II. **Data Snapshot – COVID-19 Symptom Screening Tool in HMIS – *see attached presentation slides*** -- Staff presented information about the importance of screening all participants for COVID-19 symptoms, the screening tool, and the data it has produced, so far. A data dashboard (<https://public.tableau.com/profile/marissa.ortega#!/vizhome/TXBoSCoCCOVID-19Dashboard/TXBoSCoVIDData>) tracks the data. Staff also polled attendees on reasons that HMIS users are not filling it out completely and how the tool could be more helpful to them. The HMIS data can be compared to COVID-19 data tracked and publicized by the Texas Department of State Health Services. For those that do not participate in HMIS, a paper screening tool can be found under Shelter and Housing Provider Resources at <https://www.thn.org/statewide/covid-19/>.

- III. **How we are Ending Homelessness – with Systems Change – *see attached presentation slides*** – Staff presented on a definition and descriptions of systems change. Staff described how Coordinated Entry is a systems change because it moves the homeless services system from being program-centric to being client-centric across programs, and it uses a standardized assessment process to match people with the housing intervention that will be the most likely to end their homelessness. Case conferencing, housing priority lists, and by-name lists were also described.

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IV. Community Conversation – Staff facilitated a conversation among members about COVID-19. Summary: Some agencies are seeing more people seeking assistance because of job loss. Agencies' staff and participants are taking precautions like wearing masks, social distancing, and cleaning. Some agencies fear a significant increase in need after eviction moratoriums are ending. Agencies are working with local public health departments, faith communities, and other community partners to meet needs. *See attached chat log for attendees' comments. See meeting recording to hear attendees' and staff comments.*

V. Committee Updates –

- a. Coordinated Entry Steering Committee (CESC) – A CESC meeting will be held on June 23rd. This meeting is closed to the Committee. Please email CE@THN.org for questions, concerns, or more information.
- b. Strategic Planning Committee (SPC) – The SPC met in April. Chad Wheeler from Lubbock has been elected as the SPC Chair. The committee revised the timeline for writing the plan. It will go for public comment in September and go to the board to consider approving in December.
- c. Data Committee – recruiting members; this committee's development has been delayed because of COVID but plans are to begin meeting in a few months. If interested in joining, email data@thn.org – The committee will provide data-driven insight and education to multiple groups/stakeholders about homelessness in the CoC and an opportunity to obtain feedback from HMIS end-users on specific data matters.
- d. Victim Services Provider Committee (VSPC) – recruiting member; If interested complete the form: <https://forms.gle/EQqWuZA877v12qgU7--> The committee will represent the voice and needs of victims of domestic violence, dating violence, sexual assault, and stalking, in the CoC's work.

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- e. Performance Evaluation Committee (PEC) – recruiting members; if interested, complete the form: <https://forms.gle/sfKrZdQdQDmnLRydA--> The committee will set performance targets for project types and will monitor the performance of projects operating in the CoC.

VI. Announcements

- a. CoC Program competition
 - i. HUD has not announced plans for the FY 2020 competition. Staff will inform CoC members when HUD has released guidance. Check the CoC Program section of our website for updates: <https://www.thn.org/texas-balance-state-continuum-care/continuum-care-program/>
 - ii. CoC Program competition policies will be open for public comment. See public comment items on THN's website at <https://www.thn.org/texas-balance-state-continuum-care/get-involved/texas-balance-of-state-public-comment-portal/>.
 - iii. THN will hold a Fair Housing training during the week of July 13th. Everyone is invited to attend.
- b. TDHCA is now accepting applications for State Emergency Solutions Grant (ESG) Program funds. This pool of funds is the State's "annual allocation" of ESG funds, not ESG CARES Act funds. For more information, see TDHCA's website at <https://www.tdhca.state.tx.us/home-division/esgp/applications.htm>, under "Annual Allocation Application Documents." Entities applying for funds need to have the ESG Consultation and Recommendation Forms signed by THN, as the CoC Lead Agency. Submit those to esg@thn.org. For questions, contact mollie@thn.org.
- c. Staff have created a flyer about the benefits of joining the Homeless Management Information System (HMIS). <https://www.thn.org/wp-content/uploads/2020/05/HMIS-PR-Document.pdf>. Benefits for clients, providers, and communities are described.
- d. The nomination period for CoC Board elections is now open and will end on June 19th. If you have an interest in guiding the CoC, and you could represent an issue area for one of the even-numbered seats, nominate yourself. Find more information at <https://www.thn.org/texas-balance-state-continuum-care/governance/>.
- e. THN has added three positions to the BoS-focused staff
 - i. Data VISTA Member -- Princess Murchison
 - ii. Racial Equity Intern – Giovanna DiNapoli
 - iii. CoC Performance Coordinator—Quiana Fisher

VII. Next Meeting –

- a. No July meeting

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- b. Next meeting on Wednesday, August 12th, 2020, at 2:00. Main topic: 2021 Point-in-Time (PIT) Count and Housing Inventory Count (HIC) Register at https://thn.adobeconnect.com/aug20gm/event/event_info.html

Open Discussion:

Staff was available on the webinar for 15 minutes after the meeting ended, for an open discussion on any topics that attendees wanted to discuss.

Give your feedback!

Members were invited to complete the anonymous survey they received after the meeting ended, to let THN know what was helpful and what would could be better for the next meeting. Six survey responses were received.

Become a CoC Member!

Anyone who works or lives in the CoC's geographic area, and all housing and homeless services projects in the CoC's geographic area, are considered to be members of the CoC. The CoC has an open invitation process, so people may join at any time.

THN invites members to participate in the CoC's activities. Learn more on the [email list](#), the [website](#), and [social media](#).

CoC General Meetings include presentations by and conversations between CoC members and staff on topics that are important to preventing and ending homelessness. See the [schedule](#) for dates, topics, and registration links. Meeting notes and recordings are posted on THN's website at <https://www.thn.org/texas-balance-state-continuum-care/get-involved/>.

TX BoS CoC General Meeting

June 10, 2020

Attendees

Daphne'	Adams
Marisela	Almeida
Melinda	Baker
Katherine	Bisson
Rebecca	Bromley
Vineta	Byrd
Jorge	Camarillo
Austin	Camps
Damian	Clark
Susan	Clark
Mary	Cooksey
S	Davis (from Recovery Council)
Nathaniel	Dears
Vashil	Fernandez
Quiana	Fisher
Jade	Fite
Mike	Garcia
Kyla	Gilmore
Melissa	Gutierrez
Angela	Hernandez
Margaret	Hill
Brittany	Hinton
Debra	Huffman
Chesley	Knowles
Kyle	Knutson
Rev. Edward	Lawson
Katie	Ledbetter
Daisy	Lopez
Deanna	Lowrey-Green
Gloria	Luna
Alaina	Marcum
Cheteva	Marshall
Carolyn	Martin
Laura	Martinez
Jessica	Martinez
Jordan	McCarty
Tamieka	McLaurin

Elizabeth	Mederos
Destiny	Mitchell
Jay	Morgan
Rochelle	Morris
Doug	Morris
Sonney	Muniz Blake
Sherry	Muprhy
Andrea	Omojola
Christy	Plemons
Carol	Racz
Timothy	Red
Juanita	Rivas
Dianeth	Rodriguez
Amber	Rosales
Keith	Rucker
Jose	Sanchez
Betty Kay	Schlesinger
Micah	Snead
Anne	Spanyers
Anja	Taylor
Bethany	Thomas
Melody	Treviño
Nancy	Tucker
mary	Twitty
Laura	Velazquez
Debra	Washington
Janeal	White
Emily	Williams
Karah	Witzsche
Michelle	Yates
Mariah	Ybarra
Hugo	Zurita

TX BoS CoC General Meeting

Agenda

June 10, 2020, 2:00-3:30 P.M.

Registration link: https://thn.adobeconnect.com/jun20gm/event/event_info.html

- I. **Welcome, Staff Photos, and Attendee Map**
- II. **Data Snapshot – COVID-19 Screening Data for People Experiencing Homelessness**
- III. **How we are Ending Homelessness – with Systems Change**
- IV. **Community Conversation – COVID-19 in our CoC**
- V. **Committee Updates**
 - a. Coordinated Entry Steering Committee (CESC)
 - b. Strategic Planning Committee (SPC)
 - c. Data Committee – recruiting members; if interested, email data@thn.org
 - d. Victim Services Provider Committee (VSPC) – recruiting members; if interested, email vspc@thn.org
 - e. Performance Evaluation Committee (PEC) – recruiting members; if interested, email pec@thn.org
- VI. **Announcements**
 - a. FY 2020 CoC Program competition contingencies
 - i. CoC Program Competition Policies-Public Comment
 - ii. Fair Housing Training TBD (Week of July 15th)
 - b. State ESG annual competition
 - c. Benefits of Joining HMIS
 - d. CoC Board elections -- nominations being accepted until 6/19;
<https://www.thn.org/texas-balance-state-continuum-care/governance/>
 - e. New staff members
 - i. Data VISTA Member -- Princess Murchison
 - ii. Racial Equity Intern – Giovanna DiNapoli
 - iii. CoC Performance Coordinator—Quiana Fisher
- VII. **Next Meeting –**
 - a. No July meeting
 - b. Next meeting on Wednesday, August 12th, 2020, at 2:00.
Main topic: 2021 Point-in-Time (PIT) Count and Housing Inventory Count (HIC)
Register at https://thn.adobeconnect.com/aug20gm/event/event_info.html

TX BoS CoC General Meeting

Announcements:

1. [Benefits of Joining HMIS](#) flyer
2. The Coordinated Entry Steering Committee (CESC) will meet on Tuesday, June 23rd from 10:00 a.m. to 11:30 a.m. This meeting is closed to the Committee. Please email CE@THN.org for questions, concerns, or more information.
3. The Community Investment Committee has awarded \$10,000 in funding through the NLIHC Program Funds. The Community Investment Committee has \$60,000 to award to agencies in specific counties to meet the needs of people experiencing homelessness during the COVID-19 Pandemic. For more information on the NLIHC Fund, go here: https://thncompetition.smapply.io/prog/national_low_income_housing_coalition_fund/.
4. New Public Comment Page on the THN website! <https://www.thn.org/texas-balance-state-continuum-care/get-involved/texas-balance-of-state-public-comment-portal/>

Meeting accessibility:

If you have accessibility needs for CoC General Meetings, please contact Mary Stahlke, Asst. Director of Engagement, at mary@thn.org or 512-861-2180.

