

# Metro Denver One Home Family– March 2017

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March 14, 2017



OneHome



# Agenda

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Introductions

Updates

Pilot Discussion

Process Review

System Discussion

Diversion

Questions

# Updates

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- Family Lead Agency – CCH
- OneHome Website
  - <http://onehomeco.org/>
- Pilot: February 8<sup>th</sup> – May 1<sup>st</sup>

# Pilot Discussion

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Who are you F-SPDATing? Is it...

- Families who walk in for services
- Families staying at your shelter
- Families participating in a program

How are you F-SPDATing? Is it...

- Scheduling appointments
- Whenever a literally homeless family comes in and have staff available

When are you F-SPDATing? Is it...

- During intake
- After a family is committed to a program

# Process Standards

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Step 1: Phone screen

Step 2: Complete ROI

Step 3: Administer F-VI-SPDAT

Step 4: Input F-VI-SPDAT into online system

Step 5: Electronically submit full ROI via encrypted email to [DRH\\_CAHPS@denvergov.org](mailto:DRH_CAHPS@denvergov.org) or fax to Denver's Road Home at 720-944-3092 – **WITHIN 48 HOURS OF SUBMITTING F-VI-SPDAT.**

# How to Generate Unique Client Identifiers

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UCI'S MUST INCLUDE ALL OF THE FOLLOWING:

1. Type of SPDAT being completed (Family, Youth or Individual)
2. Agency Initials
3. Date SPDAT was completed (6 digits)
4. Interviewer Initials (3 if possible)
5. Number of VISPDAT's completed that day
6. UCI MUST BE INCLUDED ON ROI

# Example: FDRH102016KEJ1

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F indicates the F-VISPDAT survey was done for a family

DRH are Denver's Road Home's initials

October 20<sup>th</sup> in 6 digits looks like 102016

And Karissa's initials are KEJ

The 1 represents the first SPDAT completed that day

Fax to DRH at  
(720) 944-3092

-or-

to send an ROI electronically,

STEP 1: Send List of all person's in your agency who will need to send encrypted emails to [drh\\_cahps@denvergov.org](mailto:drh_cahps@denvergov.org)

STEP 2: Save your ROI in the proper format:

- LastName\_FirstInitial\_6DigitDateSigned
- Ex: Doe\_J\_011317

STEP 3: Reply to an encrypted message from [drh\\_cahps@denvergov.org](mailto:drh_cahps@denvergov.org) with your properly formatted attached ROI

## Instructions for Sending/Receiving Encrypted Information

1. Use latest version of ROI obtained from mdhi.org website and confirm ALL relevant information is on the form and properly signed by the client.

**NOTE:** Yellow highlighted sections are required, as well as Client Signature

Top of Page 1 of Release of Information (ROI)

Participant Last Name:	Participant First Name:	DOB (mm/dd/yyyy):
UCI (Unique Client Identifier):	Social Security Number:	VI-SPDAT Type (Circle one): <i>Individual    Youth    Family</i>

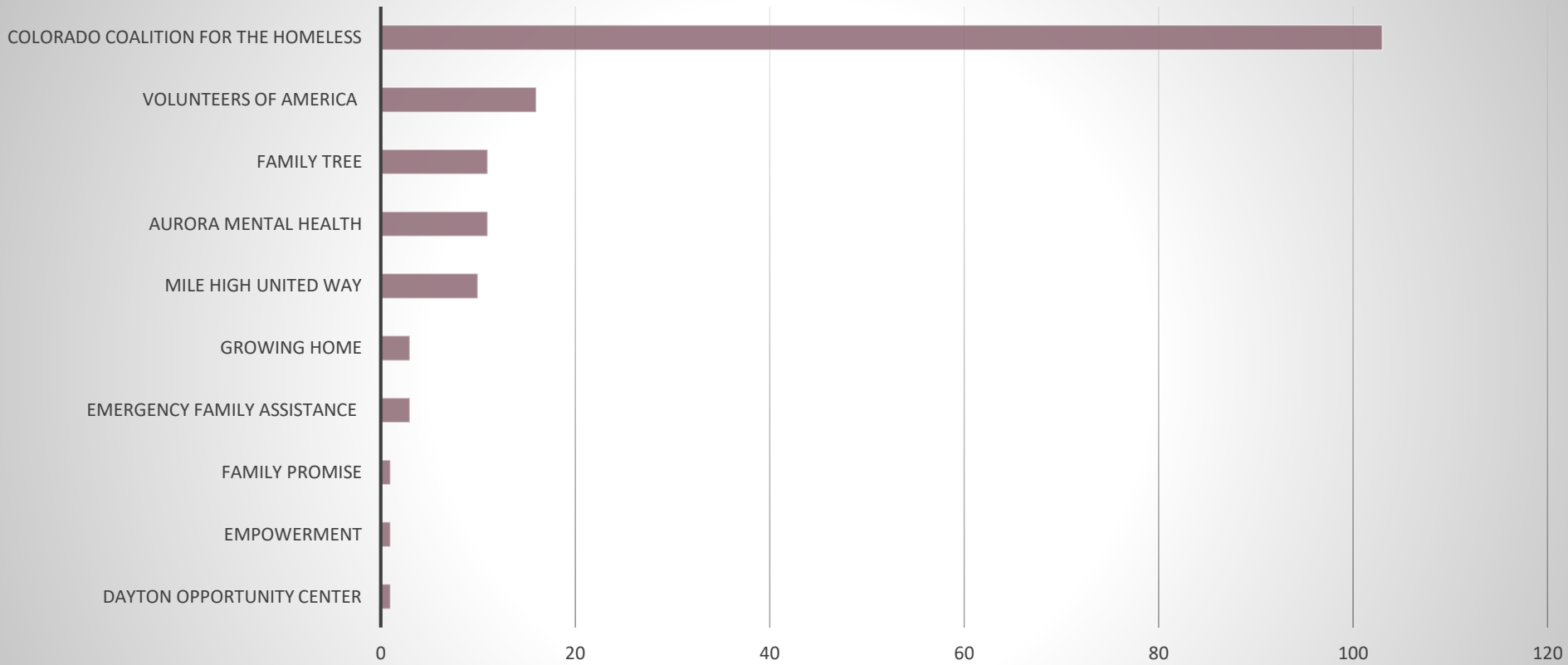
Bottom of Page 2 of Release of Information (ROI)

