

Enhancing Coordinated Access: A Data-Driven Approach

CFTH Lead agency for The Way Home CoC



Making the homeless response system work – better.

Jordan Jupe Hassenflu, LMSW

Manager of Coordinated Access and Intake



- Been with CFTH for over 3 years
- Focus on ensuring access and efficiency
- Previously served as The Rapid Rehousing Program Associate and as a CA Assessor at Houston's largest homeless services day center
- Graduated from University of Houston Graduate College of Social Work
- Originally from Waco
- Lover of history and pop culture podcast



Through real-world examples and case studies, you'll see how data-driven insights lead to actionable enhancements and more effective support for individuals experiencing homelessness.



Road Map

- 🔗 CFTH Mission
- 🔗 The Way Home CoC
- 🔗 Our Communities Coordinated Access System
- 🔗 Re-Evaluation Launch
- 🔗 Methodology
- 🔗 Categories of Evaluation
- 🔗 Ongoing Efforts and Future Direction
- 🔗 Call to Action



Coalition for the Homeless of Houston/Harris County

Mission: The Coalition for the Homeless acts as a catalyst, uniting partners & maximizing resources to move people experiencing homelessness into permanent housing with supportive services

Vision: Everyone in our community has a safe place to call home.

Role:

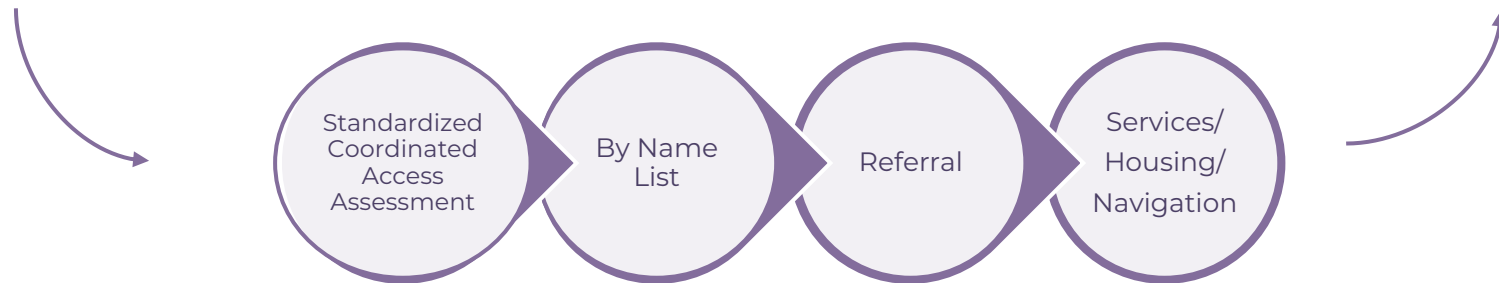
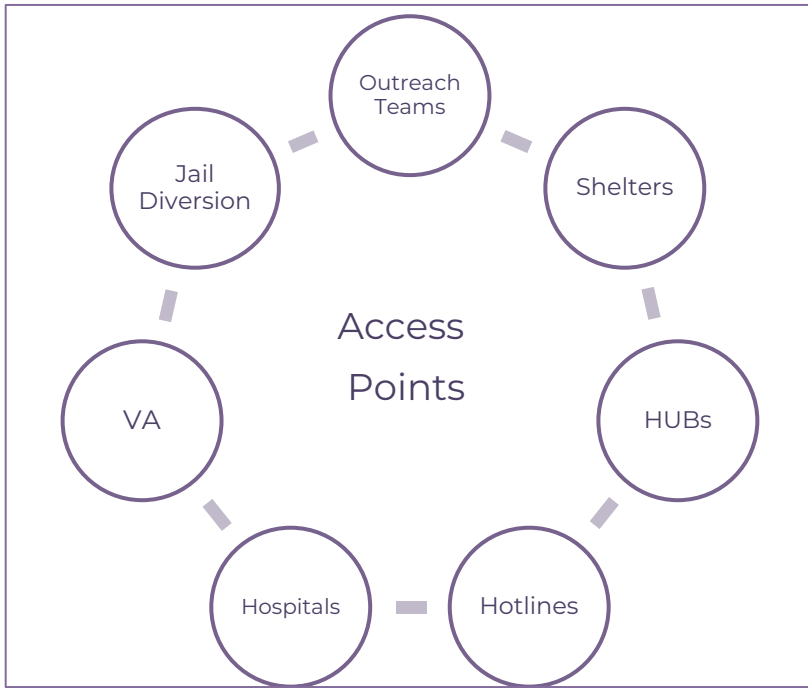
- Coordinate the community response to homelessness
- Lead agency for the TX-700 Continuum of Care (CoC)
 - ≈\$59M annual HUD allocation
 - Keeps ≈8000 people housed
- Homeless Management Information System (HMIS) lead
- Coordinated Access Lead