Open discussion:

Staff will be available on the webinar for 15 minutes after the meeting ends, for an open discussion on any topics that attendees want to discuss.

Give your feedback!

Please complete the anonymous survey you will receive after the meeting ends, to let us know what was helpful and what would could be better for the next meeting.

Become a CoC Member!

Anyone who works or lives in the CoC's geographic area, and all housing and homeless services projects in the CoC's geographic area, are considered to be members of the CoC. The CoC has an open invitation process, so people may join at any time. THN invites members to participate in the CoC's activities. Learn more on the [email list](#), the [website](#), and [social media](#).

Meeting schedule, recordings, and notes:

CoC General Meetings include presentations by and conversations between CoC members and staff on topics that are important to preventing and ending homelessness. See the [schedule](#) for dates, topics, and registration links. Meeting notes and recordings are posted on THN's website at <https://www.thn.org/texas-balance-state-continuum-care/get-involved/>.

MEET THE TX BOS COC TEAM

Get in touch by calling
Or click one of our photos
to send an email.



Jen Beardley
Local Homeless Coalition (LHC) Specialist
512-861-2154



Kraig Blaize-Fiero
CoC Programs Assistant
512-861-2193



Sophia Checa
Director of CoC Programs
512-861-6286



Kyra Henderson
Data Coordinator
512-861-2192



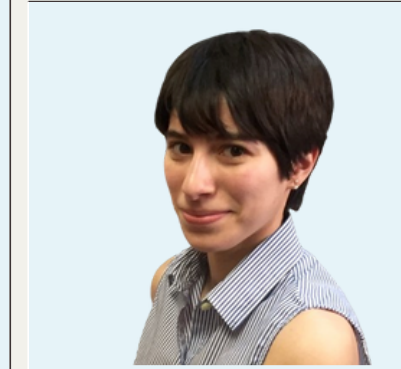
Margaret Hill
Governance VISTA
512-861-2181



Antonio Kufoy
Database Coordinator
512-910-8740



Lindsay LaGrange
Training Coordinator
512-861-2155



Victoria Lopez
Data and Policy Analyst
victoria@thn.org | 512-861-2115



Mollie Lund
ESG & SSVF Programs Coordinator
512-861-2119



Katie Martinez
Systems Change Specialist
512-721-4684



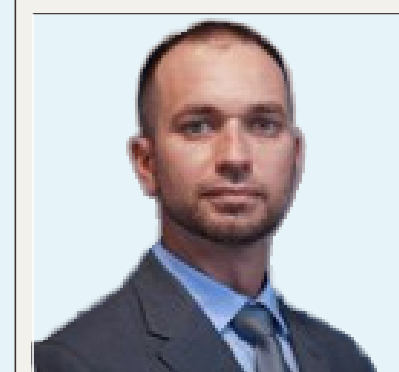
Princess Murchison
Data Associate VISTA



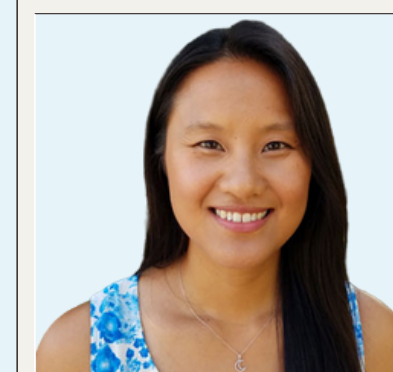
Marissa Ortega
Coordinated Entry Data Specialist
512-861-0981



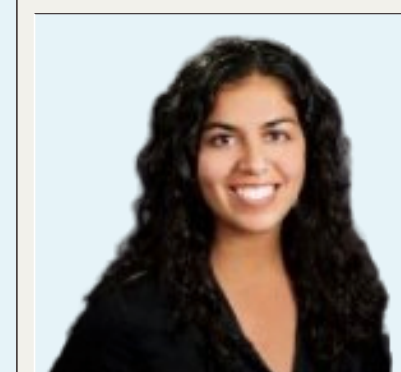
Mary Rychlik Stahlke, LMSW
Assistant Director of Engagement
512-861-2180



Jim Ward
Assistant Director of Planning
512-861-2165



Linda Xiong
Systems Change Coordinator
512-861-2129



Kristin Zakoor
Assistant Director of Data
kristin@thn.org | 512-354-2033

IMAGE
COMING
SOON

Quiana Fisher
CoC Performance Coordinator
TBD

coming
soon

Coming Soon
Emergency Solutions Grant Specialist
TBD

coming
soon

Coming Soon
Ending Veteran Homelessness Specialist
TBD

coming
soon

Coming Soon
Emergency Solutions Grant Data Specialist
TBD

coming
soon

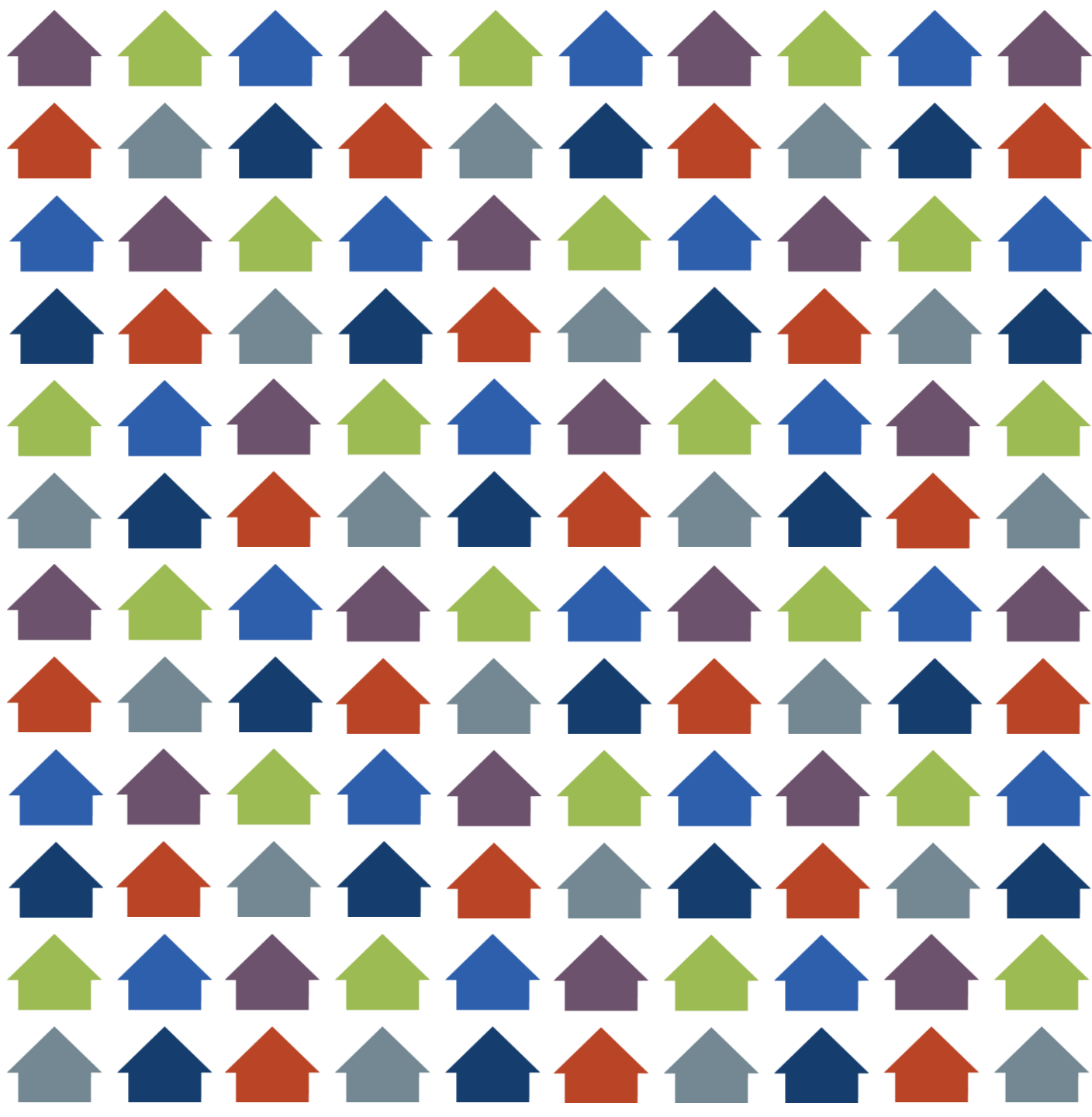
Coming Soon
CE VISTA
TBD

coming
soon

Coming Soon
HMIS Research and Development VISTA
TBD



Giovanna DiNapoli
Racial Equity Intern
TBD



HMIS COVID-19

Strategies For Change

thn.org

HMIS COVID-19 Symptom Screening Tool



Why is the screening tool important?

