



Jackson County Continuum of Care  
Coordinated Entry Workgroup Meeting

Minutes by  
Sarah Cunningham

In attendance:	
<ul style="list-style-type: none"> <li>• Lisa Smith – OHRA</li> <li>• Colton Ort – OHRA</li> <li>• Lexi Bohn – ACCESS</li> <li>• Kasey Rolih – OHRA</li> <li>• Nancy Fadling – ODHS</li> <li>• Daphne Bramlett – ACCESS</li> <li>• Megan Armstrong – ACCESS</li> <li>• Katelin Lucine – ACCESS</li> <li>• Debbie Boyd – ACCESS</li> <li>• Sara Font – OHRA</li> <li>• Katie Blomgren – OHRA</li> <li>• Erin Martin-Fournier – Community Works</li> <li>• Matt Northrop – Maslow Project</li> <li>• Melanie Doshier – ACCESS</li> <li>• Nicole Kitterbush- Maslow Project</li> <li>• Sarah Cunningham- ACCESS</li> </ul>	
<input type="checkbox"/> Yes	Would you like a spot on the upcoming agenda?
<input type="checkbox"/> No	

**Call to Order**

The meeting was called to order by Daphne Bramlett.

**Daphne:** Before we get to the approval of the minutes from the last meeting: ACCESS will have the Coordinated Entry Lead, so Sarah Cunningham can begin taking notes to pass to her once she starts, if that works for Lisa. It does. Sarah will begin taking notes until the lead is ready.

**Where do we want to have our next meeting?** We could host it at ACCESS for the next meeting and then at Addiction Recover Center the next. We can do a hybrid meeting to make sure those that can't attend in person are still able to attend, if that works.

**Approval of Minutes.** Melanie moves to approve the minutes from the last meeting. Daphne seconds the motion. No one objects.

**Daphne:** as referred to in the meeting agenda, we do need to identify what markers we want to use for prioritizing from the Coordinated Entry list.

**Melanie: Markers for prioritizing-** Understanding that everyone is using the SPDAT, but we are not going to be using the number for who we serve. We agreed that the highest SPDAT score does not necessarily mean the most vulnerable. We need to have a robust conversation to discuss what other markers we will be using that can be tagged in HMIS and Debbie can then pull and sort a list according to those markers, so that we can begin case conferencing? We need to identify and document the markers so that we are being equitable.

**\*There is a hybrid model with Maslow.** They pull a list and have 3 additional markers they use.

- 1) They have identified housing.
- 2) Fall within one of the priority populations.
- 3) Have housing identified.



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So, they have key indicators or markers that said, OK, well, then this is this hybrid model.

They're going to be OK to go ahead and enroll those households because they've been engaging in case management. We did have to create 'exceptions' to what would be the normal process when we do come up with the process but wanted to create a way to make those exceptions to ensure our process is not stopping us from helping folks get housed. We can't only use those exceptions for many reasons such as conflict with fair housing and housing first. So we do need to identify markers that HMIS can trigger

**Daphne:** You were addressing one of the points on our agenda. The fact that we did have to create essentially, *exceptions* to what would be the normal process, which we haven't fully identified yet for case conferencing selection from coordinated entry list.

So that's those 3 markers that Melanie's referring to that we needed to come up with to begin enrollment through ORI for OHRA and Maslow.

We don't have prioritization fully identified. We're kind of going back to that now but wanted everybody to know that we had created a way to incorporate cases that Maslow and OHRA have potentially been working with already that are ready based on those exceptional prioritization markers.

**Debbie:** I agree that exceptions do need to be made, I would add that: *We do still have to exit folks from the coordinated entry list when they are excited.* If you do house someone, even if we are still working with them, whoever has been working them and got them into housing, will be the one to take them off the list.

**Daphne:** Yeah, good call out on who should take the step to exit. Once a housing move in date has been identified.

There are the consideration around ongoing services that Melanie and I were discussing earlier how to address whether we want to allow a person that has been engaged or I should say has been enrolled and then also housed to still have the opportunity to be up for consideration for other services from agencies that would be participating in the case conference sessions.

So that's also on our list of things to discuss in regard to case conferencing.  
But thank you Debbie, for naming that.

**Malanie:** So, I know Maslow's got some subject matter expertise in that. Leaning into people who have case concerned before will be helpful. We don't know what case conferencing looks like at DHS. We can look at the thinking you go through. Do you have anything to add about how you case conference about the people you are supporting?

**Matt:** We don't necessarily call what we do case conferencing it. It depends on what the topic is and who we're talking to. If we're talking to a school, then we're addressing basic things like attendance.  
But, wrap around case management, we could be discussing anything that's affecting the family barriers, goals, etcetera. We don't we don't have a template. We have different assessments that we use, but not a template for case conferencing. **Prioritizing families:** We Don't. We don't have a waitlist. So if people qualify for our services, they qualify for our services and then it's up to them in regards to how much they want to engage and what they want to work on in terms of housing, we prioritize by assessing 1) can they be accepted by the housing authority, and 2) likelihood they will remain housed.



