



OneHome

Community Design Team

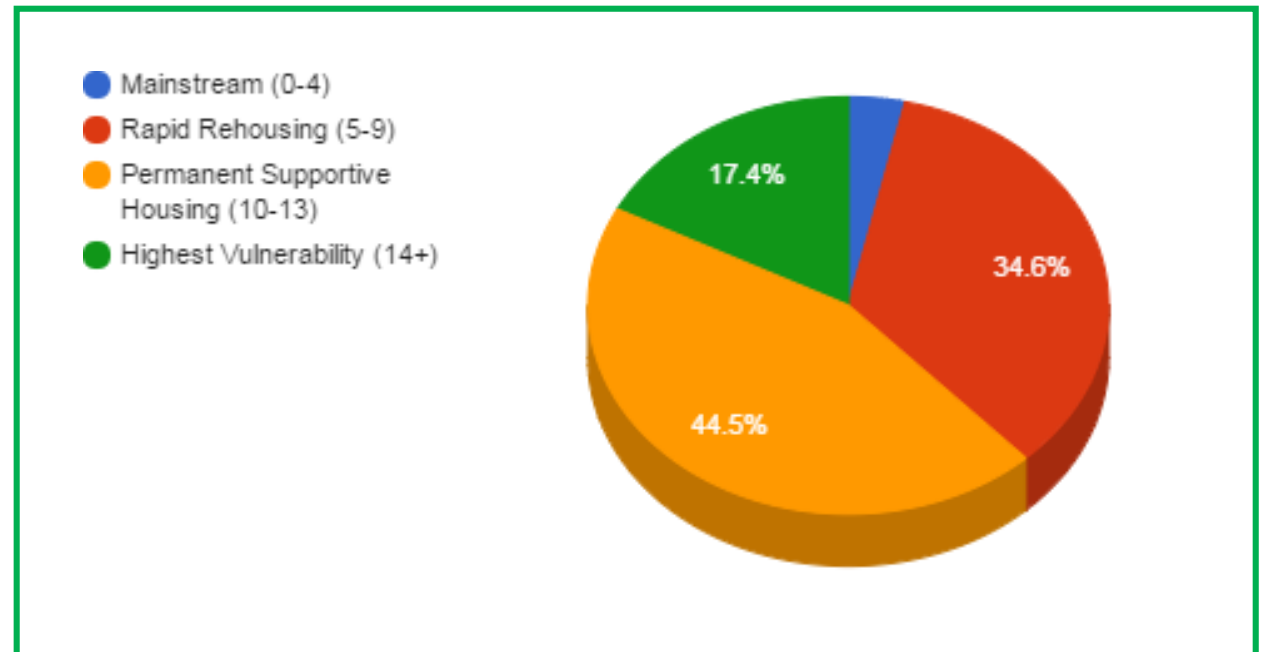
June 8, 2017

Housing Updates – 2017 through April

Veterans	135
Individuals (non vet)	43
Youth	7
Families	1

Individuals Update

- 61 individuals in the Prematch queue
- 16 matched to a resource and in progress
- 2017 Surveys to date: 543



Family Update

- Pilot Extended through July 2017
- 17 Families matched, 1 housed
- 270+ Surveys

	Totals	Percentage
Mainstream Housing (0-3)	29	11%
Rapid Rehousing (4-8)	149	55%
PSH (9+)	94	35%

Youth Update

- Housed 7 (Jan-April 2017), PSH Bonus-Youth Total: 12!!
- 23 in prematch
- 2017 Surveys to date: 88

VI-SPDAT Surveys		
Total Surveys	88	
Mainstream (0-3)	4	4.55%
Rapid Rehousing (4-7)	21	23.86%
Permanent Supportive Housing (8+)	62	70.45%

Susan Niner, CO Division of Housing

- Updates on State Budget & Marijuana Funds



Partner Feedback Survey

Total Respondents: 39	
Emergency Shelter	6
Day Center	2
Behavioral health center	8
Street outreach	1
Housing program	8
State, city or county	7
Resource or hotline setting	1
Other	6

Total Respondents: 39	
Individuals	32
Families	12
Youth	5
Veterans	11
DV	6

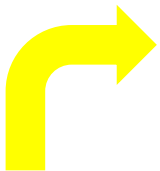
How We Stay Connected



The OneHome website is the most common way that respondents stay up to date with updates followed closely by the monthly newsletter and MDHI Stakeholder meetings



Community Design Team is also a key communications channel.



