

Metro Denver Coordinated Assessment and Housing Placement System (CAHPS)

Family CAHPS Retreat
August 17 and 18, 2016



THANK YOU

To our hosts
Volunteers of America
Bill Daniels Veteran
Services Center

Coffee provided at no
charge by
Molecule Effect



Special thanks to

Community Solutions and our retreat facilitator
Melanie Lewis Dickerson

The logo for Community Solutions, featuring the words "COMMUNITY" and "SOLUTIONS" stacked vertically in a bold, blue, sans-serif font. The text is contained within a white rectangular box.

**COMMUNITY
SOLUTIONS**

The logo for "Zero: 2016 from Community Solutions". The text "Zero: 2016" is in a large, orange, sans-serif font, and "from Community Solutions" is in a smaller, blue, sans-serif font below it. The entire logo is contained within a white rectangular box.

Zero: 2016
from Community Solutions

Day One Agenda

- 8:30–9:00am Arrival and Networking (and coffee!)
- 9:00–9:25am Welcome and Introductions
- 9:25 – 9:35am Why are we here?
- 9:35 – 9:50am History of CAHPS & Current State
- 9:50 – 10:20am Goal & Objectives
- 10:20 – 10:30am BREAK
- 10:30–10:40am Testimonial
- 10:40–12:00pm Assessment Tool
- 12:00 – 1:00pm LUNCH
- 1:00 – 1:10pm Energizer
- 1:10 – 2:30pm Prioritization
- 2:30 – 2:40pm BREAK
- 2:40 – 4:00pm Pilot Process (includes Navigation & Matching)
- 4:00 – 5:00pm Wrap Up

Welcome



Lindi Sinton, Volunteers of America

Listening Sessions

Perceived obstacles to housing

Affordability

- High rents and stagnant wages
- Housing market does not cater to families
- Many of the lower cost units are not perceived as fit for living

Bias during housing search

- Cannot pass background or credit checks
- Landlords don't want to rent to them based on their situation

Mental obstacles

- Daily struggles of experiencing homelessness (rotating overnight locations/managing benefits/noise and lack of privacy in shelters/ food insecurity)
- Long waitlists, prominence of scams, and other false hopes can be discouraging

Lack of housing resources in general

Listening Sessions

Priorities in looking for housing

Affordability

Low transportation costs

- Close to work and children's school
- Accessibility to grocery stores, doctors, and other necessities are also a consideration

Safe and livable housing conditions and neighborhoods

Can accommodate children (mixed genders) and pets

Listening Sessions

Potential solutions to barriers

Humanize “systems”

- Recognize individuals’ differing situations
- Cover more languages or hire language navigators/translators

People experiencing homelessness need a greater voice in communities

Better communication on what is needed to access services

Most beneficial services encountered

Case workers who are accommodating and helpful

Accessing benefits, such as Medicaid and SNAP, from human services

Introductions

Please share:

- Your name
- Your organization
- One thing you are committed to do to end family homelessness

