Diversion and Coordinated Entry for Homeless Services
Housing Alliance of Pennsylvania Webinar April 28, 2017
Diversion and Coordinated Entry for Homeless Services
Housing Alliance of Pennsylvania Webinar April 28, 2017

Diversion and Coordinated Entry are community-wide strategies for improving access, assessment and referral to housing and services for people experiencing homelessness.

In this webinar you will:
- Learn about Single County Coordinated Entry efforts
- Hear examples of innovations in Coordinated Entry
- Learn how to make Coordinated Entry effective when using it for multiple counties
- Hear about the latest HUD rules

Presenters:
**Jason D. Alexander**, Principal and Co-Founder, Capacity for Change, LLC
**Kathi Krablin**, Associate Director of Development, Valley Youth House; Chair, Eastern PA CoC Coordinated Entry Committee
**Kayleigh Silver**, Your Way Home Program Manager, Montgomery County Office of Housing and Community Development
Coordinating entry for housing and homeless services creates a better experience and outcomes for consumers, service providers and community partners.
Coordinating entry for housing and homeless services makes effective use of limited funding and resources.

credit: Alison Heasley, Ji Kim
Coordinating entry for housing and homeless services is a systems change that embraces a “housing first” approach to ending homelessness.

<table>
<thead>
<tr>
<th>Without CES</th>
<th>With CES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dead ends, closed doors</td>
<td>Seamless connection</td>
</tr>
<tr>
<td>Endless intakes, applications, &amp; waiting lists</td>
<td>1 survey that connects to real-time housing</td>
</tr>
<tr>
<td>First come, first served</td>
<td>Best fit, housing match</td>
</tr>
<tr>
<td>Each organization doing it all</td>
<td>Each organization doing what they do best</td>
</tr>
</tbody>
</table>

United Way
GREATER LOS ANGELES
Diversion

Diversion is a strategy that prevents homelessness for people seeking shelter by helping them identify immediate alternate housing arrangements and, if necessary, connecting them with services and financial assistance to help them return to permanent housing.

Diversion programs can reduce the number of families becoming homeless, the demand for shelter beds, and the size of program wait lists. Diversion programs can also help communities achieve better outcomes and be more competitive when applying for federal funding.

http://www.endhomelessness.org/library/entry/closing-the-front-door-creating-a-successful-diversion-program-for-homeless
YOUR WAY HOME
MONTGOMERY COUNTY

www.yourwayhome.org
History
Established in January 2014 as Montgomery County’s unified and coordinated housing crisis response system for families and individuals experiencing homelessness or at imminent risk of homelessness.

Vision
To make the experience of homelessness in Montgomery County rare, brief and non-recurring.

System Impact
1. Your Way Home has reduced homelessness by 34% since 2014.
3. 92% of Your Way Home RRH clients have not returned to homelessness in the past two years.
4. 193 adults increased their income (112 increased their earned income), secured SSI/SSDI for 4 households through SOAR program in 2016.
OLD VS NEW SYSTEM

The OLD Way: Silos & Side Doors

1st Come → Housing Ready → Fragmented
1st Serve

The NEW Way: Coordinated & Unified

Coordinated Entry → Housing First → Unified System
YWH Call Center

- **Hours:** Monday–Friday 8:00 a.m. to 8:00 p.m.
- **Operated by** NJ 211
- **Received** 10,381 calls from 7,588 callers in 2016
  - 21% of callers reported literal homelessness
- **Screening for basic eligibility**
  - Domestic violence, current housing, and county residency status
  - HUD Category I prioritized
Your Way Home Referral Assessment

- Clarity HMIS
- Vulnerability Index Service Prioritization Decision Assistance Tool (VI-SPDAT)
- Any caller reporting literal homelessness will be referred to Street Outreach Team

---

**COORDINATED ENTRY ASSESSMENT**

- Coordinated Entry & Assessment
  - Street Outreach
  - Community Queue
  - Emergency Response
  - Housing Counseling (Diversion)
  - Help Finding & Maintaining Permanent Housing
  - Connect to Services that Provide Stability
Crisis Response
- Offers support & connection to Housing Counseling for households reporting entry into literal homelessness that night

Verification
- Arranges to meet with the household in the place they report sleeping
- 153 families and 325 single adults were verified in 2016