“To limit the spread of COVID-19, it is important to promptly ***identify***, separate, and ensure ill [participants] are wearing a cloth face covering... Recent studies indicate that people who are infected but do not have symptoms likely also play a role in the spread of COVID-19. For this reason...measures should be implemented for everyone in the facility, regardless of symptoms. It is also important to maintain a safe distance (at least 6 feet) between both [participants] and staff, as much as possible.” ~CDC



Why is the screening tool important? (cont.)

- Screening [participants] before they enter the facility:
 - Reduces exposures for other [participants] and [staff]
 - Helps prevent the spread of disease within the facility
 - Helps ensure personal protective equipment (PPE) is used effectively
- Homeless services are often provided in congregate settings, which could facilitate the spread of infection. Because many people who are homeless are older adults or have underlying medical conditions, **they may also be at higher risk for severe disease.**



The Screening Tool Script

What is coronavirus/COVID-19?

Coronavirus is a virus that can cause an infection in your nose, sinuses, and lungs. In December 2019, doctors discovered a new type of coronavirus, which they named COVID-19.

The early symptoms of COVID-19 may include fever, headache, dry cough, sore throat, or exhaustion. The virus can lead to shortness of breath, severe chest congestion, and trouble breathing. COVID-19 may be more severe in older individuals and people who have severe medical conditions.

Who can catch coronavirus/COVID-19?

Anyone who is exposed to COVID-19 can become sick. Once exposed, it can take anywhere from 2 to 14 days to show symptoms. You may be able to transmit the virus to your family and friends even when you feel healthy (meaning you are asymptomatic). The virus is spread through droplets when people cough or sneeze. It is transmitted when people breathe in the droplets, or when people touch their face after touching a surface where the droplets have landed.



Questions on the Screening Tool

- The screening tool now includes questions about:
 - Chills
 - Muscle pain
 - Headaches
 - Sore throat
 - Loss of taste or smell
- Switched to radio buttons for easier use



Why is the assessment required?

- People aren't filling it out!
 - We recognize that there is an issue with capacity
 - No expectation of back data entry
 - Expert guidance says you should be asking these screening questions with every interaction with the client; try to get as close to that as you can
- Lag time in testing and limited* testing availability
 - 75,616 cases reported as of 6/9/2020
 - 23,341 estimated* active cases as of 6/9/2020



Where can I find the COVID-19 Data Dashboard?



Who We Are ▾ Texas Balance of State Continuum of Care ▾ Statewide Initiatives ▾ 2020 THN Conference

The screenshot shows the THN website navigation menu. The 'Data' menu item is expanded, showing a sub-menu with 'HMIS Start Kit', 'HMIS Basics', 'HUD Guidance', and 'HMIS Training & Resources'. The 'HMIS Training & Resources' item is highlighted with a red box. An orange arrow points from this box to the 'COVID-19 Resources' list on the right. Below the navigation menu is a banner with the text 'To Access CE Forms & Regional Information' and a 'Click Here' button. The banner also features a graphic of a hand holding a house icon.



Who We Are ▾ Texas Balance of

General Resources:

- Ready? Register to train for HMIS [here](#).
- Register for Coordinated Entry Training [Here](#)
- Still in training? [Litmos Training Login](#).
- View the [HMIS Training Process](#) for training deadlines.
- Request [Technical Assistance from THN here](#).
- See [our calendar](#) for upcoming training opportunities and webinars.
- Learn more about HMIS in our [YouTube Channel](#).

COVID-19 Resources:

- [TX BoS CoC COVID-19 Data Dashboard](#)
- [HMIS Data Disclosure Protocol](#)
- [COVID-19 Homeless Planning and Response Dashboard Guide](#)
- [COVID-19 Client Screening tool: English and Spanish](#)
- [COVID-19 At-Risk of Homelessness Assessment: English and Spanish](#)
- [COVID-19 Educational Posters](#)
 - What you need to know: [English](#) and [Spanish](#)
 - Share Facts: [English](#) and [Spanish](#)
 - Protect and Prepare: [English](#) and [Spanish](#)
 - Symptoms: [English](#) and [Spanish](#)
 - How to Prevent: [English](#)

Last Updated on June 8, 2020

TX BoS CoC COVID-19 HMIS Screening Data

Total Clients Screened

1,119

Total Clients w/ Symptoms Present

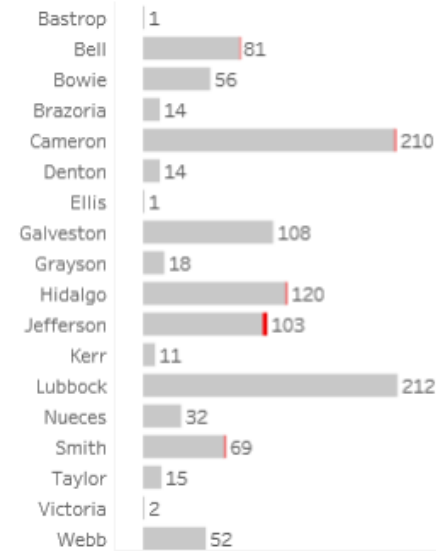
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County

(All)

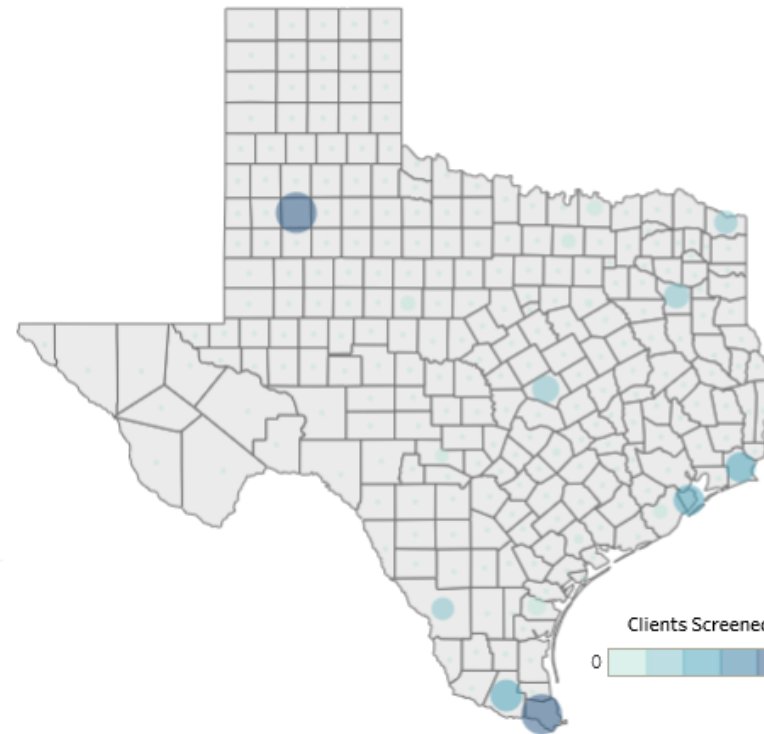
Total Number of COVID-19 Screenings by County

Number of Clients Screened by County

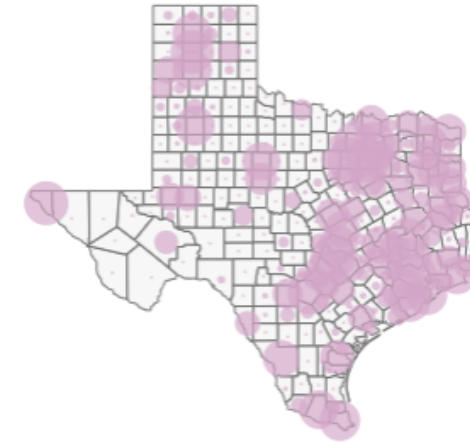


Legend

- Symptoms Present
- No Symptoms



DSHS Confirmed + Cases by County (General Population)



© 2020 Mapbox © OpenStreetMap

*This data is sourced from HMIS via the COVID-19 screening tool for Emergency Shelter and Street Outreach providers.

*Please note that 'Symptoms Present' does NOT equal COVID-19 positive. At this time we are tracking if any clients are showing any type of COVID-19 related symptoms.

*On 4/27/2020, we expanded the symptoms we're screening for to match the list of symptoms currently put out by the CDC. The symptoms we're screening for include: **fever, cough, shortness of breath, chills, muscle pain, headache, sore throat, and new loss of taste or smell.** (Prior to 4/27/2020, the symptoms we screened for were: fever, cough, and shortness of breath)

If you have any questions about the data please contact us at HMIS@thn.org.