The Way Home CoC



CAS: Access to Housing



Re-Evaluation Launch - June 2023

🔄 Necessity

- 2 revamps previously one in 2011 and another in 2017
- Lead agency staff changes

🔄 System Changes

- We received YHDP dollars
- Restructuring of Diversion Program
- Supportive Programming

🔄 Anticipated Reduction in Funding

- Saw a substantial inflow during COVID



Methodology: Evaluation Process

Internal Focus Groups

- HMIS, CA, Housing Programs, Compliance, Homeless Response System, special interest groups

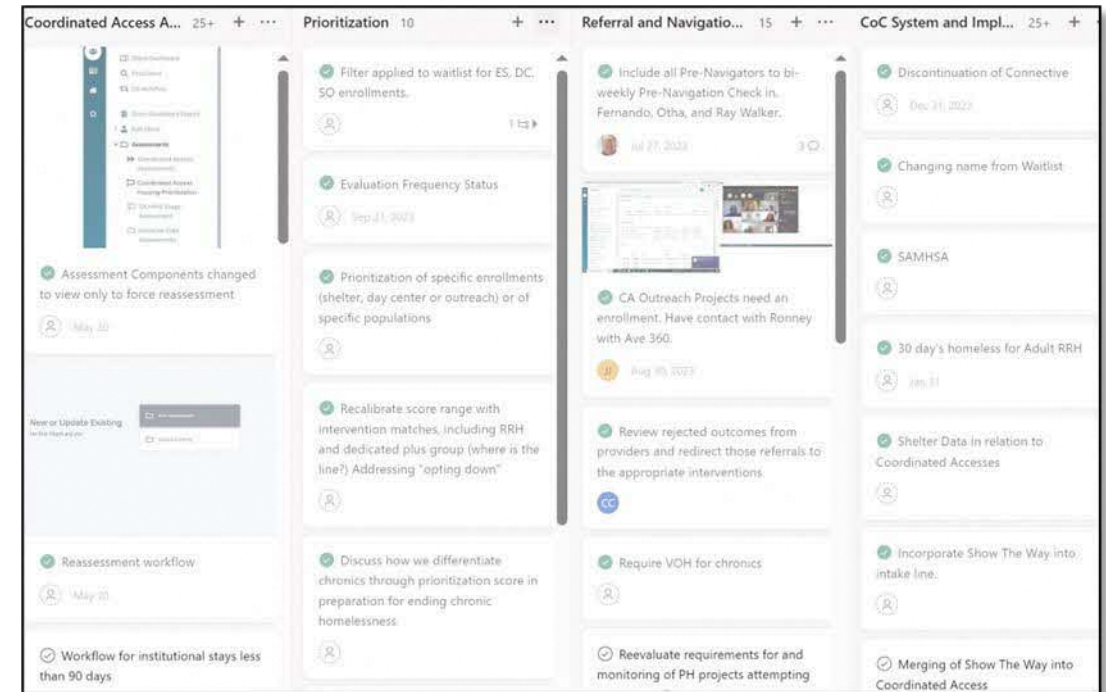
Consultation of stakeholders

- Consumer advisory Committee, Steering Committee, Provider Input

Identified 82 Task Across Four Categories:

- Coordinated Access Assessment Tool
- Prioritization Policy and Process
- Referral and Navigation Process
- CoC System and Implementation