Engagement
- Manages caseload of 20-80 confirmed households year round
- Connects households to basic needs, including food pantries, day shelters, mobile mental health services, emergency shelter
- Ends enrollment when household is connected to appropriate services (RRH, Emergency Shelter, PSH)
Unified Prioritization for:
- Shelter
- Housing Counseling
- Rapid Re-Housing

Verified as Homeless
Community Queue for Emergency Shelter & Rapid Re-Housing

Callers at Risk of Homelessness
Community Queue for Housing Counseling
- Successfully diverted 73% of households enrolled in 2016
HRC Staffing:
- Supervisors
- Housing Stability Coaches
- Housing Locators

- Housing Counseling (diversion)
- SPDAT Assessment
- Rapid Re-Housing
  - Housing Identification
  - Rent and Move-In Assistance
  - Case Management and Services
Permanent Supportive Housing

Connection to Community Supports
- Provided **24 households** with financial counseling through Clarifi Financial Counseling Pilot Project
- Enrolled **8 adults** in Manna on Main Street Common Grounds Culinary Job Training Program
- Secured **$200,000** in philanthropic grants for the Your Way Home Initiative Fund
40% of people calling the Your Way Home Call Center did not meet basic eligibility, but report a housing need.

<table>
<thead>
<tr>
<th>Outlier</th>
<th>Collaboration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Facing an Eviction</td>
<td>Legal Aid of Southeastern Pennsylvania</td>
</tr>
<tr>
<td>Cannot return home after treatment</td>
<td>Your Way Home Homelessness &amp; Hospitalization Advisory Team</td>
</tr>
<tr>
<td>Maxing out of Jail</td>
<td>Montgomery County Women’s Re-Entry Initiative &amp; PATH</td>
</tr>
<tr>
<td>Paying for their own Hotel</td>
<td>Connection to Faith Based Organizations</td>
</tr>
<tr>
<td>Family reporting street homelessness that night</td>
<td>Office of Children &amp; Youth 24 hour outreach</td>
</tr>
</tbody>
</table>
YOUR WAY HOME MONTGOMERY COUNTY

JOIN THE CONVERSATION

- Twitter
  - @YWHMontCo
- Facebook
  - Your Way Home Montgomery County
- Website
  - www.yourwayhome.org

SUPPORT YOUR WAY HOME

- Make a grant or donation to the Your Way Home Fund at the Montgomery County Foundation, Inc.
- Donate online at www.yourwayhome.org

CONTACT YOUR WAY HOME

- Kayleigh Silver, Your Way Home Program Manager
  - ksilver@montcopa.org
  - 610-278-3826
HUD Coordinated Entry Notice

Every community must have a Coordinated Entry System in place by January 2018.

- 24/7 live access for consumers
- Coordinated access to street outreach, prevention (ESG, HAP), emergency services (shelter, DV, drop-in, etc.), as well as transitional housing, rapid re-housing and supportive housing
- All persons in need of assistance who use coordinated entry are ranked in order of priority
- Screening people out due to perceived barriers related to housing or services prohibited
- Annual (at minimum) coordinated entry trainings
- Cultural/linguistic competencies, Housing First approach, diversion, program-level coordinated assessment tool (ex. SPDAT) & connection to mainstream services strongly encouraged

https://www.hudexchange.info/resources/documents/Notice-CPD-17-01-Establishing-Additional-Requirements-or-a-Continuum-of-Care-Centralized-or-Coordinated-Assessment-System.pdf
Eastern Pennsylvania Continuum of Care Coordinated Entry Plan

**Adopted** in October 2015 by the CoC Governing Board

**Implemented** through a series of RHAB-based pilot projects beginning with the Lehigh Valley in 2016

**Funded** primarily by HUD CoC grants with state and local support

**Guided** by RHAB-based Coordinated Entry Committees with technical assistance from Capacity for Change, LLC
### Consumer Experience

Any family or individual experiencing a housing crisis anywhere in Eastern Pennsylvania can either call one toll-free hotline or visit a RHAB-designated coordinated entry provider.

Any family or individual residing in the Eastern Pennsylvania CoC region experiencing a housing crisis will be given a standard intake and assessment at a coordinated entry point.

Informed by their VI-SPDAT assessment results, families and individuals will be referred to the nearest appropriate provider(s) of housing and services as they become available.