Last Updated on June 8, 2020

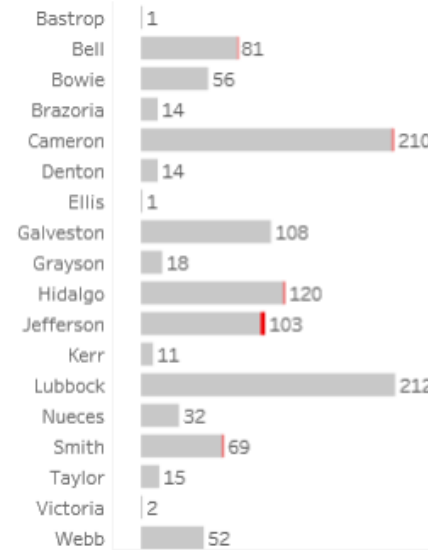
TX BoS CoC COVID-19 HMIS Screening Data

Total Clients Screened 1,119	Total Clients w/ Symptoms Present 8
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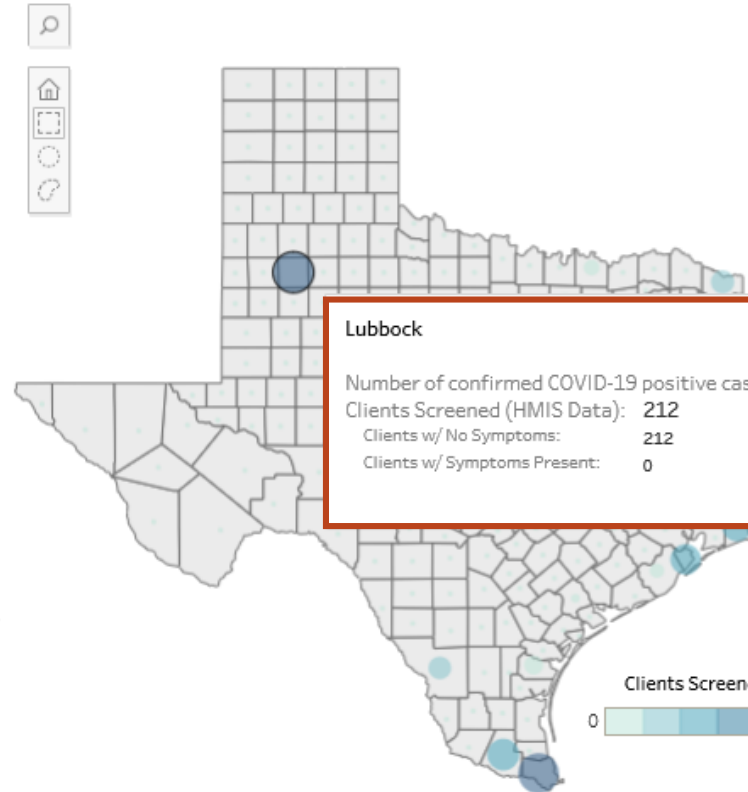
County ▼

(All)

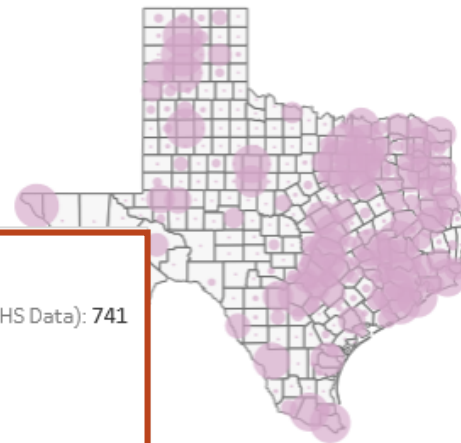
Number of Clients Screened by County



Total Number of COVID-19 Screenings by County



DSHS Confirmed + Cases by County (General Population)



Legend

■ Symptoms Present

■ No Symptoms

Clients Screened

0 212

© 2020 Mapbox © OpenStreetMap

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TX BoS CoC COVID-19 H

Total Clients Screened

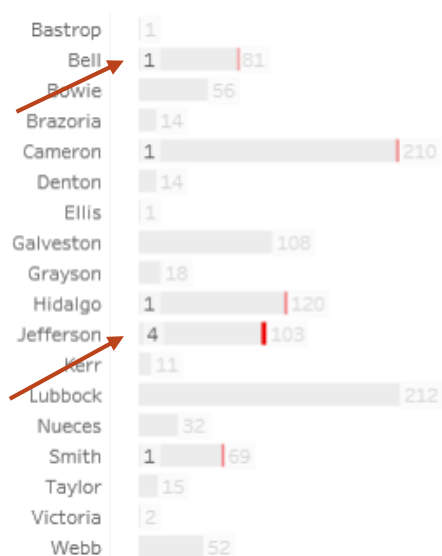
1,119

County

(All)

Total Number of COVID-19

Number of Clients Screened by County



Legend

Symptoms Present

No Symptoms

© 2020 Mapbox © OpenStreetMap

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 *On 4/27/2020, we expanded the symptoms we're screening for to match the list of symptoms currently put out by the state: **headache, sore throat, and new loss of taste or smell.** (Prior to 4/27/2020, the symptoms we screened for were: fever, cough, sore throat, and new loss of taste or smell.)
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TX BoS CoC COVID-19 HI

Total Clients Screened

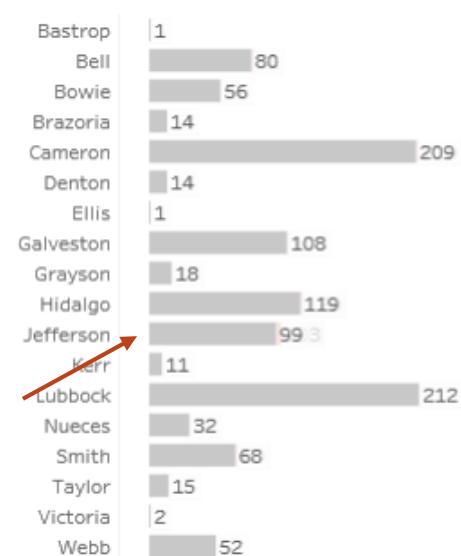
1,119

County

(All)

Total Number of COVID-19

Number of Clients Screened by County



Legend

Symptoms Present

No Symptoms

© 2020 Mapbox © OpenStreetMap

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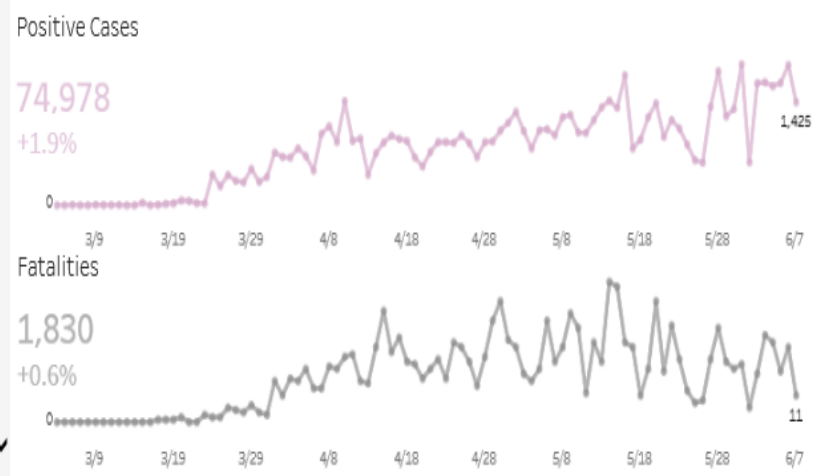
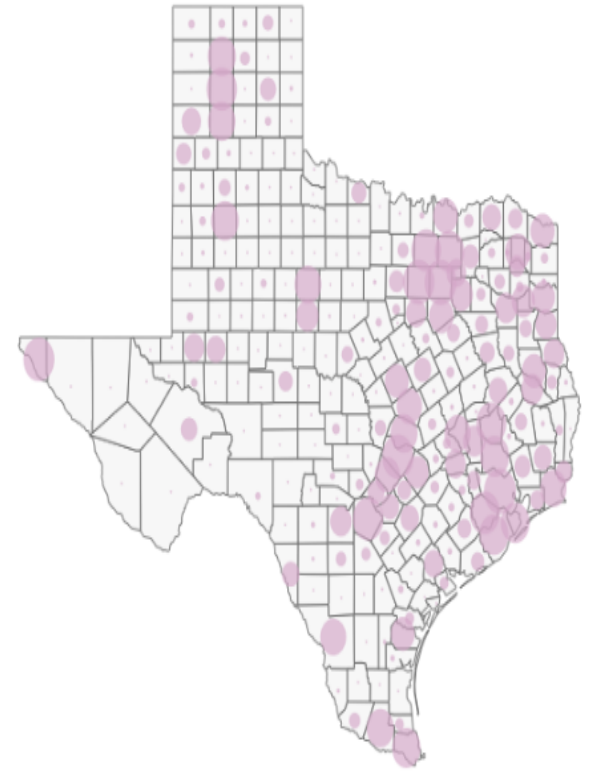
DSHS COVID-19 Statewide Case Data

Last Updated on June 8, 2020

Texas County Metrics

Sort By:

Harris	14423
Dallas	11830
Tarrant	6073
Travis	3662
El Paso	3376
Bexar	3290
Potter	2756
Fort Bend	2117
Walker	1851
Denton	1486
Collin	1447
Montgomery	1064
Brazoria	990
Galveston	972
Cameron	892
Moore	852
Lubbock	741
Randall	728
Hidalgo	701
Williamson	684
Jones	637
Jefferson	627
Brazos	605
Webb	594
Titus	541
Bell	446
Hays	385
Grayson	375
Ellis	364
Bowie	336
Nacogdoches	304
Nueces	289
Coryell	289
Kaufman	269
Gregg	257
Harrison	256
Bastrop	255
Taylor	246
Comal	241



