| C | **Meeting Notes** | | |
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| **Subject** | **OneHome Family** | **Date** | **06-13-17** |
| **Scribe** | Jared Kebbell | **Time** | 2-4 pm |
| **Attendees** | Ian Fletcher, Renee Crews, Karissa Johnson, Jared Kebbell, Oanh Vo, Diane Howald, Molly, Sam Brooks, Linda Barringer, Ana Cornelius, Angie Nelson, Matt, Elizabeth, Allie Card, Stephanie Kok, Tasha Kleinst | | |

| | **Key Points Discussed** | |
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| No | Topic | Highlights |
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| 1. | Agency Updates | -The King's Inn situation: There are 99 total residents of the Inn, including 30 children, who face eviction due to increased rents. The City of Aurora has passed legislation to fund rental assistance for residents and will investigate the exact legal situation of the Inn to determine if the evictions are legal. The city has also been reaching out to the community to find placements for residents, though several families have already been evicted.<br>-Colfax Community will be conducting VI-SPDATs<br>-MDHI Stakeholder meeting is tomorrow, Wednesday the 14th. Spaces are probably all taken but if you'd like to attend check with us for cancellations.<br>-Homeless Connect event from Denver's Road Home is September 19th |
| 2. | Activity | CDT activity designed to elicit ideas and feedback about the program and specific aspects of it. We considered three specific questions. 1. What were your expectations of OneHome? 2. What barriers to coordinated entry and what are some potential solutions? 3. How can OneHome improve the workload and effectiveness of staff?<br><br>-Trainings coming up in July will address some of the concerns expressed. We're working on database solutions that can help streamline the OH process.<br><br>-Introducing a way to update clients contact info would be a helpful development.<br><br>-prioritization criteria are complicated and not well understood by participants.<br><br>-every organization has its own system for its waitlist and one of the reasons for having coordinated entry is having a single set of rules without loopholes that everyone understands.<br><br>-Providers currently take care not to inflate clients' expectations with regards to likely housing outcomes upon completion of a VI-SPDAT and advise them that coordinated entry is a new system that is still being perfected. Clients are also encouraged to seek housing outside the coordinated entry system to improve their chances.<br><br>-There remains skepticism within the community about the efficacy of Rapid Rehousing and the definitions of RRH and PSH. "Level of intervention" is a different way of thinking about service delivery than RRH or PSH and is more adaptable to client's need and the resources available.<br><br>-Attendance by direct service providers has dwindled in recent months and we need to find a way to reengage people with that kind of experience in the group.<br><br>-There is a gap in VI-SPDAT scores, a range of scores that doesn't get housing and other resources<br><br>-Service providers might feel like participation in coordinated assessment is like losing control of their resources and might feel that there should be room for more qualitative considerations when prioritizing clients.<br><br>-There are different models of prioritization that show promise and look very different from ours but have the same goals. Switching to an alternative model is being looked at but it would mean reallocating money and resources within the system and would likely entail trade-offs the community.<br><br>-Some families who score in the PSH range but aren't being housed. There's a proposal to extend the top portion above 8 |

# OneHome Family – Brainstorming Ideas

## Question 1: Expectations

-pull staff together to have concrete work and plan for short-term and long-term goals
-create a more transparent system, easier access for the homeless
-more info: demographics about people experiencing homelessness and better planning
-assisting families that have higher needs
-a more streamlined process
-those most in need would be housed first (instead of those most compliant, first or with lotteries)
-help be a part of low barrier access to housing resources/new prioritization mechanism
-to house families faster with services tailored to their needs
-increased resources for those outside RR range, more flexibility?
-there would be more housing available
-the system would be more transparent than individual agencies; process and prioritization easily identified
-better collaboration among providers for family housing and seniors
-greater access to housing for vulnerable families
-quick housing with only one assessment
-all housing agencies/programs involved in collaborative
-leverage non-CoC resources, both services and housing

## Question 2: Barriers for Participation

-transparent plans for all
-assessment is too lengthy, digs too deep too early; 1-3 question assessment: 1. Are you homeless? 2. Ind/Family/Youth 3. Age
-bridge housing needs
-speed of the system (housing clients faster)
-homeless families more around-hard to keep track of them; strong script for surveyor around how to stay in touch
-central call-in or email for clients to update
-getting agencies to contribute hsg resources (increase outreach to non-CoC agencies)
-the wait time creates additional stress for the families, especially since there are limited resources for transitional housing
-not moving fast enough; timeline for integration of resources
-too confusing, bad info, removed from process
-not enough housing resources; get more housing ☺
-no PSH resources for families
-second level prioritization; VI-SPDAT
-confusion around how the system works. Long wait, no promise of housing

## Question 3: Improvements for Staff

-fear to have more barriers if having more gates—need to communicate more
-better system! We're working on it ☺
-no new capacities added to agencies for implementation of workflow/load
-streamline process (less steps)
-take pointers from MHCD to simplify ROI process
-set up a post-housing data collection system, i.e. housing retention rate, etc.
-(immediate as possible) quick addressing of any agencies or staff not completing VI-SPDAT/ROI correctly