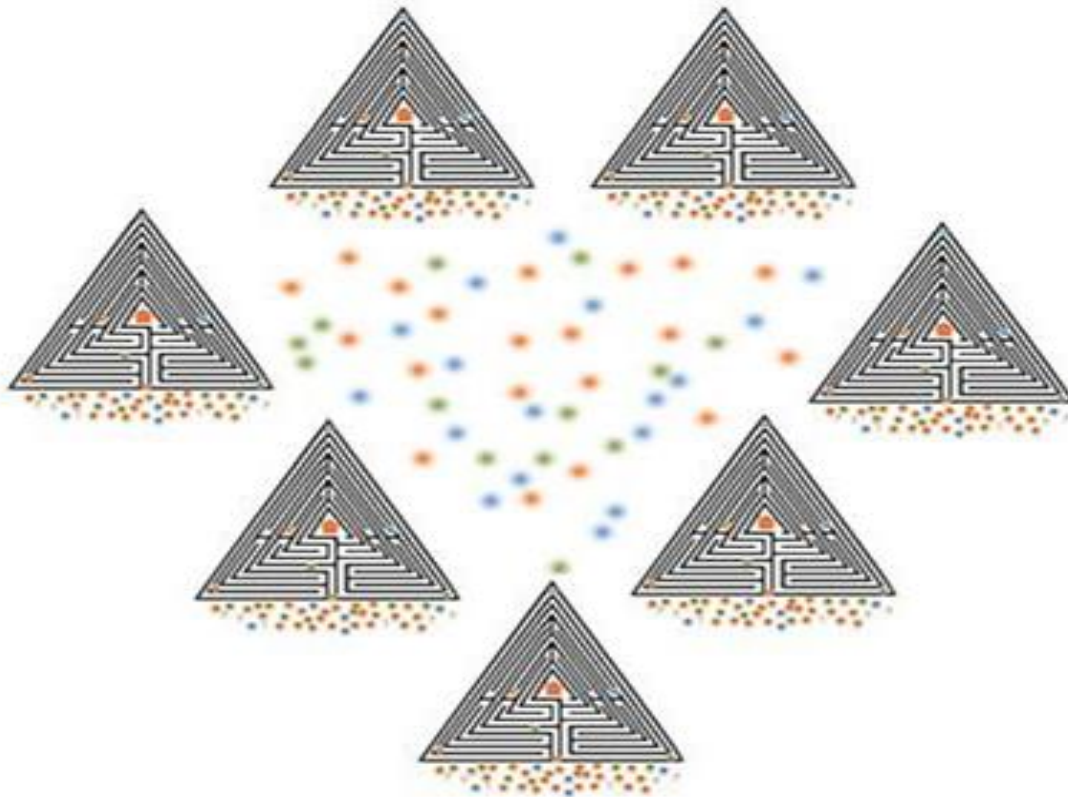
Why are we here?



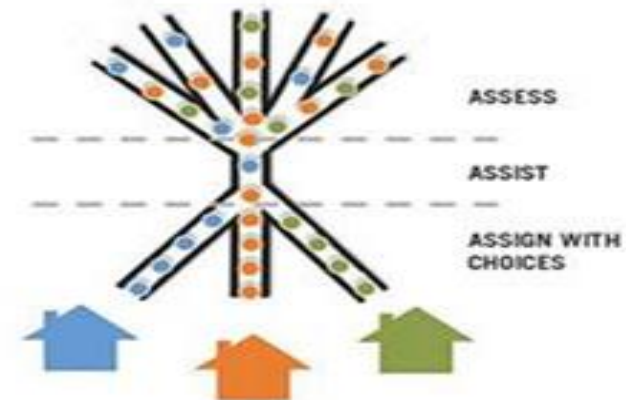
Gary Sanford, Metro Denver
Homeless Initiative

Single Point of Entry

WITHOUT CAHPS



WITH CAHPS



MDHI CoC Grant Portfolio

PROJECT TYPE	2015 AWARDS	PERCENT OF PORTFOLIO
Permanent Supportive Housing (PSH)	\$16,561,628.00	68%
Rapid Re-Housing (RRH) projects	\$6,479,511.00	27%
Transitional Housing (TH) projects	\$107,439.00	1%
Homeless Management Information System (HMIS)	\$541,367.00	2%
CoC Planning Grant	\$657,423.00	2%
Total	\$24,347,368.00	100%

Vision	Challenges	Initiatives
<p>Low Barrier Access To Services</p>	<ul style="list-style-type: none"> ▪ Fragmented services ▪ Inconsistent information ▪ Lack of trust in providers ▪ Geographic silos 	<ul style="list-style-type: none"> ▪ Coordinated entry ▪ Local entry points ▪ Consistent intake ▪ Benefits partnerships ▪ Peer Navigators
<p>Robust Housing Continuum</p>	<ul style="list-style-type: none"> ▪ Tight housing market ▪ Siloed housing programs ▪ Lack of adequate housing 	<ul style="list-style-type: none"> ▪ Align CoC housing/need ▪ Landlord campaign ▪ Housing partnerships
<p>Data To Inform Decisions</p>	<ul style="list-style-type: none"> ▪ Historic HMIS issues ▪ Various data systems ▪ Limited evaluation ▪ Data collection capacity 	<ul style="list-style-type: none"> ▪ Increase HMIS capacity ▪ Efficiencies- Rapid entry ▪ Regional data system ▪ IBM smarter cities
<p>Community Awareness</p>	<ul style="list-style-type: none"> ▪ Misinformation ▪ Provider competition ▪ Community denial ▪ Unsure how to contribute 	<ul style="list-style-type: none"> ▪ Increase use of data ▪ Close to Home campaign ▪ Metro Mayors Caucus ▪ Faith partnerships