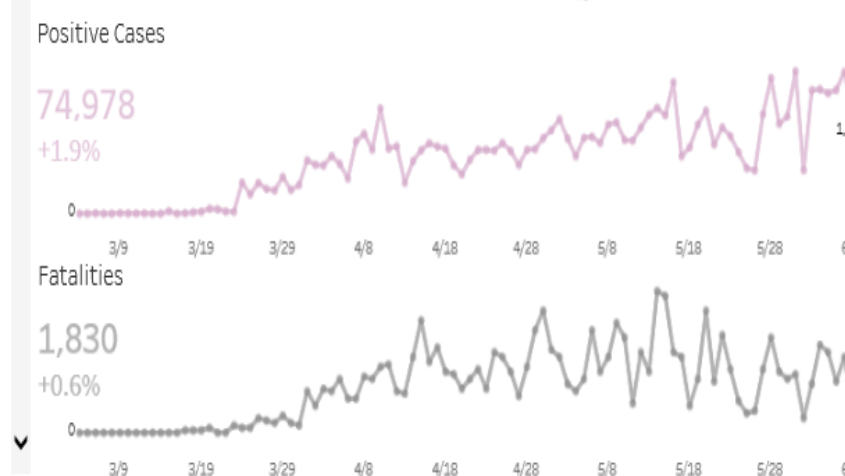
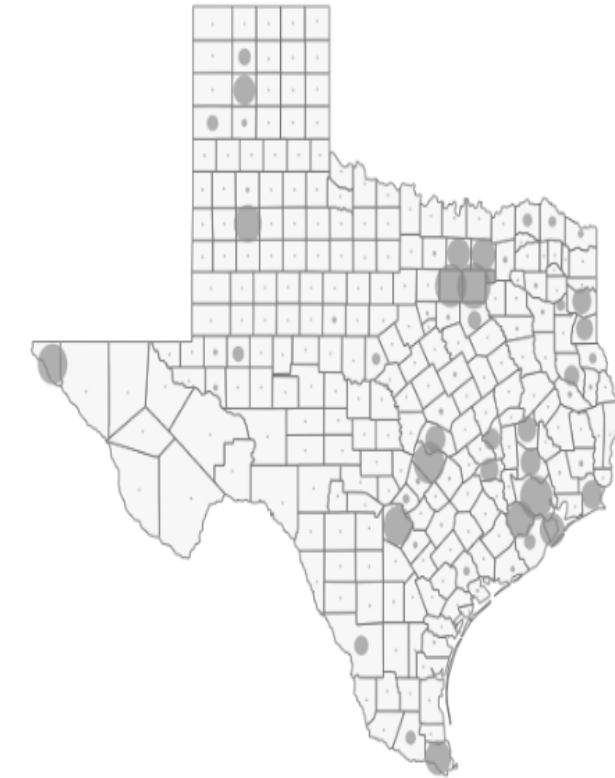
DSHS COVID-19 Statewide Case Data

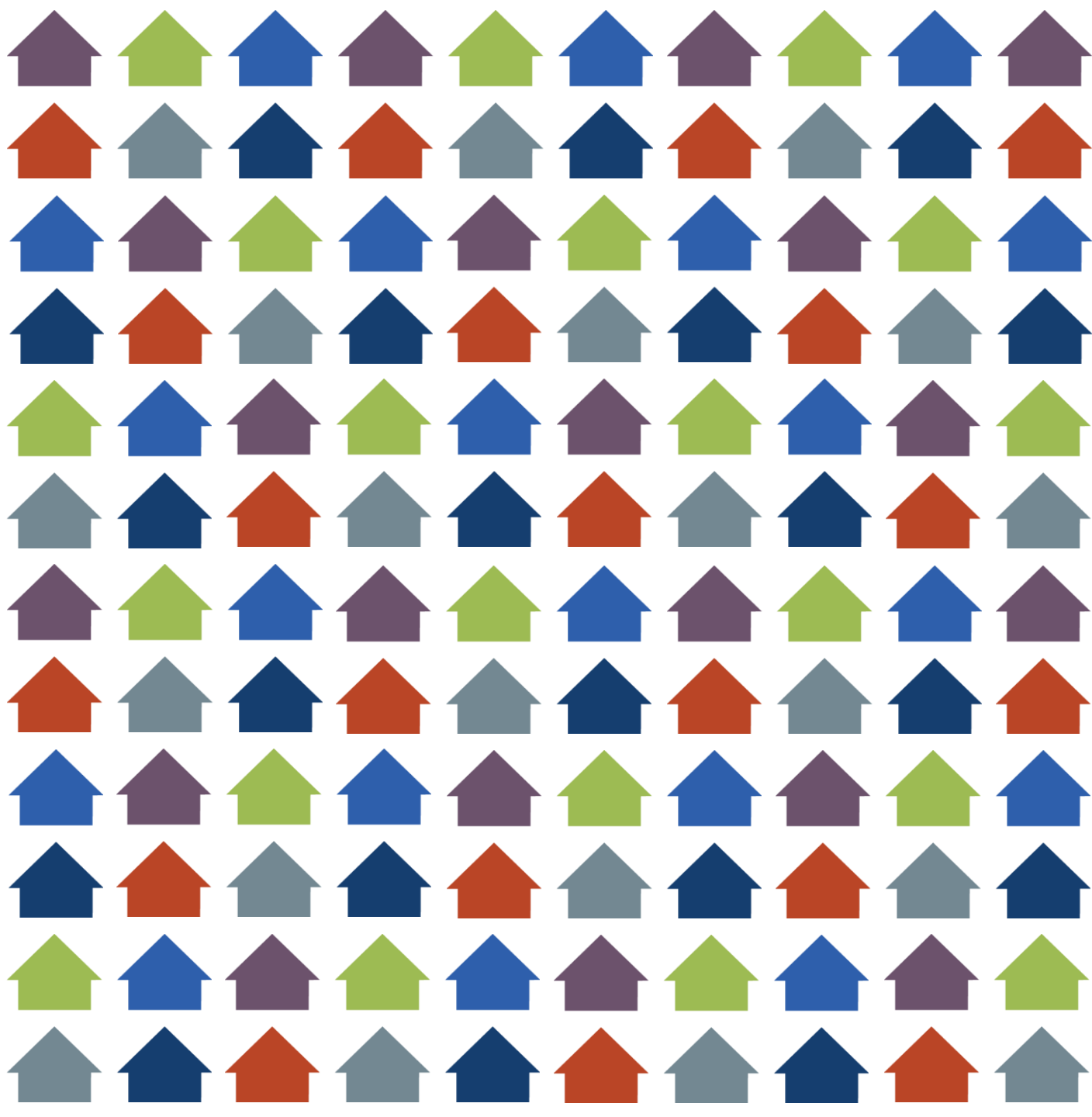
Last Updated on June 8, 2020

Texas County Metrics

Sort By:

Dallas	262
Harris	259
Tarrant	176
Travis	97
El Paso	90
Bexar	78
Lubbock	50
Fort Bend	47
Cameron	39
Galveston	38
Collin	34
Denton	33
Potter	32
Jefferson	30
Williamson	28
Montgomery	28
Walker	27
Harrison	27
Washington	25
Panola	23
Brazos	22
Nacogdoches	21
Webb	19
Ellis	16
Rockwall	14
Moore	14
Midland	13
Deaf Smith	13
Brazoria	13
Hidalgo	12
Lamar	11
Gregg	10
Brown	10
Shelby	8
Red River	8
Victoria	7
Comal	7
Randall	6
Blaine	6