Project Mapping



Coordinated Access Assessment Tool

- Consideration of new questions or rephrasing of existing questions based on qualitative feedback
- Review for redundancy and unused questions
- Analysis of HMIS data for oversaturation, gaps and inconsistencies

Have you been homeless before?	83%
How many times have you been homeless in the past 3 years?	42%
Frequent yes/no from dashboard	26%
Do you or anyone in your household have a disabling condition?	95%
How many times in the past 6 months have you accessed medical services in the ER?	74%
Do you have a serious physical health condition that requires frequent medical care?	49%
Has a doctor or professional ever recommended mental health services?	93%
In the past year, have your drugs or alcohol usage had a negative impact on your life?	66%

**disclaimer this graphic is a snapshot of a subpopulation analysis for illustration*



Coordinated Access Assessment Tool

- Streamlined Assessment with sequence of related questions
- Rephrasing and editing of questions
- Adjustment of point allocation to better identify the most vulnerable households
- 16 prioritization (weighted) questions

Domestic Violence	
Are you homeless or do you remain homeless because someone is hurting you?	* ☐ Yes ☒ No
Has someone asked (or forced) you to have sex or sell anything in exchange for something?*	☒ Yes ☐ No
Is someone threatening to harm you or your family if you don't do what they ask?	* ☐ Yes ☒ No
Veteran Affairs	
Have you ever served in the US military forces?* No	
Health History	
Do you have any of the following conditions that limits your ability to work or perform daily activities?	
- Mental illness:	* ☒ Yes ☐ No
- Developmental disability:	* ☐ Yes ☒ No
- Chronic physical illness or permanent disability:	* ☐ Yes ☒ No
- Substance use disorder:	* ☒ Yes ☐ No
- HIV+/AIDS:	* ☐ Yes ☒ No
Do you have a serious physical health diagnosis that requires palliative care, hospice or terminal illness treatment?*	☐ Yes ☒ No
Were you in Special Education or Resource classes?	* ☐ Yes ☒ No
Have you ever been involuntarily hospitalized for mental health condition?	* ☒ Yes ☐ No
In the past year, have your drugs or alcohol usage had a negative impact on your life?	* ☒ Yes ☐ No
How many times in the past 6 months have you accessed medical services in the ER?	* 2-3 times
Have you ever been involved in the foster care system?	* ☐ Yes ☒ No
Criminal History	
Have you ever been involved in the juvenile justice system?	* ☒ Yes ☐ No
How many times in the past year have you been arrested or been in jail/prison/juvenile detention?*	One time
Do you have past felony conviction(s)?	* ☐ Yes ☒ No
Have you or anyone who will live with you been convicted of a sexual offense:	* ☐ Yes ☒ No

