



H4HP Coordinated Entry System

CONTINUUM OF CARE - COMMUNITY MEETING - MAY 17, 2023

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Definition of Coordinated Entry

*Santa Cruz County's Housing for Health Partnership (H4HP) defines Coordinated Entry as the approach to coordinate and manage the system's participating housing and service resources. Coordinated Entry supports the system in making equitable decisions to best connect people experiencing homelessness to interventions to end their homelessness based on **available** information and resources.*



Coordinated Entry Defined

- It is a systemic approach to connecting people experiencing homelessness with available assistance in the community.
- Fair and equitable access
- Resources targeted for households with highest need
- Federal and state mandate

Coordinated Entry Version 1.0: Smart Path

- Assessed households experiencing homelessness with VI-SPDAT
- VI-SPDAT assessed household vulnerability of those experiencing homelessness and generated a score related to the degree of vulnerability
- All assessed households were placed on the Housing Queue and awaited referral to permanent housing



H4HP System Capacity and Performance

- There is not enough homeless system housing in Santa Cruz County for all households experiencing homelessness
- 2022 Point in Time Count revealed 2,299 people experiencing homelessness
- Permanent housing = 1,000 people at any one time



H4HP System Capacity and Performance

- 690 new assessments were completed between December 1, 2021 and November 30, 2022
- 133 referrals to housing programs
- $690 - 133 = 557$



Lessons Learned from Smart Path

- Community Queue: “list to nowhere”
- Participants met with an assessor on a single occasion; results in lack of transparency, misunderstood processes, and false expectations
- A large number of people doing assessments; results in inconsistent quality of assessments, messaging, and overall participant CE experience
- Referrals issues:
 - People not found, moved out of County, or were already housed
 - People not eligible for the programs they were referred to
 - People did not have the documents they needed to apply for housing



Coordinated Entry Version 2.0: H4HP CE Redesign

- H4HP Connectors and Housing Problem Solving (no more “Assessors”)
- No more VI-SPDAT. Custom Housing Needs Assessment
- Goals: facilitate connections and streamline the process
- Recognizes that housing resources are limited



Benefits of CES 2.0

- Connectors and participants will engage weekly
- More transparency for participants and service providers about who will be referred to housing programs and what the timeline is
- Referrals to housing will result in faster move-in
- Connector Collaborative

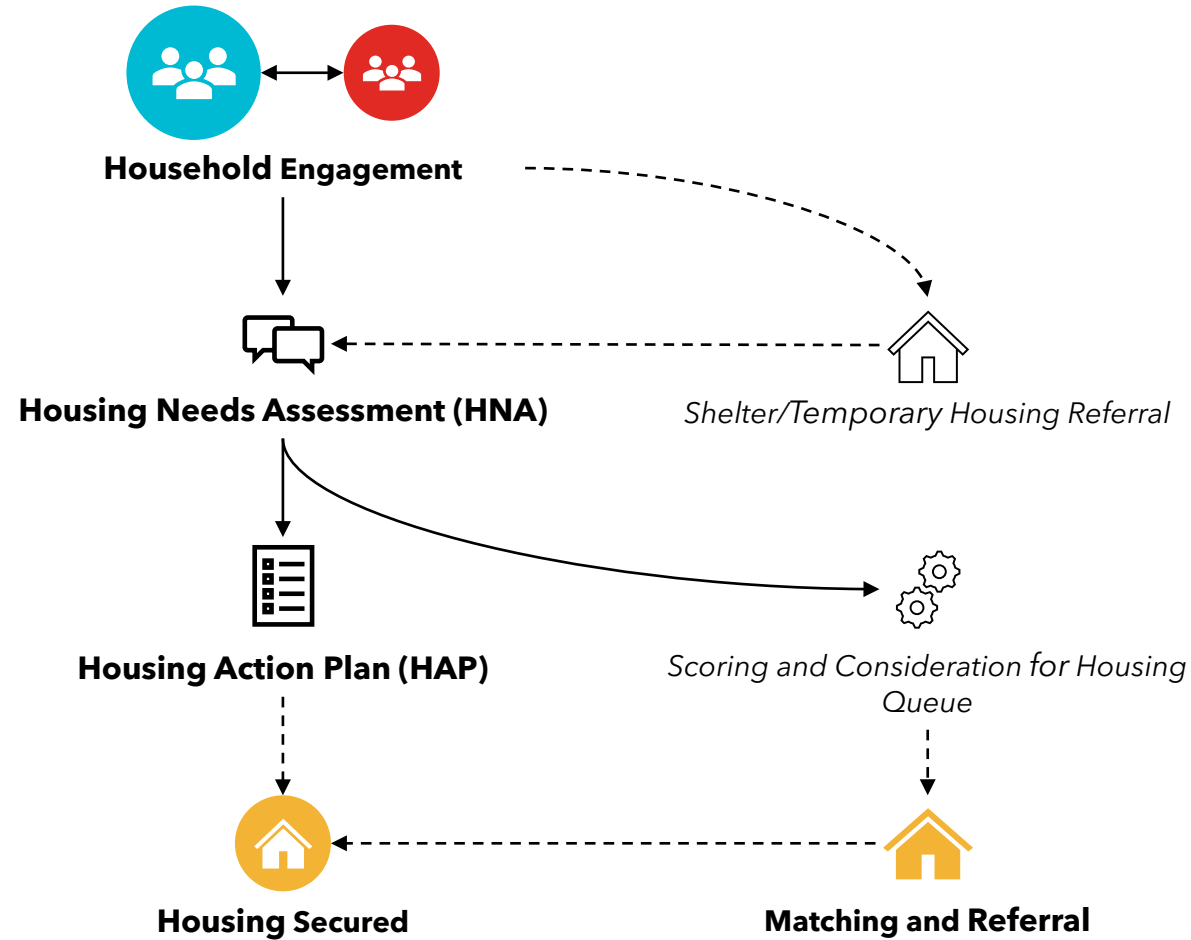


H4HP Connectors

- Work as part of an outreach team, drop-in center, or multi-service program
- Identify persons experiencing homelessness and build rapport
- Conduct initial triage and safety screenings
- Engage with participants to assist with a goal setting and problem-solving process
- Support individuals and families to identify housing outside of the homeless response system
- Make referrals that support participant identified goals



Overview of Coordinated Entry Process Flow



Where We Are Now

- CE Redesign Implementation Date: April 1, 2023
 - Built HNA, HAP, and matching and referral process in HMIS
 - Finalized Policies
 - Developed Training Plan and Trained 1st Cohort
 - Implemented Transition Plan from VI-SPDAT
 - Communicate changes to the community, providers and people experiencing homelessness to understand the new processes
- Working monthly with H4HP Operations Committee to develop all materials and plans



Redesign Post-Implementation Plan

- April to June 2023 closely monitor progress
- Review
 - Participant feedback
 - Qualitative feedback from connectors
 - HMIS issues and resolutions
- Monthly Connector Collaboratives for ongoing learning, quality improvement, and consistency of practice
- New Connector Training - 6/15/23, 9am-noon, more trainings upfront, then quarterly thereafter
- Quarterly evaluation 1st year



H4HP Connector MOU

- Defines roles of the H4H Division, Connectors, and their agencies
- Must be signed by EDs prior to becoming Connector
- Link to DocuSign form will be sent to H4HP members via newsletter and available on the H4HP website

Q&A