Systems Change

Strategies For Change

thn.org

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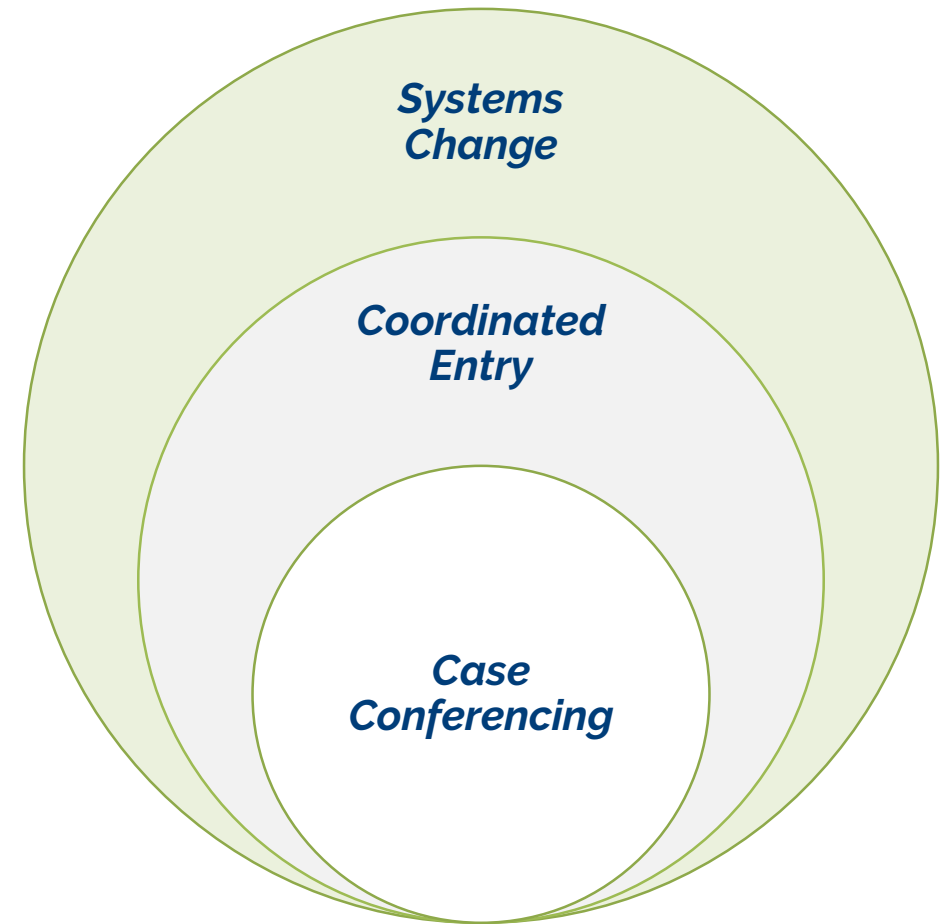
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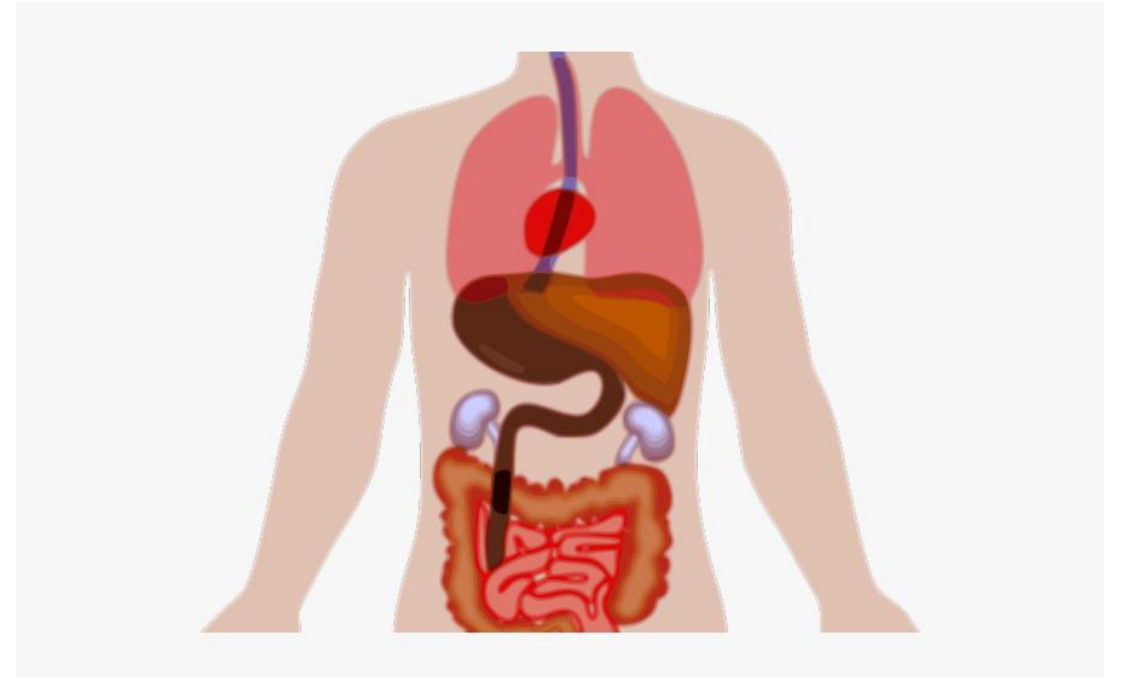
Agenda

1. What is **systems change**?
2. How is **Coordinated Entry** an example of systems change?
3. What is **case conferencing**?
 - a. How does it support Coordinated Entry and systems change?

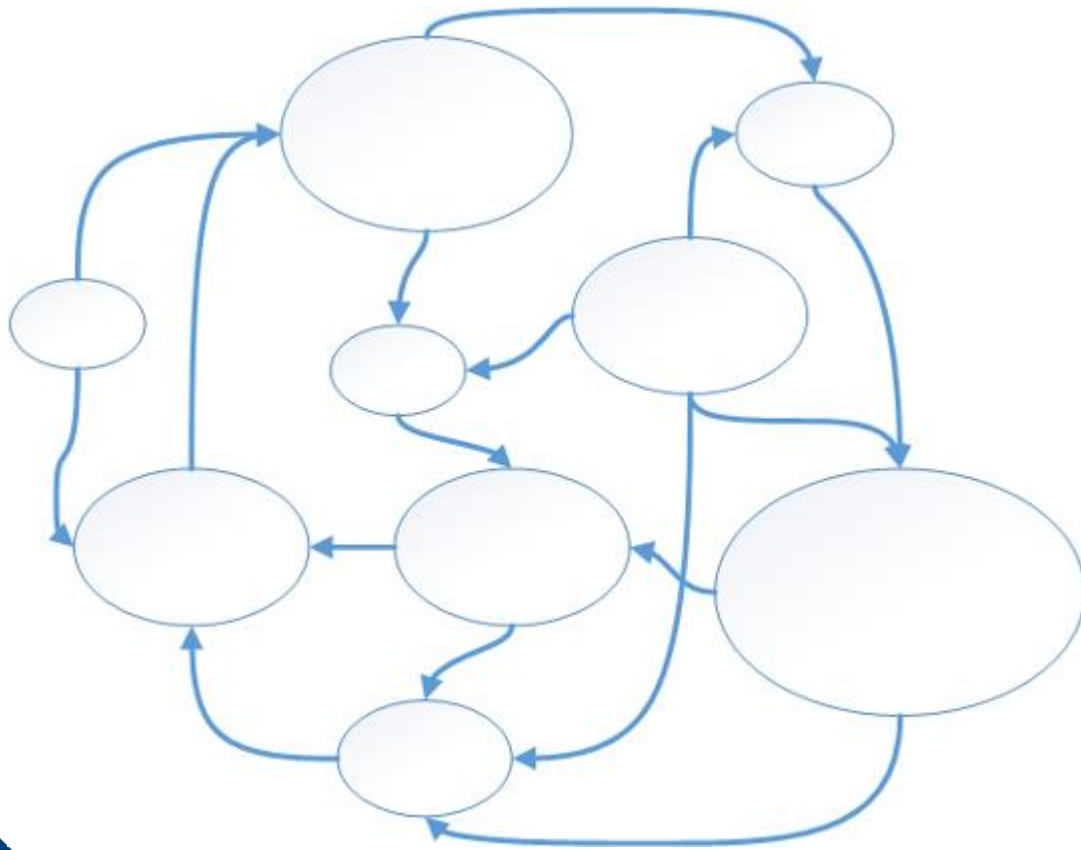


Systems Change

- A system is “a set of things...interconnected in such a way that they [produce] their own pattern of behavior over time”.¹
- Systems include 3 components:
 - Elements
 - Interconnections
 - A function or purpose



Systems Change



- By studying the arrangement of these components, we can
 - Understand how systems work
 - What makes them produce poor results, and
 - How to shift them into better behavior patterns.¹



Systems Change

- Complex social problems continue to persist despite efforts to solve them.
- These efforts often look **outside** of the problem for solutions.
- Instead of viewing causes (and thus, solutions) of problems as **outside of the system**, causes of problems should be viewed as **systems problems**.¹



Image: [United Nations \(2019\)](#)

Systems Change

- Systems change is...
 - An intentional process designed to alter the status quo by shifting the function or structure of an identified system with purposeful interventions.
 - A journey which can require a radical change in people's attitudes as well as in the ways people work.²



Systems Change

- Systems change aims to bring about lasting change by altering underlying structures and supporting mechanisms which make the system operate in a particular way.
 - These can include policies, routines, relationships, resources, power structures, and values.²