History and Current State of CAHPS

»» Rebecca Mayer, Metro Denver
Homeless Initiative

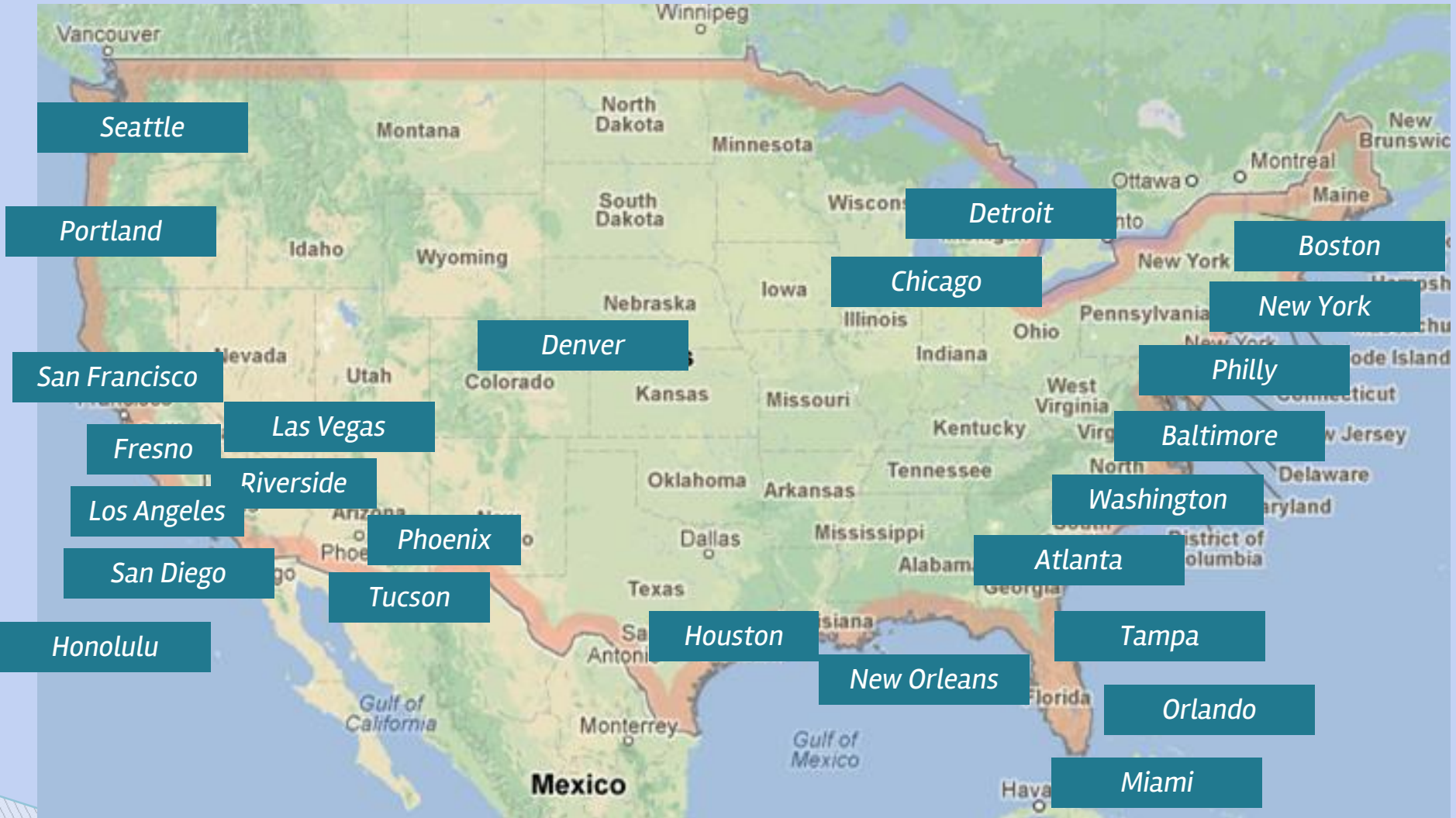
The Starting Point: 25 Cities

Aim of the Initiative: Accelerate the pace and integrate our efforts towards ending veteran and chronic homelessness in 25 communities with the largest concentration of those experiencing homelessness