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Date	Printed Name of Interviewer	Interviewer Organization
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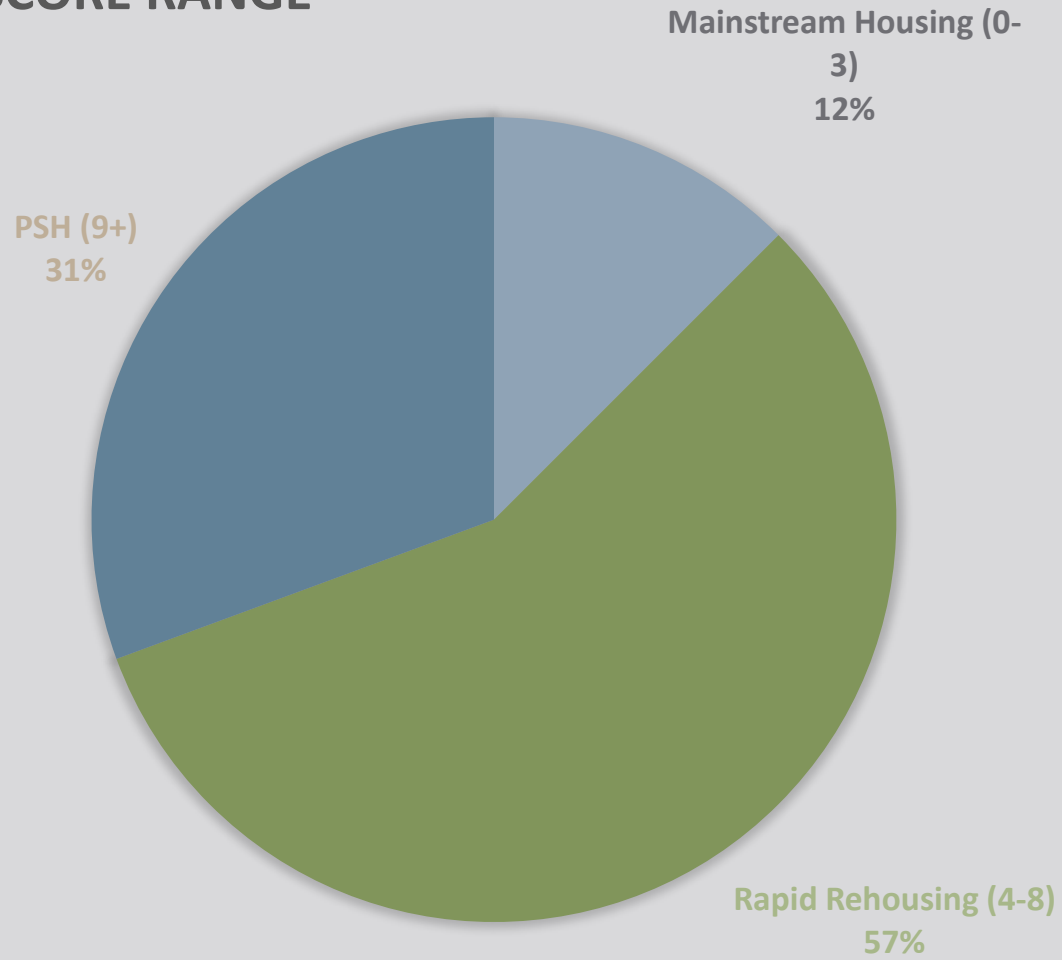