### Operational Processes, Policies & Procedures

- Systemwide toll-free hotline operator for virtual entry
- Physical entry points in every region (w/mobile outreach)
- Handoff to 911 & DV hotlines
- HMIS data record at entry, including verbal/written client data sharing agreement
- Out of county residency agreements with other CoCs
- Diversion of people with other options to free limited shelter resources for those with none

Intake will ask basic program eligibility questions

Standard assessment will be completed using the Vulnerability Index-Service Prioritization and Decision Assistance Tool (VI-SPDAT)

VI-SPDAT results will be entered directly into HMIS and yield a score to guide prioritization and referral

Continually updated list of housing inventory and services, including Prevention, Shelter, Transitional Housing, Rapid Re-Housing and Permanent Supportive Housing

Ideally, centralized wait lists/queue

Policy on declining referrals

Regular case conferences

Systemwide embrace of "Housing First" approach
The Lehigh Valley Coordinated Entry for Housing & Homeless Services Pilot Project launched in January 2017 to coordinate access, assessment and referral to housing and services for families and individuals in Lehigh and Northampton Counties experiencing or at imminent risk for homelessness.

**Access**
- 211 (toll-free call)
- Lehigh Conference of Churches physical entry site in Allentown
- Lehigh Conference of Churches physical entry site in Bethlehem
- Third Street Alliance physical entry site in Easton

**Assessment**
- Centralized intake into HMIS secure data system to assess safety and verify identity & homeless status
- Uniform screening to identify the most appropriate service(s) for each family or individual using the VI-SPDAT coordinated assessment tool

**Referral**
- Referral to the nearest appropriate provider(s) of housing & services prioritized by vulnerability and need
- Services include prevention, emergency shelter, transitional housing, rapid-rehousing & supportive housing

As of April 6, 2017:
- 297 VI-SPDAT assessments completed
- 65% of 134 families assessed scored 4-8 on the VI-SPDAT indicating TH/RRH intervention (22% scored in the PSH range, the rest scored "low acuity")
- 60% of 163 individuals assessed scored 4-7 on the VI-SPDAT indicating TH/RRH intervention (23% scored in the PSH range, the rest "low acuity")
- 3% assessed indicated veteran status
Committee Members

Kathi Krablin, Chair (Lehigh Valley RHAB)
Sergio Carmona (South Central RHAB)
Diane Glenwright (Northern Tier RHAB)
Helen Kelly (Pocono RHAB)
Chris Varner (Central Valley RHAB)
David Weathington (PA DCED)
Tori Bourret (Housing Alliance of PA)
Leigh Howard & Lea Dougherty (Diana T. Myers & Associates)
Jason Alexander, Consultant (Capacity for Change, LLC)

Committee Work

Call Center RFI/RFP Process
CE RHAB Coordinators RFI/RFP Process
CE Marketing and Outreach Strategies
Eastern PA CoC Coordinated Entry Planning and Roll-Out

**March – September 2017**
- Establish policies
- Issue RFP processes for contracted Call Center and Coordinated Entry Specialists in each region
- Produce Coordinated Entry outreach and marketing strategies
- Prepare HUD CoC grant application(s) for Coordinated Entry funding
- Develop regional Coordinated Entry Advisory Teams

**October – December 2017**
- Issue contracts for call Center and Coordinated Entry Specialists system-wide (pending funding)
- Train specialists: VI-SPDAT, HMIS, CE policies and procedures
- Soft launch

**Ongoing 2018+**
- Continual quality improvement of policies, performance and funding
Challenges and Opportunities in a Multi-County Area

- **CHALLENGES:**
  - Geographic diversity: urban, suburban and rural areas
  - Disparate and potentially divided leadership
  - Accelerated timeline from HUD
  - Uneven distribution of resources

- **OPPORTUNITIES**
  - Cross county cooperation improves response to consumer needs
  - Round work has already been laid in Lehigh and Northampton Counties
  - Expertise of Capacity for Change, LLC
Key Stakeholders: cross sector representation
- Governmental, public or private entities involved in providing support services or housing
- Faith based organizations
- The business community
- Educational institutions
- Health care organizations
- Individuals with lived experience

Don’t forget to include:
- Critics of the project
- Representatives from the Philanthropic Community
- Invite the press to community presentations
- Provide multiple opportunities for Q and A

Build a Network of Local Support:
Local Champions
Questions?

Diversion and Coordinated Entry for Homeless Services

For more information:
Jason D. Alexander, MPP
Principal & Co-Founder
Capacity for Change, LLC
jason@capacityforchange.com