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**Melanie:** So I think that as we start case conferencing, those that do that in a in a partner setting or even if it is within your own setting like Nancy, will you talk a little bit about how what the process you guys go through in identifying what families get referred to, what housing contracts DHS has?

**Nancy:** So, all housing requests get vetted between the caseworker, a supervisor and myself. And essentially, we look at what the need is and whether we can meet it in a, in a timely fashion. If we've got legal custody, if we don't have legal custody, we have other routes that we go through. But, but with regards to those under, under contract, we, you know, it's a staffed extensively, it sits on the wait list. And generally while they're meeting the criteria to get into those housing programs, we're going to be checking in weekly as to what progress looks like for them specifically. What does their visit look like if their children are separated from the parents? What their transportation needs are, which drives decisions around housing. If there is other lease signing barriers, like if they've got prior evictions, if they have outstanding power bills, is it in collection, what that looks like that can make a difference with property managers. we can always escalate folks up the wait list, you know, if there's a dire need. So, you know, it's usually intensive at the front end, but over time we see that diminish as we see the parents get stronger.

**Daphne:** I just wanted to name that Noah mentioned to me that one of the **performance measures** is minimizing the amount of time that someone has been unhoused from the time that they've been identified, which means when they've been added to our list essentially. So timing might need to be one of the prioritizations we use.

**Debbie:** That's one of the things that we use in the veteran by-name-list. Case conferencing is we pull the most, we cycle on. We pull 75 in order and then just go right down that list. And they don't always get housed in order because they may not have their ducks in a row yet, but they come up for conversation based on their start date, their entry date.

Currently it's only by time one the waitlist, we should take the next 75 names on a list, sort those by the highest SPDAT scores and then case conference them that way.

**Daphne:** That's essentially how our waitlist works. I wouldn't say it's optimal, since we're that's what we're identifying, but that would be how we would approach it if our SPDAT score felt like it was an accurate representation of the person's situation. But at least knowing that we currently do case conference on the basis of date, meaning unhoused date, that at least gives us some information to reference for that prioritization.

I would ask each agent, each Rep from our agencies present, what do you think would be the most important things to find out about a person upfront to prioritize them for successful, for success in, in our programs?

**Nancy:** Who ever meets all the criteria in our applicant pool is the one that gets pulled. They could have been added yesterday, but if they meet all the criteria, it's the next one that goes in.

Because it's based on performance.

**Daphne:** In a way we would be creating our own sense of what would be a successful performance of response to the homeless need in our community by virtue of the security assessment.

**Daphne:** I would like to ask each agency, and rep from our agencies present, what do we think would be the most important things to find out about a person upfront to prioritize them for successful, for success in our programs?

**Melanie:** I'd just like to add that it's like balancing what we would see for the best chance of success and what are those vulnerability markers that say without this assistance, you're not going to be able to get a house on your own. How do we know they need our help more than anybody else on the wait list?



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What are those markers? And what I was just saying is that we have to establish that the need is within the scope of our service delivery, that they truly do meet the eligibility markers of our programs, which is of course, there's income and other needs presented that is normally being assessed by the SPDAT. What are the things that show us that this person needs these services, is among that vulnerable population and will benefit from the services we have to provide and be successful.

**Nancy:** We've kind of got a head start in that we know what literally homeless is that's defined for us. There's the housing need, engagement in case management.

**Daphne:** Melanie and I were discussing that case management can't be one of the requirements certainly to be eligible to be added to coordinated entry but is an exception for ORI waitlist.

**Discussing adding questions-** But we need to work with questions already existing that we can pull from HMIS now.

### **Markers identified by the group that can currently be pulled from HMIS:**

1. Seniors
2. Disabling conditions
3. Minor children in the HH
4. BIPOC
5. DV
6. Length of time homeless

**Melanie:** We can have everyone in this room take this information back and do some training with our staff about how we ask that question to get to it. It may influence the way people respond. We can all give our own staff guidance to use different language than seen on the SPDAT, and we can pull the report to include those markers, that sounds like are in the system currently, we can do that.

Now the next step would be Debbie and Daphne working out the details to ensure that we can get reports, and will follow up if there are barriers to that.

Last topic on the agenda:

But as we kind of fumble through the beginning, I would like to see if anybody's willing to volunteer to help us over that hump of learning how to get the conversation going, that kind of thing.

And maybe if said folks would also be willing to have a meeting even before our first session where we could game plan a bit.

**Time commitment for case conferencing** Example: Vet By name list- 90 minutes once a month.

### **Volunteers to join and support agencies learning:**

- **Matt**
- **Nancy**

**Daphne:** I will send out a video of our time and we'll send out minutes and I'll be in touch.

Meeting closed 1:26pm