There is room for improvement in this area, as evidenced by the fact that many respondents stated they aren't in touch about OneHome updates but would like to be.

OneHome Leadership



Respondents were broadly satisfied with the leadership of the OneHome program. Most respondents agreed or strongly agreed that we have the right people in the right places.



Respondents felt that OneHome does a good job communicating updates and listening to feedback.



Opinions were more mixed, however, on the value the leadership places on that feedback, with most feeling their opinions are not highly valued.

Training and Understanding



Overall, most respondents expressed high confidence in their understanding of how the OneHome system operates



Less than half of respondents felt that the training was meeting their needs and that the VI-SPDAT is easy and intuitive to use.

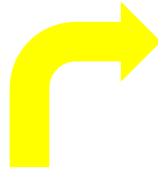
Impact on Our Work



The OneHome system has done little to improve respondent's job performance. A large majority felt that coordinated entry hadn't improved their work.



Nearly half have seen their workload increase because of coordinated entry.



Some people felt coordinated entry had increased agency collaboration.



A solid majority expressed confidence in their respective agencies support for OneHome.

OneHome Effectiveness



A large majority of respondents believe that coordinated entry has been beneficial to the community.



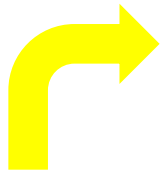
A large majority believe that it serves the most vulnerable.



A majority of respondents report that they have seen at least one of their clients experience positive benefits.



Respondents had much more mixed feelings about whether OneHome has led to more accurate needs prioritization.



There was also uncertainty about whether it has led to clients encountering fewer barriers to housing



Clients are not so far being quickly housed by OneHome

Qualitative Feedback

- Question 1: What are your expectations for the OneHome system compared to 'the way it was before coordinated entry'?
- Question 2: What barriers for participants do you see and what is the solution to addressing that barrier?
- Question 3: How can OneHome improve the workload and workflow for partner staff?

PDSA Cycle

Team Name:

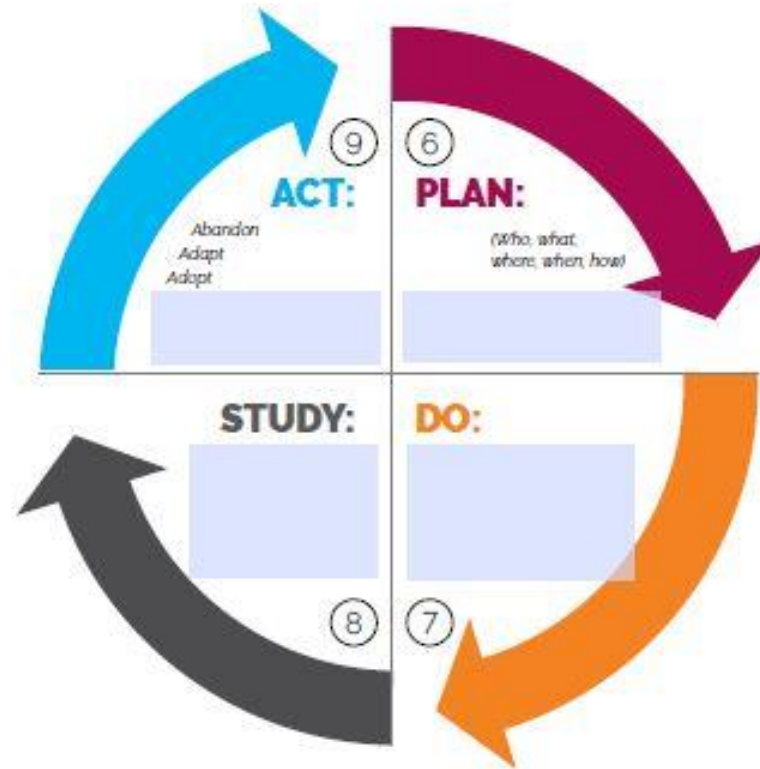
Aim:

