Charlotte-Mecklenburg Coordinated Entry Refresher

MECKLENBURG COUNTY COMMUNITY SUPPORT SERVICES

2022

Presenters

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Agenda

What is Coordinated Entry (CE)?

CE Access

Assessment

Prioritization & Match

Referral

CE, your clients and you.

Why Coordinated Entry?

HUD Definition: "**Coordinated entry is a process** that ensures that all people experiencing a housing crisis in a defined geographic area have **fair and equal access**, and are quickly identified, assessed for, referred, and connected to housing and homeless assistance based on their needs and strengths, no matter where or when they present for services. It uses **standardized tools and practices**, incorporates a system-wide **Housing First approach, participant choice**, and **coordinates housing and homeless assistance** such that housing and homeless assistance is prioritized for those with the most severe service needs."

What is Coordinated Entry: A Simpler Definition

- Portal to centralized services
- Provides screening, diversion and referrals for homeless individuals and families
- Connection to **available** resources
- Not a housing solution for all callers

The Who, What, Where of Charlotte- Mecklenburg CE

Coordinated Entry in Mecklenburg County: A Timeline

May 2014 | Launch of Coordinated Assessment with 5 sites and homelessness window of 72 hours

October 2014 | VI-SPDAT used as prioritization tool for chronically homeless

February 2015 – June 2015 | Diversion pilot, followed by full implementation

March 2016 | Family VI-SPDAT used as prioritization tool for families

April 2016 | Homelessness window expanded to 14 days for families

February 2017 | Family VI-SPDAT administered at 14 days

April 2017 | Name change from Coordinated Assessment to Coordinated Entry

October 2017| Launch 211 as first point of entry

- Literally Homeless = Add profile to HMIS; Refer to CE site for in-person assessment

- Imminent Risk of Homelessness = Add profile to HMIS; Provide 2-1-1 referrals to meet needs

- Precariously Housed = Provide 2-1-1 referrals to meet needs

- Domestic Violence = Refer according to DV protocol or assist with accessing emergency assistance

March 2020| Temporary suspension of 211 CE Pre-Assessment due to COVID19 & high volume of 211 calls. CE Hotline

June 2020| 211 Resumes CE Pre-Assessment. CE continues telephonically and includes motel eviction prevention triage

Present Day | Back on site with naturally occurring clients (presenting for services/shelter; hotline)

How to access

Clients can now call the hotline directly: 704-284-9665 instead of calling 211 first

CE Oversight

Coordinated Entry Oversight Committee (CEOC)

- Responsible for: operating a coordinated access system that provides an initial assessment of the needs of homeless individuals and families for housing and services, and annually assessing and reporting to the Board regarding participation in CE by users throughout the CoC geography.
- Reviews data about number of calls & who is calling CE
- Identifies gaps & brainstorms solutions
- Meets bi-weekly on Tuesdays at 11:00am; open to anyone who wants to attend

Mecklenburg County Coordinated Entry Location & Access

In Person:
- Roof Above, Day Services Center
- Roof Above, North Tryon Shelter
- Salvation Army Center of Hope
- Valerie C. Woodard, Community Resource Center

CE Hotline—704-284-9665:
- Started off as a COVID-related need
- Continues as a best practice
- Web-based access

Other Community Partners with CE-trained Staff:
- Salvation Army Center of Hope staff
- The Relatives
- Street Outreach-Roof Above, PATH
- Ada Jenkins Center
- Mecklenburg County Criminal Justice System
- Coming soon: Veteran Services Office, Roof Above Shelter Housing Navigation…

Functions and Benefits of Coordinated Entry

- Identify what brings them in/reason for calling
- Hear their story
- ROI – provides permission to enter data in HMIS & share with local homeless services providers
- Safety—Diversion—Prevention--Housing
- Capture:

- Demographics
-HUD sub-assessments
(disability, income, health insurance, non-cash benefits)
-Strengths/Challenges/Resources: Educational & Vocational history, Legal/Credit concerns; Credentials, Natural Supports.
-COVID screening/risk assessment
-Supplemental Questions
-VI-SPDAT

- **Serves an initial point of entry to access homeless resources and shelter**
- **Possibly identify other housing interventions as available/eligible**
- **Series of questions to better understand the client's situation**
- **Strength-based**
- **Solution-focused**
- **Plan of action**
- **Warm hand-off, if possible**

Coordinated Entry System

1 Housing Crisis

Individual/ family accesses the Coordinated Entry System (CES) at one of the entry points.