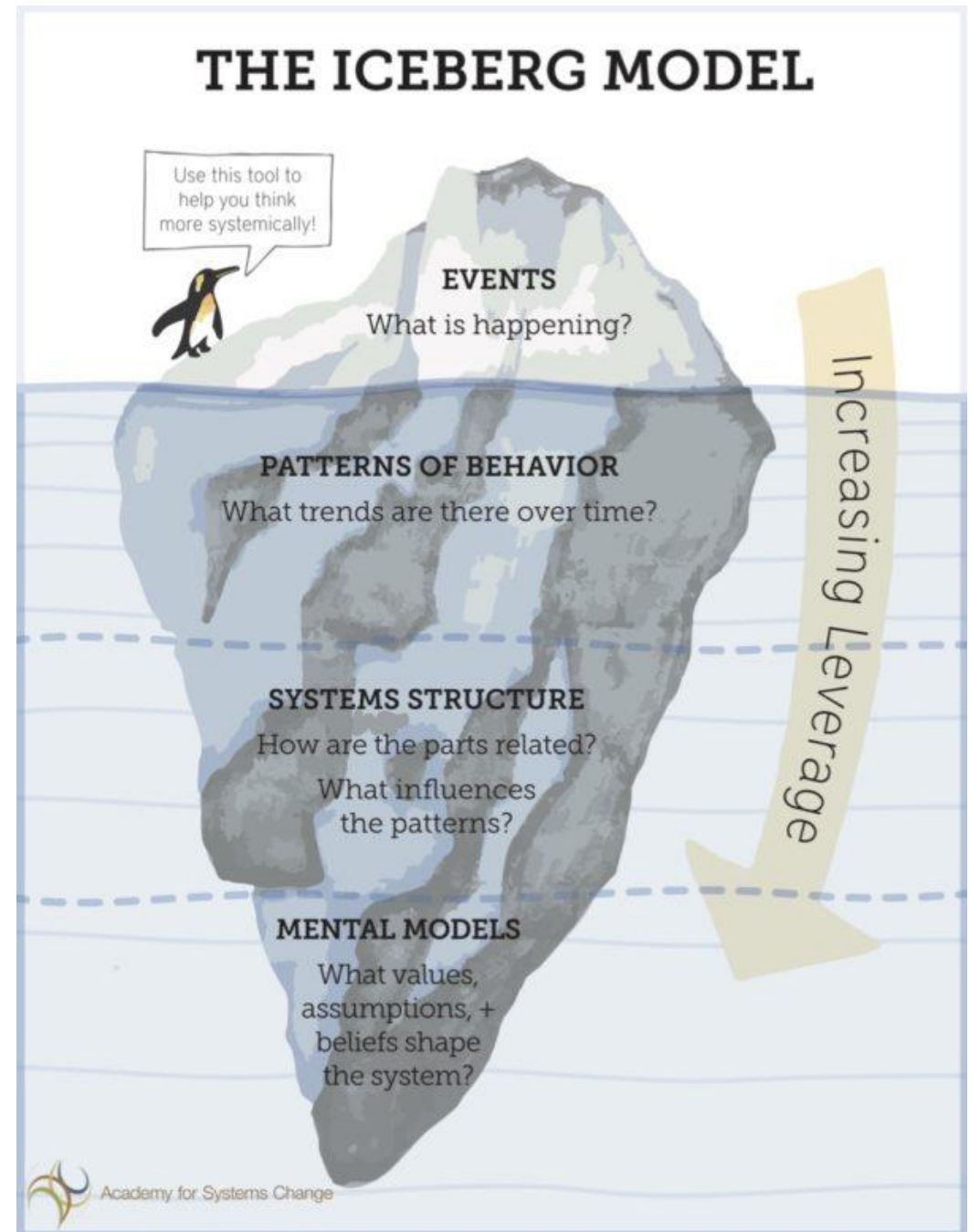


Image: [Academy for Systems Change](#)

Ending Homelessness

Every community has a **systematic response** in place that ensures homelessness is **prevented** whenever possible or is otherwise a **rare, brief, and non-recurring experience**.³



Ending Homelessness

Specifically, every community will have the capacity to...

- Quickly identify and engage people at risk of and experiencing homelessness.
- Intervene to prevent people from losing their housing and divert people from entering the homelessness services system.
- Provide people with immediate access to shelter and crisis services without barriers to entry if homelessness does occur.
- Quickly connect people experiencing homelessness to housing assistance and services tailored to their unique needs and strengths to help them achieve and maintain stable housing.³

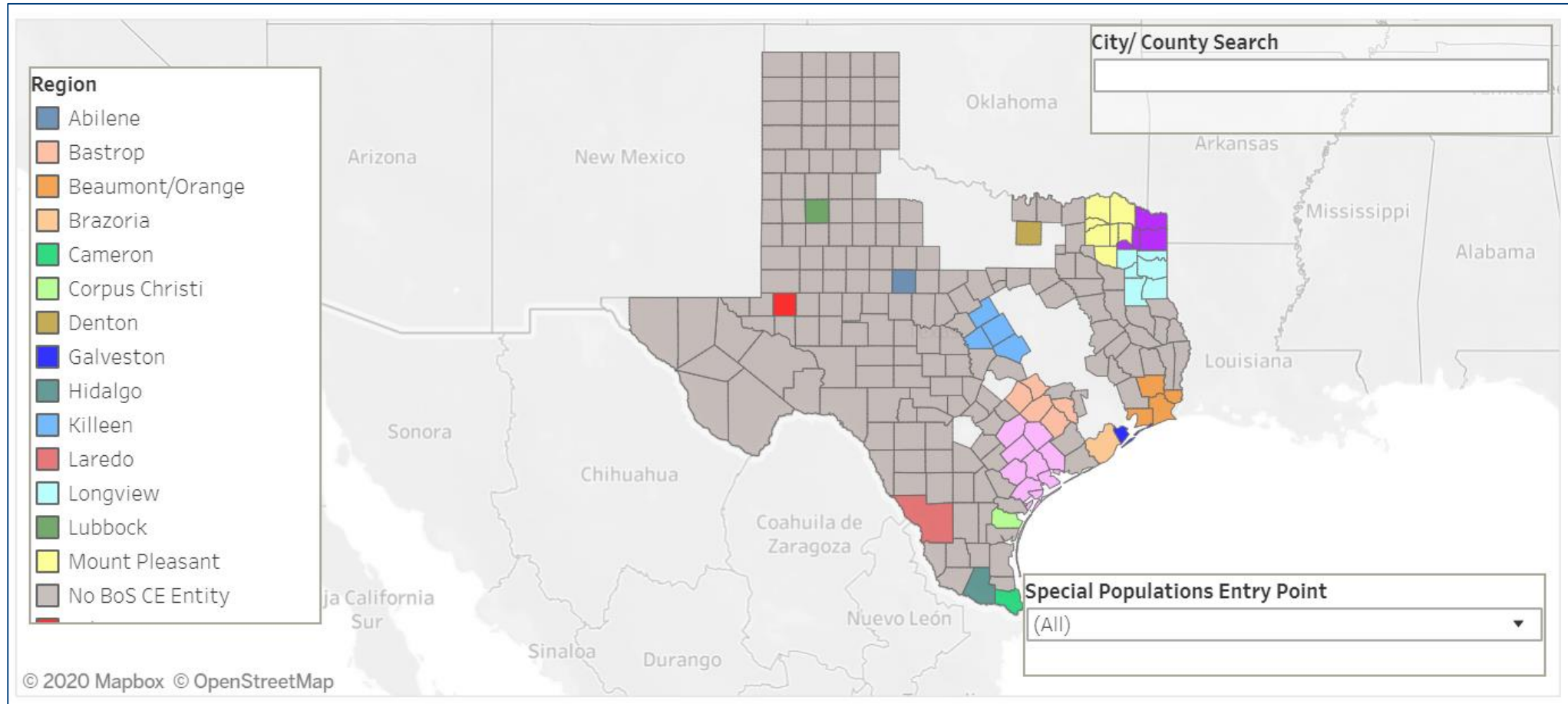


Coordinated Entry

- A process through which people at risk of or experiencing homelessness can...
 - **access** resources in the housing crisis response system in a streamlined way,
 - have their strengths and needs quickly **assessed** using a standardized assessment tool and practices,
 - are **referred** to appropriate housing and mainstream services tailored to their needs, while the most intensive interventions are **prioritized** for those with the highest needs.³



CE Regions in the TX BoS CoC



Purpose of Coordinated Entry

- Way of structuring a Continuum of Care's systems of care so that it fits together intentionally and efficiently
 - More efficient use of resources
 - Improving fairness and ease of access to resources, including mainstream resources
 - Prioritizing people who are in most need of assistance⁴



Purpose of Coordinated Entry



Systems Change Approach

WITHOUT COORDINATED ENTRY:

“Should we accept this household into our program?”

- Program-centric
- Unique forms and assessment processes to each organization
- Uneven knowledge about available services and housing interventions

WITHOUT COORDINATED ENTRY



Systems Change Approach

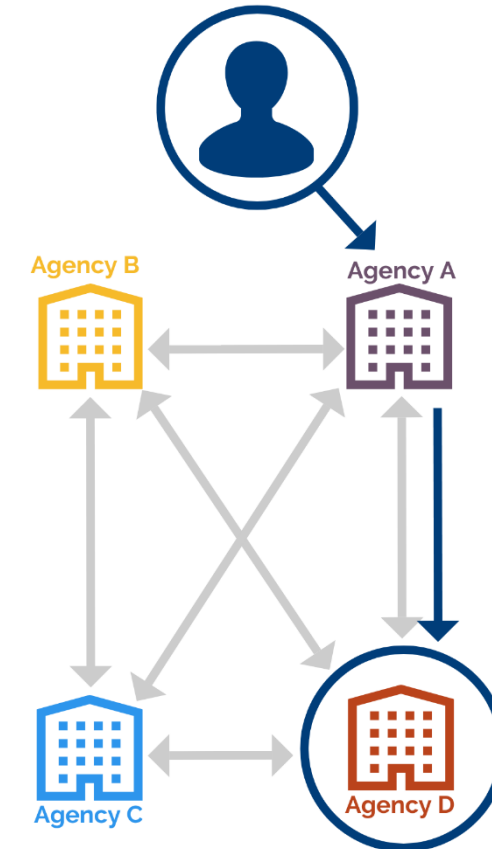
WITH COORDINATED ENTRY

“What housing and service assistance strategy among all available is best for this household?”