How?

- Build and strengthen elements of Coordinated Assessment and Housing Placement
- Strengthen and integrate data systems
- Integrate efforts on homelessness more seamlessly into broader community efforts

Participating Communities



What is CAHPS?

The **Metro Denver Coordinated Assessment and Housing Placement System (CAHPS)** is a regional, client-centered process that enables our community to assess and identify the housing and support needs of individuals experiencing homelessness, target outreach and housing navigation for those with the greatest need, and match the right level of service and/or housing intervention to these individuals as quickly and efficiently as possible, while being respectful of client choice and local providers.

How Does CAHPS Work?

The CAHPS process is comprised of several key components, including:

- **Assessment:** the Metro Denver CAHPS utilizes the Vulnerability Index and Service Prioritization Decision Assistance Tool (VI-SPDAT), to assess an individual's level of vulnerability, at locations throughout the seven-county region.
- **Prioritization:** currently the Metro Denver CAHPS prioritizes Veterans and chronically homeless individuals to ensure that access to available housing resources are provided based on greatest need.
- **Navigation and Case Conferencing:** the individuals with the highest priority are identified and assigned a Housing Navigator to assist them in obtaining the most suitable housing resources for their needs.
- **Housing referral:** housing vacancies and other available resources are matched with individuals experiencing homelessness that have been prioritized for specific housing interventions.
- **Data Collection:** CAHPS collects and utilizes real-time, accessible client-specific data to inform housing matches.

What is the VI-SPDAT and how does it work?

VI-SPDAT

(Vulnerability Index Service Prioritization Decision Assistance Tool)

- Made up of two assessment tools, the Vulnerability Index (VI), and the Service Prioritization Decision Assistance Tool (SPDAT)
 - The VI, developed by Community Solutions, is a street outreach tool used to determine the chronicity and medical vulnerability of homeless individuals.
 - The SPDAT developed by OrgCode Consulting, is an intake and assessment tool that helps service providers allocate resources in a logical, targeted way.
- Allows communities to assess clients' various health and social needs quickly and match them to the most appropriate housing interventions available
- Vulnerability score ranges from 1 to 20, with 1 being the lowest vulnerability and 20 being the highest.
- Currently VI-SPDATs entered via web-based form on MDHI website

Metro Denver CAHPS Successes

- Regional community partners have come together weekly to develop this CAHPS system
- Currently 50+ agencies refer into the system
- Housing providers are putting their vacancies into the CAHPS system to receive referrals
- We have a functional By-Name list of veterans who are homeless in the region and meet weekly to track our data
- Provided regular trainings for the community on how to use the VI-SPDAT, how to input it into the system, and how to track agency referrals

Metro Denver CAHPS Successes

- Mentality! The community has shifted its thinking from municipalities to Metro Denver wide.
- Implemented an “Alternate Process” system where community advocates can refer people who they believe are vulnerable and not able to access the mainstream process
- Initiation of regional Resource (Flex) Fund
- Landlord Recruitment Efforts (Brothers Redevelopment)

2015 Results

TOTAL HOUSED	CAHPS	2015	
	Chronic	Vets	Total
January	7	10	17
February	10	10	20
March	14	11	25
April	6	23	29
May	9	24	33
June	15	21	36
July	10	19	29
August	10	20	30
September	13	45	58
October	18	34	52
November	27	23	50
December	16	39	55
TOTAL	155	279	434

2016 Results

TOTAL HOUSED TO DATE	CAHPS Chronic	2016 Vets	Total
January	23	49	72
February	20	43	63
March	23	50	73
April	25	41	66
TOTAL (to date)	91	183	274