**Disclaimer, not comprehensive of full assessment*



Prioritization Policy and Process



Discuss what our community priorities are



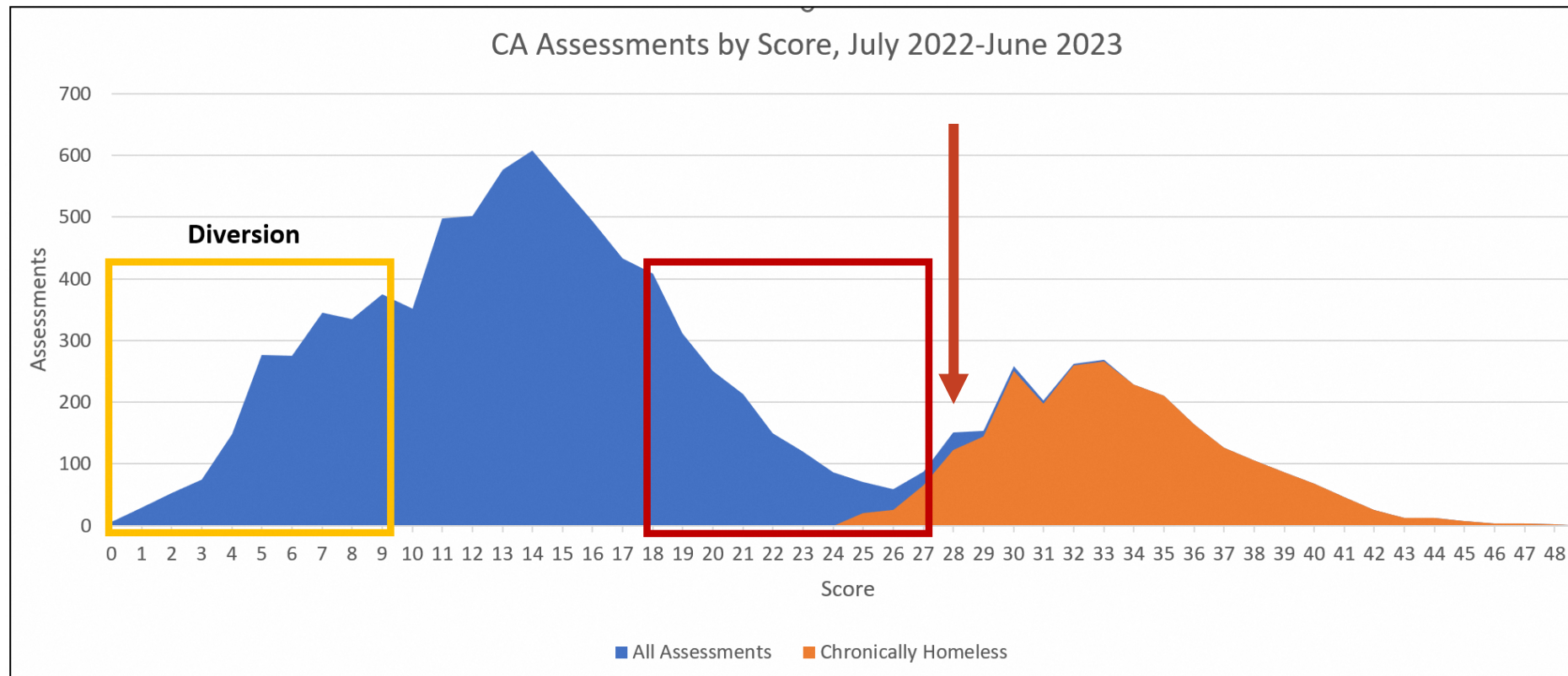
Assess adaptability during times of expansion and constraint



Evaluate the difference between eligibility and vulnerability



Prioritization Policy: Eligibility versus Vulnerability



Prioritization Policy

Expound upon the purpose, policy and procedure of the CA Prioritization Policy

Added verbiage for the consideration of service utilization

Referral process based on program eligibility tiered by vulnerability



CoC System and Implementation



Testing system capacity



Reviewal of policies, procedures, guidelines and standards



Cross analysis of Coordinated Access enrollments with shelter, day center and outreach