2 Triage

Crisis Assessment: What does this person need to resolve their housing crisis or avoid entering the homeless system.

3 Diversion/Prevention

Can they be safely diverted/ prevented from entering the homeless system of care? If not, client enters shelter/street.

Yes? → Housing crisis addressed!

No?

4 Housing Needs Assessment

Individuals are assessed using the community prioritization tools and housing needs assessment.

Documents Needed for Referral to RRH & PSH

- Documentation of Literal Homelessness
- Completed VI-SPDAT (RRH & PSH) and supp tool
- If Chronically Homeless, documentation of Chronic Homelessness (PSH)
- Verification of Disability (PSH)
- Photo I.D., Social Security Card, and/or Birth Certificate (RRH & PSH)
- Proof of Income (RRH & PSH)
- PSH Packet (PSH) or RRH Packet (RRH)
- Additional documentation may be required for some projects

Please note that referral does not guarantee eligibility or receipt of services.

5 Referrals

Clients are referred to emergency shelter, transitional housing, and other community resources based on client need and resource availability.

6 Prioritization

Literally homeless clients are added to the community by-name list and are prioritized for match to PSH/RRH based on local housing eligibility and prioritization policy.

7 Match

Eligible individuals/ families are matched to open PSH/RRH referrals based on vulnerability and fit with program eligibility.

Housing Success!

Adapted from New Orleans- Jefferson- Kenner CoC CE Policies and Procedures_MAP_7_8_22

Housing Data Snapshot

HOUSING DATA SNAPSHOT
CHARLOTTE-MECKLENBURG

BY THE NUMBERS

This snapshot provides information on progress in the work to end and prevent homelessness in Charlotte-Mecklenburg. Three sections are included that illustrate housing needs and successes. In addition to data, each section provides an overview and detailed explanations to describe what the numbers mean and why it matters.

1

ONE NUMBER

The total number of actively homeless individuals in the community

MOVEMENT INFLOW & OUTFLOW

A closer look at the number of individuals who move into and out of homelessness

COORDINATED ENTRY

Quarterly data on individuals and households seeking housing assistance

ONE NUMBER

The **One Number** is generated from a By-Name List within the Homeless Management Information System (HMIS) and captures the number of people enrolled in Emergency Shelter, Transitional Housing, Street Outreach, Permanent Housing (if there is no move-in date to housing yet) and Coordinated Entry projects in HMIS. The One Number includes both sheltered homelessness and a portion of individuals experiencing unsheltered homelessness in Charlotte-Mecklenburg. In addition, the One Number can be broken down by both household composition and population type; elements include single individuals, families, unaccompanied youth, veterans, and people experiencing chronic homelessness. The One Number can also be analyzed by inflow to, and outflow from, homelessness. By comparing One Number data over time (including by household composition and by inflow/outflow), the community can identify trends. Once identified, these trends can then inform interventions. Whereas the Point-in-Time Count provides a one-night snapshot of the number of people experiencing sheltered and unsheltered homelessness, the One Number provides a real-time, comprehensive picture of who is experiencing homelessness across the community. The Charlotte-Mecklenburg data team has developed a "reliability threshold" of 5% for the One Number data. Please see below for more detailed information about methodology and reliability.

3,380
PEOPLE EXPERIENCING HOMELESSNESS IN CHARLOTTE-MECKLENBURG
UPDATED MAY 31, 2022

The reliability score for this month is 0.04. Please see below for more information and methodology.

1,207
PEOPLE IN FAMILIES
(365 TOTAL HOUSEHOLDS)