PROJECTIONS (MAY-DEC)	CAHPS Chronic	2016 Vets	Total
Projected May-Dec	108	280	388
TOTAL YEAR PROJECTED	199	463	662

2016 Assessments (Jan-Apr)

549 total (137/mo average)

- 58% Score 10+
- 35% Score 5-9
- 7% Score 0-4

2016 Housed Projections

- 52% Increase over 2015
- 66% Increase for Vets
- 28% Increase Chronic

2016 Results

TOTAL HOUSED -- CAHPS 2016			
	Chronic	Vets	Total
January	23	49	72
February	20	43	63
March	23	50	73
April	25	41	66
May	16	68	84
June	12	35	47
2016 to date	119	286	405

Challenges

- Not Enough Housing (for anyone needing PSH) and lack of landlords accepting vouchers
- Lack of housing navigation, mobile case management and wraparound services resources
- Ensuring all chronically homeless individuals have opportunity to be surveyed (staff limitations, length of survey, regional coverage)
- Administration time high (CAHPS team) for all parts of the process
- Systems and data challenges

Priorities

- **Housing homeless families and youth through CAHPS**
- Implementation of expanded CAHPS structure (new funding with HUD planning grant/other grants)
- Housing placement support (housing navigation, housing retention)
- System and data improvements
- Marketing and branding plan for CAHPS

Staffing and Structure

- Moving from a pilot to a sustainable, fully staffed model
 - Coordinator—Metro Denver Homeless Initiative (MDHI)
 - Database Coordinator (MDHI)
 - Mobile Assessors—Mile High United Way 211
 - Individual and Youth vendor (TBD)
 - Family vendor (TBD)

Goal and Objectives

»» Melanie Lewis Dickerson,
Community Solutions

Goal and Objectives

Goal:

Lay the foundation to run a 100 day Family CAHPS pilot beginning in January 2017.

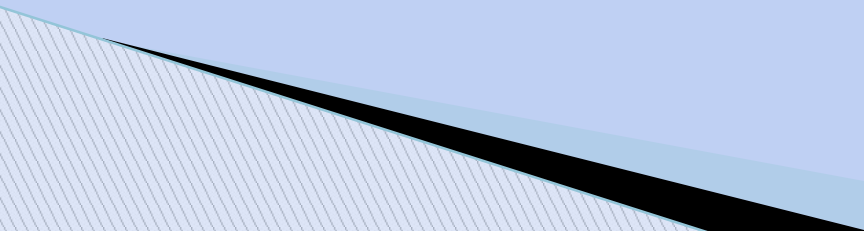
Objectives:

1. Develop a plan to test the VI F SPDAT.
2. Develop and test a prioritization policy.
3. Plan family focused pilot process to include navigation and matching.
4. Develop data infrastructure to track housing placements and create a family By-Name List.

Ground Rules

- 1. There are no crazy ideas!**
- 2. We will not criticize each other's ideas.**
- 3. Fail forward – don't be afraid to test!**
- 4. Parking lot issues as needed.**
- 5. Don't interrupt or speak over each other.**

Context Setting

1. Vulnerability and housing instability can mean different things and are defined in different ways – for the purposes of this conversation and pilot, we are focusing on the HUD defined definition of homelessness.
 1. Even if your organization isn't part of an immediate action step – we need you at the table to share your ideas and shape our system!
 1. We have a chance to learn alongside other communities and work with our peers to share what is and isn't working.
 1. We are going to throw a lot of information at you BUT we are going to shrink our focus in this first action period.
 1. This isn't about the money. It's about the families we serve and making this process as seamless as possible for them.
- 

Time for a Break



Testimonial



E.J. Becker, Aurora Mental Health
Center, PATH Program

Assessment Tool



Ian Fletcher, Volunteers of America
Veteran Services

Family VI–SPDAT v2

Assessment Considerations

- Review of questions on Family VI–SPDAT v2
- Triage tool – for housing prioritization
- No tool is perfect; purpose is objective and consistent way to prioritize families for housing resource
- Can add non–scored questions, if important for prioritization
- Consistent scripting needed for community

Breakout Groups

- What is the biggest opportunity?
- What is the biggest challenge we have to plan for?
- What is a short term goal to test?