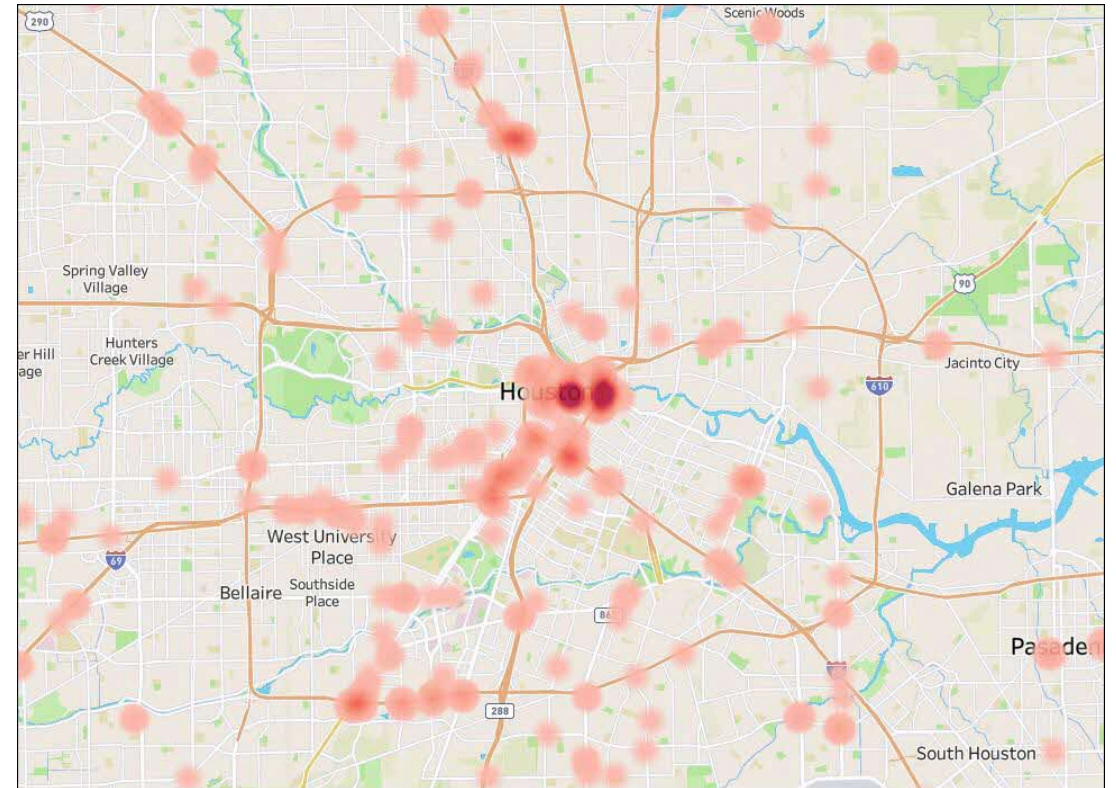
CoC System: Enrollment Comparisons Across CA, Day Centers, and Street Outreach

Project Type	Current Clients	LOE	Assessed	CA Chronic	On BNL			
DS	2601	268	1391	53%	532	38%	487	19%
DS	349	161	230	66%	99	43%	104	30%
DS	231	42	109	47%	45	41%	49	21%
DS	103	106	72	70%	13	18%	22	21%
DS	96	108	73	76%	16	22%	17	18%
DS	19	170	11	58%	3	27%	6	32%
SO	806	92	493	61%	190	39%	196	24%
SO	569	124	285	50%	174	61%	92	16%
SO	406	65	120	30%	54	45%	57	14%
SO	293	177	257	88%	138	54%	96	33%
SO	198	71	187	94%	109	58%	105	53%
SO	187	103	34	18%	1	3%	3	2%
SO	182	99	160	88%	66	41%	94	52%
SO	153	118	109	71%	15	14%	27	18%
SO	149	64	131	88%	48	37%	95	64%
SO	133	76	120	90%	49	41%	64	48%
SO	100	95	87	87%	46	53%	41	41%
SO	50	43	28	56%	1	4%	18	36%
SO	47	253	39	83%	28	72%	3	6%
SO	31	224	10	32%	4	40%	2	6%
SO	22	80	4	18%	2	50%	1	5%
SO	3	6	0	0%				0%
SO	1	162	1	100%	1	100%		0%
SO	1	81	0	0%				0%
SO	1	423	0	0%				0%
	6731	168	3951	59%	1634	41%	1579	23%



CoC System and Implementation

- Meeting people in need where they are
 - “In-Reach”
 - Show The Way
- Program Touch Points with Data
- Shared language
- Workgroups with attendance expectations



Referral and Navigation Process

🔄 Pre-Navigation

- The work that happens with a client prior to a housing referral. Such as, assisting the client with obtaining necessary documents like identification.