## Family VI-SPDAT's By Agency



	Dayton Opportunity Center	Empowerment	Family Promise	Emergency Family Assistance	Growing Home	Mile High United Way	Aurora Mental Health	Family Tree	Volunteers of America	Colorado Coalition for the Homeless
Series1	1	1	1	3	3	10	11	11	16	103

## F-VISPDAT'S BY SCORE RANGE



# System Discussion

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- Building a Unified Homeless and Housing System
  - Components
    - Prevention and Diversion
    - Common Assessment and Coordinated Access
      - Housing Triage
      - Common Assessment Tool
    - Entry Points
    - HMIS
    - Housing Options
    - Services
    - Temporary Shelters

# Building a Unified Homeless and Housing System in 2014

The Homelessness Task Force (HTF) is a regional coalition of community partners with an interest or concern about those who are served by or who serve in the homelessness system.

In 2014, the Kansas City region will work towards building a more unified system.

The expected outcomes include: community agreement and commitment to common principles, strategies, protocols, metrics and training; coordinated system entry and assessment tools; and a shared data information system.

**Management Information System:** Web-based "cloud" technology will be necessary to effectively implement and monitor the metrics of a unified system at individual, agency, county and regional levels.

**Rapid Re-Housing** moves homeless persons into scattered site housing within the community before providing any services. It assists people with mid-range acuity and is temporary.

**Transitional housing** provides programs and services to all levels of acuity, along with temporary housing in scattered site housing or congregate living. Upon completing programming, participants are assisted into permanent housing.

**Permanent Supportive Housing** houses high- to severe-acuity persons in scattered site or congregate living before providing services. It is partnered with intensive case management or assertive community treatment.

KCMetroHousing.org



Services Ahead

Recovery	Employment
Life Stability	Education

**HOUSING OPTIONS**

<b>Rapid Rehousing</b> 3-6 months	<b>Transitional Housing</b> 6-24 months	<b>Permanent/Supportive Housing</b> 12-18 months; no limit
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Services are still available for these at-risk individuals and families, even if they were diverted from the housing system.

Temporary Shelters

**Diversion** is a standardized strategy that prevents homelessness for people seeking housing support by helping them stabilize their current situation or identify immediate alternate housing arrangements. If necessary, they are connected to services and financial assistance.

**Diversion**  
No housing needed

← Services Ahead

- Street Outreach
- Schools
- At-Risk Families
- Foster Care
- Faith Based Organizations
- Prisons/Jail

System Entry Points

DOMESTIC VIOLENCE VICTIMS  
YOUTH  
VETERANS  
FAMILIES  
CHRONIC HOMELESS

Common Assessment and Coordinated Access

Housing Triage

A common assessment tool standardizes service prioritization, which allows for the most efficient use of resources and improves consumer access to support. Coordinated access makes the system easier to navigate by leveraging the strengths of individual service providers.

**Housing Triage** helps the community "yield" to more vulnerable individuals by focusing limited resources on the most appropriate people or families using a standardized assessment tool and set protocols. This tool assesses level of acuity (or vulnerability) and prioritizes the most effective housing option.

MARC  
Metropolitan Area Resource Center

marc.org/community/htf



# Diversion: A Step in Coordinated Entry

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A strategy that diverts individuals and families experiencing a housing crisis and are seeking shelter by identifying alternative solutions or preserving their current housing situations.

- Why?

- Prevention
- Cost-benefit
- Cuts down on shelter/housing wait lists
- Avoid traumatic shelter experiences, especially for children in families
- Increases competitiveness in receiving funding

# Diversion

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## •How?

- Assessment/screen
- Diversion specialist
- Prevention resources/flex funds
- Creative problem solving – landlord/family mediation, case management, eviction prevention, etc.
- Partnerships with community-based services, faith communities, etc.

## •Who?

- Families experiencing a housing crisis
- Families seeking shelter
- Also shows results with people who are already literally homeless
- Not everyone will be good candidates, but many will

# Diversion

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- Next Steps

- **Diversion Workshop:** Friday April 7<sup>th</sup> from 1pm-3pm at MHUW
  - Diversion 101
  - Open discussion about implementing diversion in our Coordinated Entry process
- **Diversion Program Development:** second half of OneHome Family monthly meetings starting in April

# Parking Lot

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- McKinney Vento liaisons will join pilot later on
- Rotating through scores to avoid families being left behind
  - High vulnerability families
- Bridge housing
- CoC resources: PSH vs. RRH



# Questions and Next Steps

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- Rebecca Mayer, [Rebecca.Mayer@mdhi.org](mailto:Rebecca.Mayer@mdhi.org)
- Ian Fletcher, [Ian.Fletcher@mdhi.org](mailto:Ian.Fletcher@mdhi.org)
- Jenna Espinosa, [Jenna.Espinosa@mdhi.org](mailto:Jenna.Espinosa@mdhi.org)