2,205
SINGLE INDIVIDUALS

105
UNACCOMPANIED YOUTH
(SINGLE INDIVIDUALS AGE 18 - 24)

198
VETERANS

520
PEOPLE EXPERIENCING CHRONIC HOMELESSNESS

267
DAYS TO HOUSING
(ALL INDIVIDUALS MOVING TO PERMANENT HOUSING BETWEEN 5/1/2022 AND 5/31/2022)
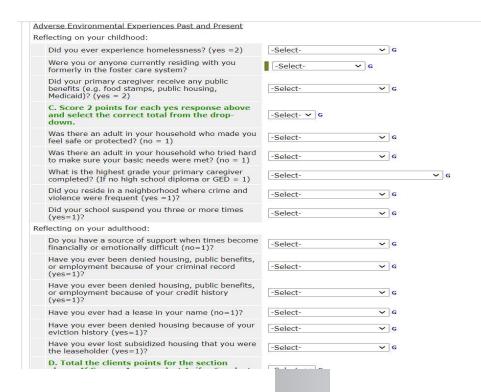
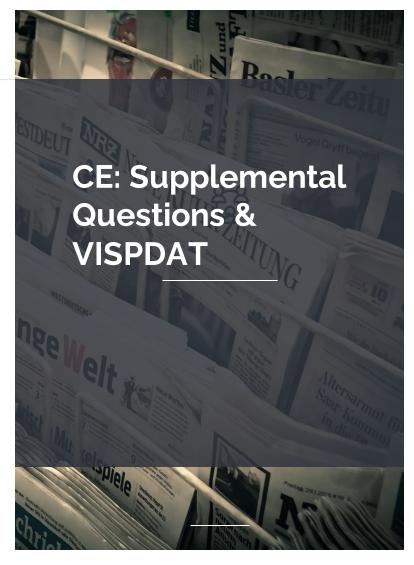# Improving Equity in Prioritization

Work Group Charge

- Review VI-SPDAT and other housing prioritization tools using a race equity lens.
- Recommend a housing prioritization tool to the CEOC.

Vulnerability

- Increased exposure to structural inequality.

- Increased likelihood that someone would be harmed or victimized or die while homeless.

- Increased likelihood that a person would not be able to secure and/or maintain housing without additional support.

- Increased likelihood of family separation.

CE: Supplemental Questions & VISPDAT

Adverse Environmental Experiences Past and Present

Reflecting on your childhood:

Did you ever experience homelessness? (yes =2)	-Select- G
Were you or anyone currently residing with you formerly in the foster care system?	-Select- G
Did your primary caregiver receive any public benefits (e.g. food stamps, public housing, Medicaid)? (yes = 2)	-Select- G
C. Score 2 points for each yes response above and select the correct total from the drop-down.	-Select- G
Was there an adult in your household who made you feel safe or protected? (no = 1)	-Select- G
Was there an adult in your household who tried hard to make sure your basic needs were met? (no = 1)	-Select- G
What is the highest grade your primary caregiver completed? (If no high school diploma or GED = 1)	-Select- G
Did you reside in a neighborhood where crime and violence were frequent (yes =1)?	-Select- G
Did your school suspend you three or more times (yes=1)?	-Select- G

Reflecting on your adulthood:

Do you have a source of support when times become financially or emotionally difficult (no=1)?	-Select- G
Have you ever been denied housing, public benefits, or employment because of your criminal record (yes=1)?	-Select- G
Have you ever been denied housing, public benefits, or employment because of your credit history (yes=1)?	-Select- G
Have you ever had a lease in your name (no=1)?	-Select- G
Have you ever been denied housing because of your eviction history (yes=1)?	-Select- G
Have you ever lost subsidized housing that you were the leaseholder (yes=1)?	-Select- G
D. Total the clients points for the section	

Prioritization Formulas

Single Adult Prioritization Formula

Prioritization Factors		Total Possible Points	
Supplemental Questions	14	45%	6.3
VI-SPDAT	17	35%	5.95
Homeless 2+ Years (Continuous)	10	10%	1
Homeless 4+ times in past 3 years	10	10%	1
	51	100%	14.25

Families Prioritization Formula

Prioritization Factors		Total Possible Points	
Supplemental Questions	15	45%	6.75
VI-SPDAT	22	35%	7.7
Older Child Helps with Childcare	4	5%	.2
Unsupervised Children age 12 or less	4	5%	.2
History of foster care	8	5%	.4
Pregnant Household member	8	5%	.4
	61	100%	15.65

Youth Prioritization Formula

Prioritization Factors		Total Possible Points	
Supplemental Questions	14	45%	6.3
VI-SPDAT	17	35%	5.95
Homeless >9 months (Including doubled up, couch surfing, living in an unsafe or unstable situation)	10	10%	1
History of foster care	10	10%	1
	51	100%	14.25

Parenting Youth

Prioritization Factors		Total Possible Points	
Supplemental Questions	15	45%	6.75
VI-SPDAT	22	35%	7.7
Head of Household History of foster care	4	4%	.16
CPS Involvement	4	4%	.16
Pregnant Household member	8	4%	.32
More than 1 child	8	4%	.32
CJS Involvement (Yes to any)	4	4%	.16
		100%	15.65

Prioritization Process

Prioritization Policy: most recently approved 5/3/2022 (found under CoC Documents/CEOC at www.charmeckcoc.org.)

