Jackson County
CONTINUUM of CARE
Working together to end homelessness

Coordinated Entry Workgroup Minutes

December 16, 2024/2pm

Location: ACCESS – Zoom

AGENDA

- **Minutes Approval –** 5 minutes
  - **Nancy Fading Approved**
  - **Katie Blomgren Seconded**

- **Location for next month's meeting? Access location at Olsrud Building**

- **Quick check-in on approach to CES workgroup activity while we wait for written policy Technical Assistance from company called Home Base**
  - **Chair Suggestion: Workgroup focuses on the questions that arise each month as we use CES more deliberately through CES Lead (Julie H.) engagement with the system and regular case conferencing to better understand and refine operations while we wait for written policy TA – rather than attempting to review policy ourselves prior to the in-depth TA process review/rewrite that HUD TA offers.**
    - **We can use our current guidebook as a reference for current operations and process– addressing glaring issues that we might like to address sooner than later as needed.**
    - **Current guideline/process draft can be created to keep operations running while we wait for TA.. We can keep a running list of outstanding questions to address with TA as we go.**

Thoughts regarding overall approach to the workgroup time to the technical approach

- **Nancy Fading -** It will be helpful to see what Home Base comes up with for the first draft. Based on their thought to see if this is something that is following the base lines or if weather we need to have further discussion in certain areas.
- **Daphne Bramlett –** We will be fully involved in the process and be able to review before being approved by the COC Board.
- **Melanie Doshier –** Process is they will go through the current written guidelines of Coordinated Entry line by line and then produce a product we can review. They will be facilitating the revisions by providing the HUD technical side and guidelines. They will be taking what our community wants to do and how we want to be approaching this and then they will be putting it into words.

- **Case Conferencing Check-in**

- **New process flow observations**
  - **Suggested ways to support meaningful, efficient engagement in Case Conferencing process and understanding the intent/opportunity of the process.**
    - **Create a Case Conferencing set of guidelines/flow that includes specific engagement steps expected from all attendees and the agencies enrolling into current program**
      - **Sending out a set of guidelines that gives people a stronger understanding of how they can plan to engage, prepare and what to expect. Data points are a piece of the process that was sent out prior.**
      - **A draft will be sent out prior to next meeting written up by Daphne and Julie. Can be reviewed and see if any amendments are needed.**
    - **CES Lead reviews both lists (assigned and unassigned) for glaring discrepancies, opportunities for input from agencies and follows up with the active enrolling agencies to update the records associated with the cases assigned to them – in advance of the session**
    - **CES Lead Communicates/identifies status of enrollments and open slots prior to the session**
      - **Lead will reach out to the agencies prior to the session to identify this number**
    - **CES Lead/CES Workgroup Chair makes sure that new processes are communicated to all CES CC participating agencies, directly after the workgroup session in which the decisions are made.**

        - **An email will be sent out with the decisions that are made in the meeting.**
    - **Lead CES Specialist 'drives' the session by systematically naming the next case, asking key questions (some questions were sent, clarifying meaning of comments made and asking if anyone else in attendance is still looking for information to provide.**
        - **She might need assistance with the notes during the session…**
        - **Thoughts or suggestions to help the meetings to be more efficient and thorough. Any equitable questions you think we should be asking regarding each family. Please share so we can make sure we include.**
    - **CES Lead/CW Chair asks participating agencies to please review the lists in advance of the session**
    - **CES Lead/CW Chair asks participating agencies to identify cases for which they have information and ask that they send staff with that information and/or plan to access HMIS and their agency records during the session in order to provide details while discussing each case.**

- **Discussion regarding the next case conferencing meeting times and date**
    - **Decided on the 4th Thursday of the month from 3:00 – 4:30.**
    - **Julie will be creating the meeting and sending out the invite.**
- **Process checks for Workgroup to consider**
    - **What is the total timeframe for outreach to participants assigned for enrollment?**
        - **What time frame is appropriate for Outreach to attempt to engage a participant through their network in the field? (This follows the 2 weeks and 3 attempts of engagement from all other forms of direct contacts made by assigned agency when possible)**
            - **4 weeks will be the total time frame given from the initial attempt of reaching out (2 weeks for Outreach after initial 2 week contact and 3 attempts)**
            - **It was determined that all types of contacts (phone, email, snail mail etc…) are included in the 1 attempt.**
            - **Share with Outreach on first attempt as well**

- **Provide language for Outreach team to use when making contact on behalf (Script)**

- **What about the all-agency bulletin idea we discussed at the last meeting? At what point can we (CES Lead) send that bulletin and what agencies should be contacted?**
  - **It was agreed to use the CES list as bulletin**
- **What is the follow-up status of the participant record if all attempts return void – inactive list?**
  - **Debbie to work on creating a tool in HMIS to help with this process of inactive list.**

- **Requirement for SPDATS to be completed when/before entering applicants into CES?**
  - **Rogue Retreat does not currently require SPDAT to enter names into CES – what is best approach at this point and going forward until new assessment is designed and implemented?**

  - **Are we using SPDAT to determine which type of housing supports are appropriate? Do we have the kind of housing supports in our area to refer participants to, if/when we have a system for that?**
    - **Melissa Markos –** This is a common strategy in other COC's. Finding "best fit" for people is what a lot of COC's use that as well as Case Conferencing, as well as who is working with the participant.
    - **Melanie Doshier –** Not all the projects in our database are set up as the right project types. HMIS team is working on the review of all the projects to make sure they are set up for the right project type. There is a lot of work to do in the HMIS clean up to adequately answer this question of do we have the right types of housing to meet the needs. Refer to TA for this consideration. We are approaching CES to assign case management spots not housing units or shelters.
    - **Nancy Fading –** Housing portfolio should view it through the lens of those that are most vulnerable. Need some sort of a tool to be able to indicate of this list of people who is the most vulnerable.
    - **Melissa Markos –** SPDAT scores would be the indicator tool in this. This is currently not being utilized in our CES yet.

Next Meeting: *TBD - Zoom*