- Client-centric
- Standard forms and assessment processes used by every program for every household
- Accessible information about available services and housing interventions



WITH COORDINATED ENTRY



Entry Points to Receiving Agencies

Entry Point

- CE Assessment
- Record and Make **Referrals**



Receiving Agencies

- Follow Up with **Referrals:** Prioritization Standards (*if applicable*) and Contacting Households



Case Conferencing



Case Conferencing

- A routine, centralized process that helps community leaders and housing navigators monitor and advance the progress of various people toward housing⁵
- A **regular meeting** (e.g. weekly, bi-weekly) that allows for **support coordination** and **problem-solving** to occur with all community partners who are serving people experiencing homelessness in that community⁵



Goals of Case Conferencing⁶

- To ensure holistic, coordinated, and integrated assistance across providers
- To review progress and barriers
- To identify and track systematic barriers and strategize solutions
- To clarify roles and responsibilities and reduce duplication of services

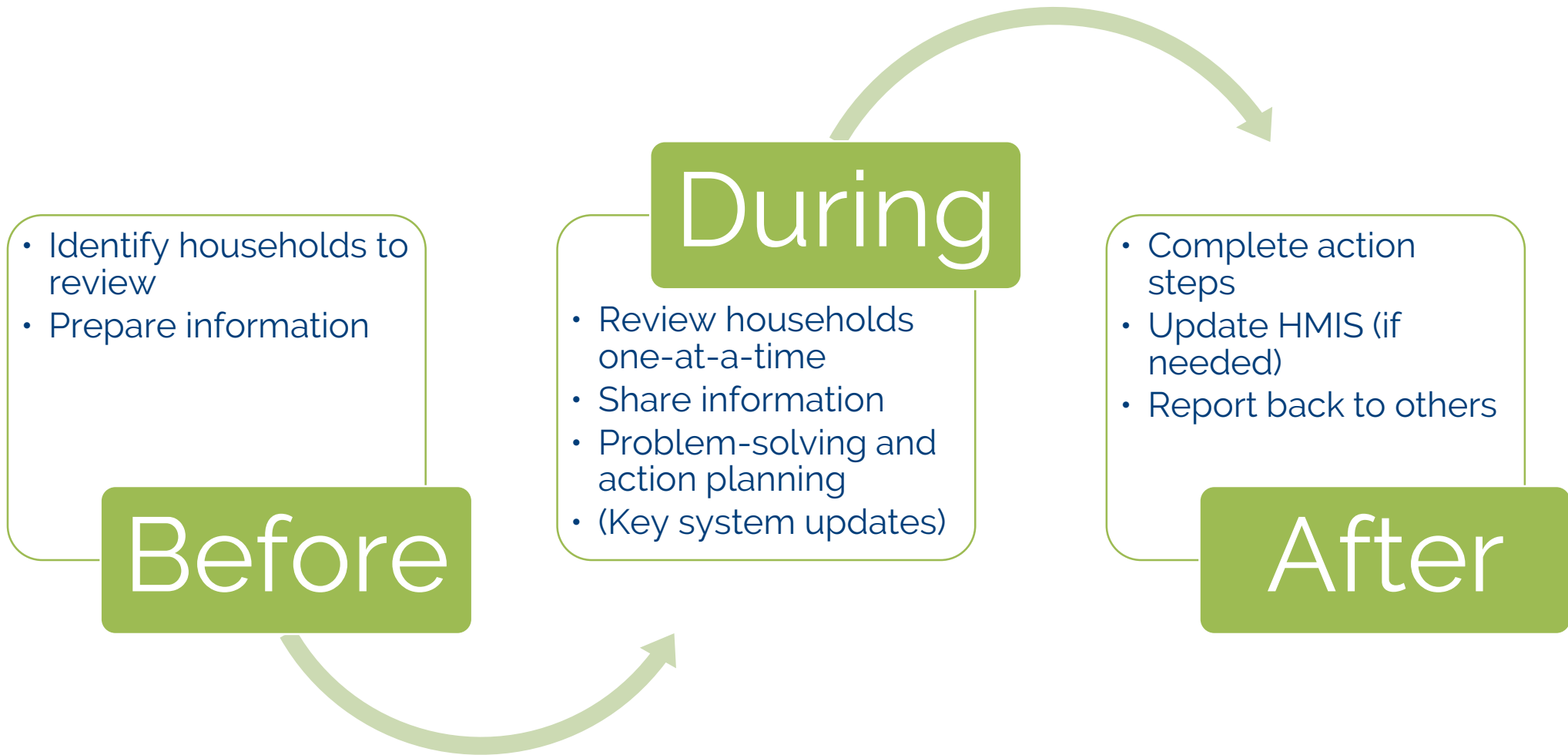


Planning for Case Conferencing

- Questions for communities to consider:
 - Why do we want to do case conferencing? (Shared purpose)
 - Who should attend?
 - Who should facilitate?
 - How should we conduct meetings?
 - When? Where? How often?
 - What information do we need, and where does it come from?



Case Conferencing Meeting



Housing Priority List



Housing Priority List

- A list in HMIS of all clients who have completed a Coordinated Entry assessment.
- Clients are participating or **were** participating in CE.
 - The Housing Priority List contains **historical data**.



Housing Priority List vs. By-Name List

- The Housing Priority List is not the same as the By-Name List.
- A By-Name List (BNL) is a list of all households experiencing homelessness, regardless of whether they went through CE.
 - A BNL can include data from other sources.
 - Some regions in the TX BoS CoC and other CoCs do manage a BNL with all clients.



A By-Name List for the TX BoS CoC?

A large number of clients who have participated in programs in HMIS over the years.

Not all people experiencing homelessness participate in a project, and not all programs use HMIS to manage clients.



Confidentiality

- Ensure the privacy and safety of households
- **HMIS Release of Information:** sharing information to provide or match a household to assistance, including case conferencing and the Housing Priority List
- **Victim Service Providers:** Violence Against Women Act and Family Violence Prevention and Services Act⁷
 - Time-limited, informed, and written release
- **Confidentiality Agreements**



Case Conferencing during COVID-19

- Closely examine the why's and when's for sharing documents and if sharing, use password protection.
- Find and research videoconferencing platforms: [Comparison Chart from National Network to End Domestic Violence](#)
 - Do not record case conferencing meetings
- Implement and communicate changes to case conferencing.
 - Document/write down changes, set a timeframe for changes, and revisit changes as often as possible.



Case Conferencing as Systems Change

- Case Conferencing IS systems change.
 - It shifts the mindset from “my client” to “OUR client”.
- Case Conferencing IS a part of creating systems change in the housing crisis response system.
 - This focus on the household causes a ripple effect, from the household to the community to the system.



Connecting the Dots

Households who complete a CE assessment are placed on the Housing Priority List.

Case Conferencing meetings advance the progress of various people towards housing.



The Housing Priority List is used to build an agenda for Case Conferencing meetings.



Questions?

- Communities without a CE process:
 - What aspects of systems change are we already incorporating and would we like to incorporate?
 - Would we like to incorporate some form of case conferencing and/or list? (*Review planning questions*)
- CE Regions without case conferencing:
 - How would case conferencing be different from existing meetings?
- CE Regions with case conferencing:
 - Do we need to revisit the planning aspects of case conferencing?

Questions for me?



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Benefits of Joining Homeless Management Information System (HMIS)

What is HMIS? HMIS stands for Homeless Management Information System and it is a computerized data collection tool specifically designed to capture client-level information over time. It collects information on the characteristics and service needs of individuals and families experiencing homelessness and the services provided to those clients.



Benefits for Providers

Data driven decision making

When you make decisions about how your programs should operate, you want to make those decisions off supporting data. HMIS provides a way for agencies to assess program performance, allowing you to see what's working and what's not.

Program reports for funders & stakeholders

Our HMIS not only has the reports HUD requires, but also has dozens of reports that focus on client demographics, services, referrals, and data quality. These reports can be used to get a sense of the population you serve.

Coordinating & tracking of services between agencies

If a client has accessed multiple programs and services from your agency, you will be able to see that on the client's dashboard. If other providers in your area also utilize HMIS, you will be able to tell if the client has been served by those other agencies. This helps the process of coordinating services for clients.

Tracking client outcomes

How long was the client in your program? Where did they end up? What services did they receive and did they reach their goals? Our HMIS provides agencies with tools to gauge and report on client outcomes & larger agency-wide outcomes.

Benefits for Communities

Informing systems design and policy decisions

By utilizing data to identify service gaps in our communities, we can better inform local and national policymakers.

Identifying service gaps

HMIS makes it easy for administrators to find service gaps in the data by recording unmet needs, identifying returns to homelessness, and viewing waiting lists for permanent housing programs in your community.

Unduplicated client counts

HMIS client level data is consistently audited for accuracy. HMIS administrators are able to thoroughly comb the system to ensure data accuracy as well as verify an unduplicated count of clients accessing services in the community.

Understanding the extent of homelessness

HMIS creates an environment where community level data can be analyzed and interpreted. Without looking at the big picture data, we lose an important opportunity for system wide policy decisions.

Benefits for Clients

Coordinated case management

Some clients access multiple programs within the same organization or at different agencies within the same community. HMIS provides a way for case managers within different agencies to see what assessments, services, and referrals a client has received.

Streamlined referrals

You can see when a referral was made, to where, and for what, as well as keep track of the result of the referral. For referrals to providers that use HMIS, the referral is digital and instantaneous, meaning the client doesn't have to personally keep track of their referrals.

Decrease of duplicate intakes and assessments

When clients are entered into the system, their basic demographic information is saved to their personal record and users can see when a client already exists in HMIS. This cuts down on potential duplicate intakes and assessments.