Break for Lunch



Energizer

WITHOUT TALKING lineup in order of of your birth month and day.

Prioritization

» Missy Mish, CRRC

Current Adult Prioritization

- Determine additions needed to prematch queue
- 1st Criteria: Score
 - All 15+ individuals
 - Lower scores 10–14 (per criteria below)
- 2nd Criteria = Total Length of Time Homeless, split into pre-determined “buckets” (3 years +, less than 3 years)
- 3rd Criteria = Tri-Morbid (Health, Mental Health, Substance Abuse)
- 4th Criteria = Age (oldest higher priority)

Prioritization Considerations

- What data is available to consider as a prioritization factor?
- What characteristics of a family add to vulnerability?
- Remember Housing First!
- Nothing is perfect! Expect to make changes along the way.

Breakout Groups

- What is the biggest opportunity?
- What is the biggest challenge we have to plan for?
- What is a short term goal to test?

Time for a Break



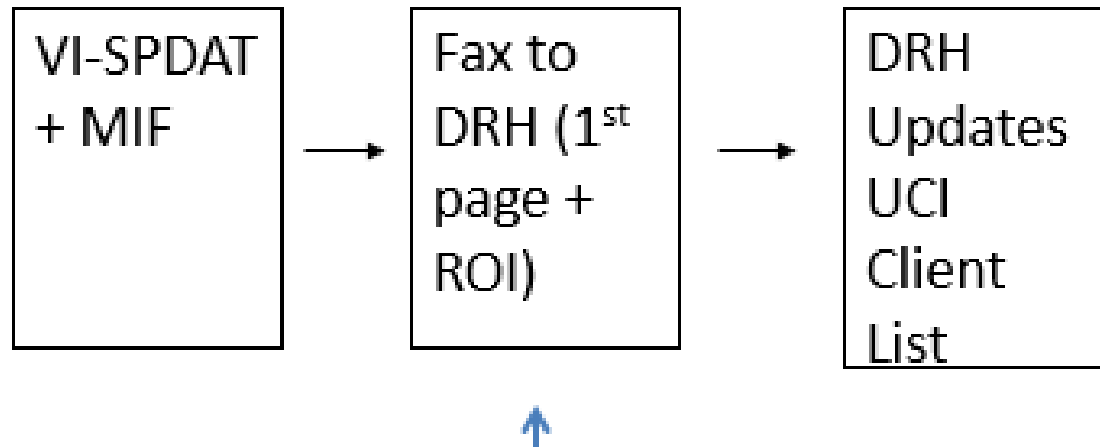
Pilot Process (includes Navigation and Matching)