Purpose: To ensure that homeless individuals and families assessed through Coordinated Entry receive services in the most expedient way possible and that access to homeless assistance prioritizes those with the greatest needs who are least likely to end their homelessness in the absence of CoC support.

Policy: It is the policy of NC-505 that individuals and families with the most severe vulnerability are prioritized for permanent supportive housing and rapid rehousing resources. It is also the policy of NC-505 that 50% of a program's proposed rapid rehousing resources will be RRH level 2 and be permitted to serve individuals of varying vulnerability.

Match Process Highlights

1. BFZ Data Team develops and maintains prioritized by-name and match pool lists.

    1. By-name lists will be able to be separated by order of priority and by families, youth, veterans, chronic singles, and non-chronic single adults.

    2. The match pool list will consist of persons who have a disability verification and homelessness verification uploaded in HMIS AND have a Vulnerability Score greater than the lowest scoring person on the Priority Pool list.

2. This match process will be the sole mechanism for referring clients to PSH and to at least 50% of housing slots of CoC/ESG funded RRH projects.

3. When housing resources become available or are expected to imminently become available, households will be matched based on prioritization and program eligibility criteria by the Coordinated Entry Housing Placement (CEHP) team.

4. The CE Supervisor will serve as the main point of contact for housing matches and will lead the CEHP match team.

5. The CEHP team will be responsible for facilitating and monitoring the match process.

How it all connects: Referrals from CE

- Taking referrals from CE/match ensures that available resources are allocated through a transparent process
- Reduces the number of people experiencing homelessness (clients on the By-Name List)
- Any agency can receive referrals (matches) from CE—not just HUD-funded programs
- Choosing who you will enroll in your program and then requiring them to call CE to check that box, is NOT taking referrals from CE

CE, Your Clients and You

If your agency serves clients who are literally homeless or will be soon and you would direct them to call CE, consider being trained to conduct the CE assessment with your client

This is a more trauma-informed way of engaging them around answering difficult questions with someone they already trust.

It's important to communicate that by conducting the CE, it is not a solution—it is one thing to offer. Please continue to work with the client to identify other solutions building upon their strengths and what has worked for them in the past

How you can help…

If your agency receives calls or walk-ins from people seeking your services, please ask them what their needs are and only direct them to the CE Hotline if they are literally homeless or experiencing a housing crisis.

How you can help…

- Add the below button to your website/promotional materials and link the CE Website.

> If you are homeless or experiencing a housing crisis, **click here!**

Charlotte-Mecklenburg Coordinated Entry: What now?

New Website!

www.charmeckcoc.org

COORDINATED ENTRY

Mecklenburg County is the Lead Agency for Coordinated Entry for the Charlotte-Mecklenburg Continuum of Care.

If you are experiencing homelessness or think you will be homeless soon, Coordinated Entry is your first step to connect to homeless services and homelessness prevention resources in Mecklenburg County.

When you call the Coordinated Entry hotline, please leave a message. A staff person will call you back within 2 business days to collect information about you and your situation so that they can refer you to available programs you may be eligible for like emergency shelter, street outreach, and financial assistance to prevent homelessness. The Coordinated Entry Hotline can be reached at **(704) 284-9665.**

Mecklenburg County Coordinated Entry **CAN**:

- Provide friendly, compassionate service and a listening ear
- Assist in identifying resources
- Assist in generating creative solutions
- Provide referrals to which you are eligible to shelters, outreach, diversion, and prevention, if available

Mecklenburg County Coordinated Entry **CANNOT**:

- Provide financial assistance
- Provide a discharge plan
- Provide motel vouchers
- Provide housing vouchers or low-income housing
- Provide immediate shelter (some shelters have waitlists)
- Provide transportation, bus passes or moving services
- Act as landlords, housing providers or housing navigators

FOR HELP

Please call **(704) 284-9665** and leave a message. A staff person will call you back Monday through Friday between the hours of 8AM-5PM or click **Get Help**.

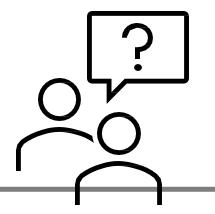For non-homeless related assistance, please contact **2-1-1**.

GET HELP

Referral Form:

Smartsheet

Q & A

Be Sure to Subscribe!

Charlotte-Mecklenburg CoC Mailing List
- www.charmeckcoc.org

Building Bridges Blog
- www.mecklenburghousingdata.org

Thank you!

We appreciate your participation and feedback
Please complete the survey that you will
receive via email