Cycle #:

① Objective of this PDSA Cycle: |

② The Change or Idea:

⑤ Plan to collect data to answer questions:



③ What question(s) do we want to answer?

④ Prediction(s):

Community Provider Feedback & Progress

- VI-SPDAT Script: PDSA
- Housing Retention: PDSA
- Diversion: Researchers from Notre Dame School of Economics
- RGC Vacancy for Denver County: Heather Beck, CCH
- VI-SPDAT Trainings
- Spanish translations of VI-SPDATs
- Partner Agreement: We need yours!
- OneHome Database System

VI-SPDAT Trainings

- Everyone is required to attend a training in July to administer VI-SPDATs in August 2017
- There are over 400 spaces available in the month of July, so plenty of opportunities to participate
- Training curriculum has been re-vamped based on community feedback, quality improvement indicators, incorporation of Individual/Youth/Family surveys and a person-centered approach
- Will queue up targeted efforts to prepare for HMIS addition, create a baseline of informed surveyors
- DV specific webinar

Training Opportunities

- Jefferson July 5, 11AM-1PM
- DV Provider Webinar July 6, 1PM-2:30PM
- Boulder July 12, 12PM-2PM
- Aurora July 19, 12PM-2PM
- Douglas July 26, 11AM-1PM
- Denver July 28, 10AM-12PM

To register, visit www.onehomeco.org/training

Releases of Information

- Expires: Two years after housing
- Grievance language
- Process for submitting the ROI
- Reference to OneHome Partners on website (v. listed partners)
 - If you do not have a Partner Agreement, then your agency won't be able to submit VI-SPDATs. Due by 6/12, but extended to 6/23.
- New ROI goes into effect on 7/1/17

Individual VI-SPDAT v2.0

- Removal of Health Insurance, Mobility, Extra Veteran Questions as they do not impact housing prioritization
- Removed excess homeless status questions, replaced with specific HUD-definitions
- Scoring boxes refer to a specific question
- Put all Interviewer and Client information into one section
- Scoring recommendation is intervention acuity, not necessarily type
- Interim database solution will yield V2.0, TBD

Breakout Groups

#1) Review your task

#2) Each person writes down 3 ideas/thoughts that can be summed up in <1 minute

#3) Everyone shares their <1 minute reflection

#4) As a group, present <10 recommendations for OneHome team to consider as components of your task, potentially including

- Need more data/other models
- Data point/Point of contact for best practice
- Potential challenges or considerations
- Timelines and leads for action

Tasks

1) Additional Housing Resources w/Ian –

Existing - Your person doesn't score high enough? Where do you send them?

Do they get housed?

New – Pursuing new funding and new resources

2) Housing Stabilization & Rescue w/Ana & Megan

Participant is struggling after OneHome lease-up, what do you do?

What could be potentially helpful to prevent struggle or address struggle?

3) Review Qualitative Partner Feedback w/ Renee

Upcoming Events: Check the Calendar!

- OneHome Family Meeting
June 13, 2PM-3PM, MHUW
- MDHI Stakeholder Meeting
June 14, 1PM-4:30PM, MHUW
- OneHome Youth Meeting
June 23, 1PM-2:30PM, Urban Peak
- Aurora Project Homeless Connect
June 27 All Day
- CDT
August 10, 9pm-12pm, DHS