Renee Crews, Denver's Road Home

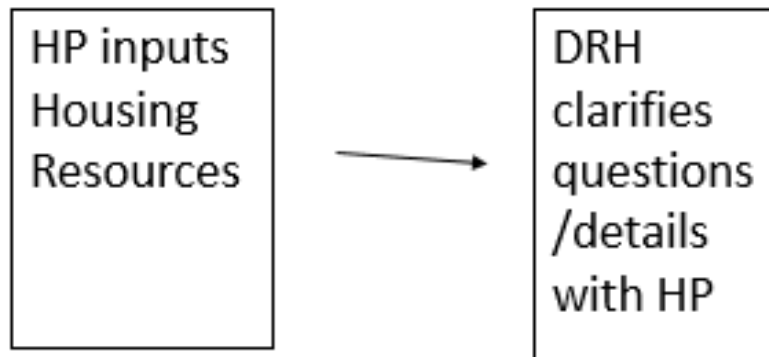
Adult Process Flow

Assess Process Flow



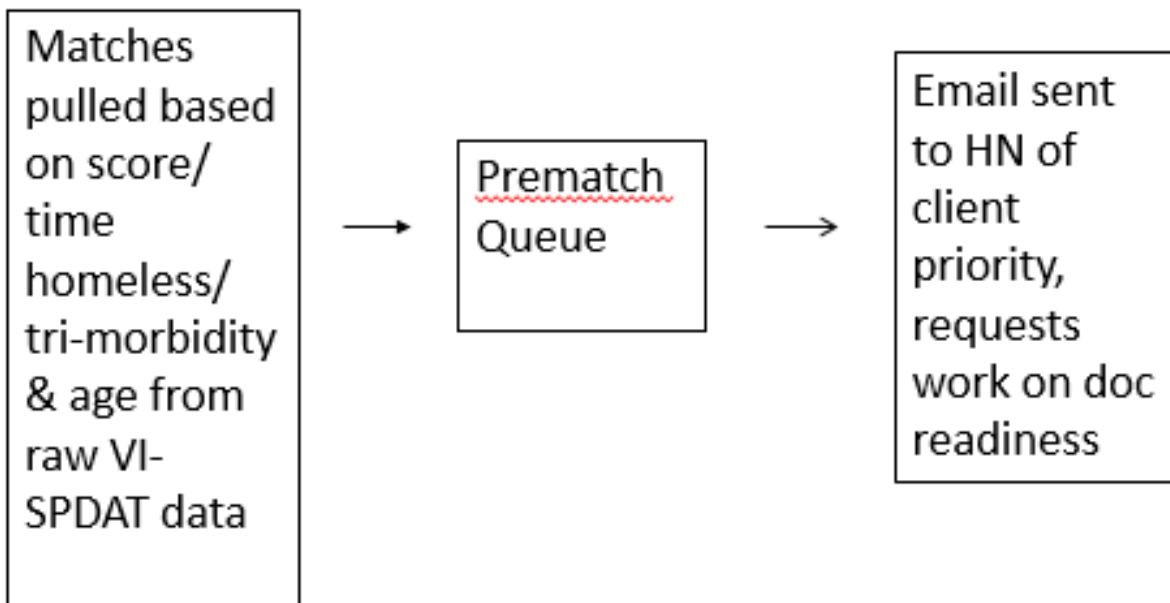
Adult Process Flow (2)

Housing Assets Process Flow



Adult Process Flow (3)

Match Process Flow



Adult Process Flow (4)

Case Conferencing & Follow-up Process Flow

Reviews /
confirms
pre-match
list,
discusses
specific
resources/
matches



DRH
sends
email
comms to
connect
HP to HN



Housing
Navigation
help may
be
provided
by central
HN
support
team



CC team
reallocates
housing
resource if
not an
appropriate
match

Process Considerations

Food for thought -- for pilot planning:

- What do your current processes look like? (changes will definitely be needed, but it always helps to pull from what works now!)
- How many resources do we anticipate with pilot?
- How often will team meet for matching/case conferencing?
- Who will perform the housing navigation for clients?
- How will handoffs work between agencies?
- What additional supports might be needed to help families be successful? Availability?

Breakout Groups

- What is the biggest opportunity?
- What is the biggest challenge we have to plan for?
- What is a short term goal to test?

Wrap-up

THANK YOU!

Welcome Back!



Recap of Day 1

Day Two Agenda

- 8:30–9:00am Arrival and Networking (and coffee!)
- 9:00–9:10am Welcome Back
- 9:10–10:00am Data & Measurement
- 10:00–10:10am BREAK
- 10:10–11:10am Work Planning
- 11:10–11:30am Moving Forward
- 11:30–12:00pm Wrap Up