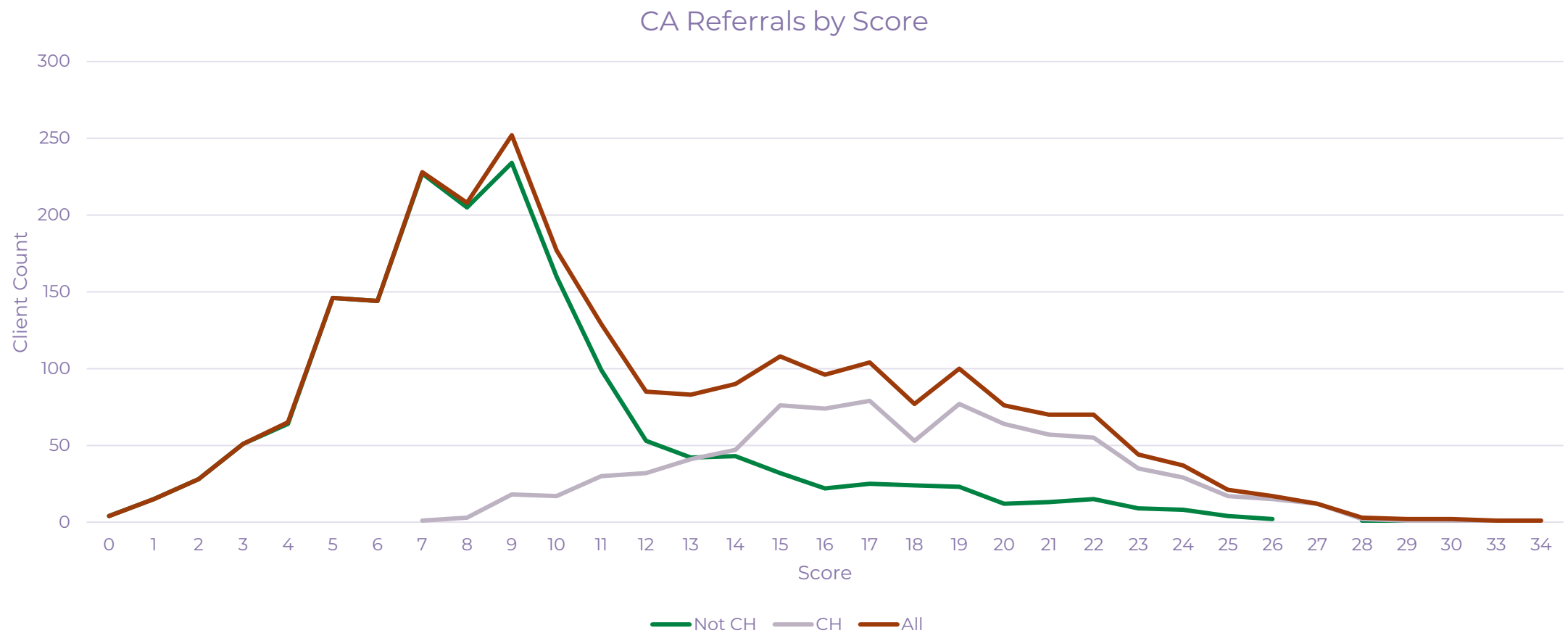
🔄 By Name List Maintenance and Analysis

🔄 Referral Audits for negative outcomes

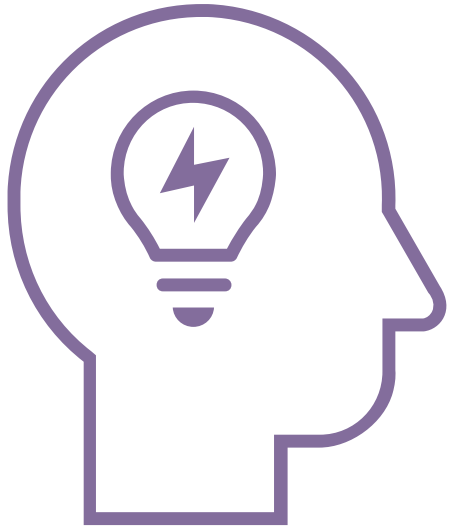
🔄 This is the category our “Re-Vamp” is focusing on right now



By Name List Analysis



Ongoing Efforts and Future Directions



Limitations and Barriers

Systems of Care Integration

Resource Leveraging

Third Party Equity Analysis



CoC System: Enrollment Comparisons Across CA, Day Centers, and Street Outreach

[illegible]

The smallest
enhancement can have
the greatest impact.

Evaluation is not linear, it's a continuous feedback loop.

