

Community Design Team

August 10, 2017

Breakout Session Notes

Group 1: What questions should we be asking before we administer a VI-SPDAT?

1. Have you already completed an assessment?
2. Tell me about your current situation.
 - this question is designed to collect demographic information (age, children, veteran status), services referral, housing, a diversion conversation.
 - 2a. What are your immediate needs?
 - 2b. Are you working with any other agencies?
3. Where do you sleep most often?
 - 3a. Where did you sleep last night?
4. (for individuals) How long have you been homeless?
5. Do you have any income sources?
 - 5a. Do you have a benefit letter/vital documents?

Group 2: Rehousing Process and Client Refusal Policy

Overview

- In general, larger agencies already have a process for transferring clients internally between CoC housing programs at their agency
- For smaller agencies with only one PSH program or a small number of units, there is no recourse when the housing program is not working out for the client or if there is a need to transfer for reasonable accommodation
- The question of rehousing/transfers also differs depending on if the person is on a project based voucher vs tenant based voucher. More leniency with most tenant based vouchers- can lose housing and have voucher reissued
- Housing First focused retention guidelines could be helpful for providers

How does the provider bring back the situation to the community?

- In the past- a housing providers forum to case conference housing concerns and identify those who may need more resources or are at risk of losing their housing, determine if a transfer is possible
- Other ideas- include in the complex case meetings? Include in the Alternate process? Develop an Ad hoc housing triage team? Some kind of housing retention committee?
- For now- Contact Megan Morales for Indv/Youth, Ana Cornelius for Families. DO NOT have the client contact the OneHome Coordinators directly.

Questions for HUD

- How do we transfer clients from one CoC program, to another (out of agency) CoC program?
- Do they maintain their eligibility from the initial entry into a CoC program? In particular, do they maintain their chronic homeless status? If so, when/under what circumstance would they no longer be able to use their chronic homeless eligibility from initial entry into a CoC housing program? For example, if they've already exited from the program?
- What about those individuals who entered a housing program prior to the current federal definition of chronic homelessness?

HMIS Questions

- For internal transfers - Send in initial eligibility
- Can you use that same system between different CoC programs out of agency?
- What does that look like in HMIS? How does it get coded in HMIS?
- Make sure that providers are not dinged on APRs

Agency Philosophy

- Focus on prevention/retention so that people do not lose their housing and return to homelessness
- Housing First
- Balance between when the provider has given someone lots of opportunities and they haven't taken them vs. when providers haven't given the client enough time/opportunities to address the issues that are causing their housing instability
- Differences in agency philosophies- how decisions are made not the same across the community, such as when/how do providers decide they can no longer serve this client, how many 'chances' does someone get, how does the client's Self-determination play into all this

Group 3: Integrating Non-CoC Providers

1. Getting the info to determine band selection is a challenge
 - Training
 - Awareness for programs to serve specific resources
2. Underserved areas
 - populations vs. eligibility
 - geography
 - basic OneHome resource criteria for inclusion
3. Swap out DOH with other vouchers