Data & Measurement

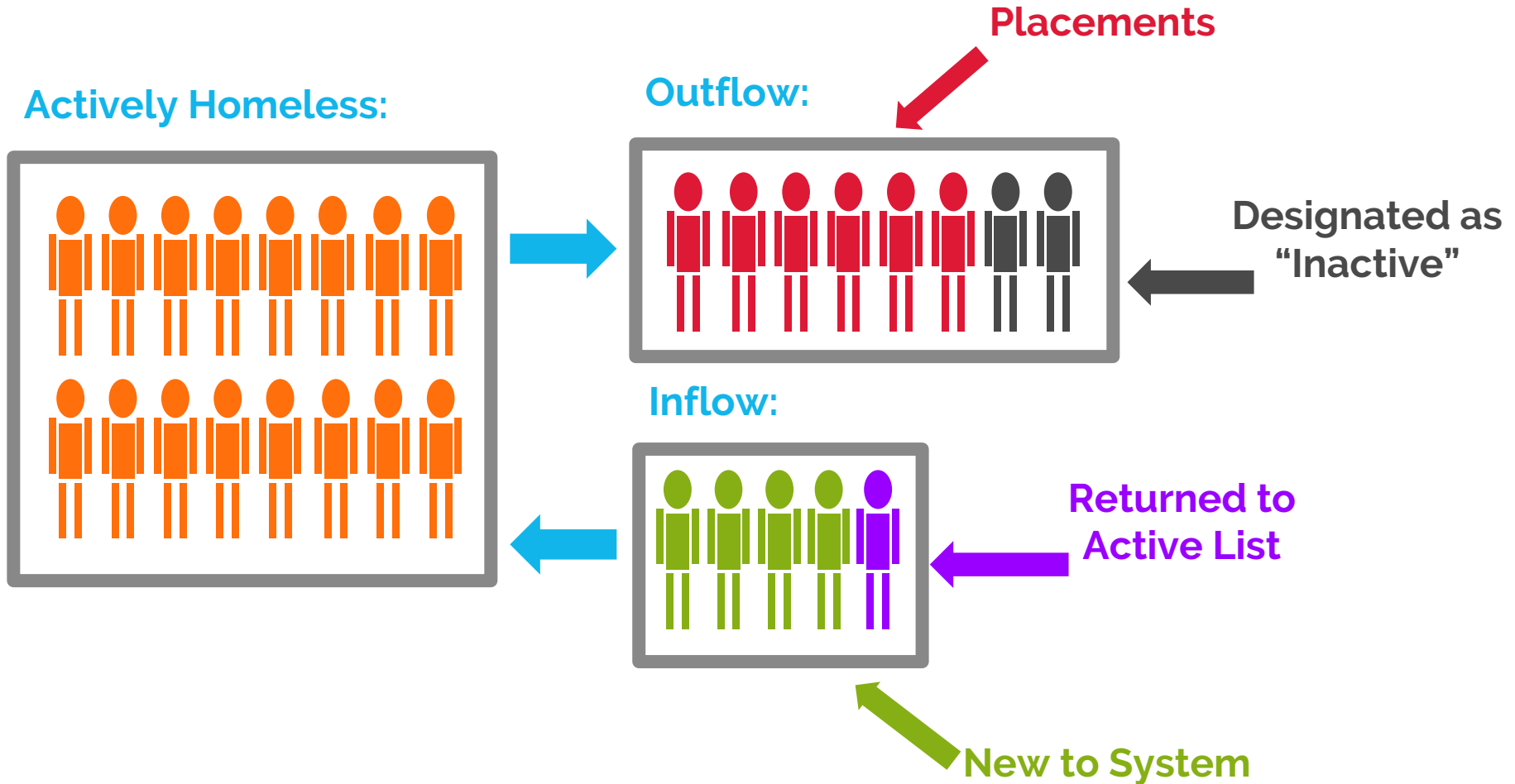


Melanie Lewis Dickerson,
Community Solutions

What's the deal with the By-Name List?

- To count down we have to know every family experiencing homelessness
- BNL critical to making Coordinated Entry System run, allows us to:
 - Coordinate across agencies
 - Make the most of community resources through Prioritization
 - Share data in real-time and do Case Conferencing
 - Transparently discuss/evaluate progress
- Eliminates data quality issues that may arise from looking at aggregate #s

Tracking the Whole System using a By-Name List



**How many families are we housing
every month?**



Breakout Groups

- What is the biggest opportunity?
- What is the biggest challenge we have to plan for?
- What is a short term goal to test?

Time for a Break



Work Planning



Breakout Groups

- What are the action steps?
- Who is leading each step?
- What is the goal date of each step?
- Who is project managing?
- What do we predict will happen if we complete this plan?
- Who is missing based on the work plans we created?

Moving Forward

- How will this group work together?

Wrap-up

THANK YOU!