

Built for Zero

Home Team

November 7, 2018

Meeting Notes for 1-3pm

State Office Park South, 129 Pleasant St.

Room 232-Brown Building

Toll-free dial-in number: (866)304-8625

Conference code: 2653424718

1. Welcome and introductions:

Kylie Grenier, Brittany Little, Lauren Berman
Strafford CAP, Nicole Robbins, Ashley Gauthier-
GNCOG, Lauren McGinely-211, Betsy O'Connor, Rob
Waters-SCS, Roger Pitzer, Elle Groh-CCEH

Phone: Cathy Kuhn-FIT, Amy Sechrist-WISE

2. UPDATE:

Onsite with Community Solutions has been postponed as we just received the agenda yesterday, which does not allow for the team to review and provide input in order to maximize our time with Community Solutions. This decision was made with Community Solutions, who agreed that further preparation for the onsite was needed, and this could not be accomplished by next week.

Secondly, several of the home team members could not be present for the full onsite and we will need everyone present in order to move our work forward.

3. VI-SPDAT update-Betsy

Betsy was given 4 agencies to contact: McKenna, Carey House, SCS, FIT, which she did. One person from each agency was trained. Roger assisted in opening up the VISPDAT screens in HMIS.

Roger will send the names of the people to the four VI SPDAT administrators, in order to have them complete the VI SPDAT with the ten people by Tuesday, November 13th. Next step, we will look at the next 10 names. BHS will be compiling a list of VI SPDAT administrators.

Kristi and Roger will send singles to Cathy for New Horizons. New Horizons case managers do not have access to HMIS at this time.

4. Diversion-Nicole:

1. Expand pilot that started in Concord
 - Next regions: Southwestern, Lakes Region, Lebanon and Seacoast
2. Nicole and Roger are leaders of Diversion Pilot
3. Big question: how do we get shelters involved?
 - Issue identified during Concord pilot
4. Diversion: we will be counting diversion *and* prevention
5. Tracking via spreadsheet
 - Initials, identified as family or individual, service provided & who provided the service
 - Have notes regarding response/action

Nicole has been doing a lot of prep work. Nicole will be meeting with the following pilot sites on the following dates:

- Nov 16th-Lakes Region meeting

- Nov 16th-Lebanon Meeting
- Seacoast-meeting with Lauren on 12/3/18
- SCS-Nicole will connect Rob to schedule a meeting time.

Heidi is setting up a small pilot in Lebanon-Heidi will be working with Lebanon region to educate community partners and providers about ESG what services (prevention and RRH- mediation , moving cost, deposit etc.....) can be used to divert NH citizens away from entering the homeless system.

Heidi proposed the following steps for her pilot/PDSA:

First step- 1. Make a list of services that can be offered and who to contact to get into ESG.

2. Send the list out to pilot agencies

3. Follow up and set up “road shows” or A and Q meetings/sessions

4. Have hub track (PDSA) referrals to ESG services and how many were diverted from the list.

5. Regional Access Hubs:

“Back to the future” name because we are already are doing this but need to build it to full capacity and capability

- a. What is working? What is not?
- b. “reframe” and “refresh”

- c. Example: southwestern is already doing this

Lakes and Lebanon are doing good work, but are very silo'd. The pilot for regional access hubs and diversion will include connecting community agencies together for better communication and more effective use of resources.

We are trying to figure out what works for each area, which moving forward with prevention and diversion practices as we know that there is a shortage of housing within the State of NH.

6. ROI update-

HMIS will have implementation plan

- a. Including trainings
- b. How do we also reach managers & CEOs to ensure they are aware of the change as well

Live November 1

- a. Whoever enters our agency will need new ROI
- b. Will be visible to all (in HMIS)
- c. Will need to resign ROI if already in system (not retroactive)
 - i. Send client id. To HMIS to manually open up
- d. Expiration date for ROI: 7 years

As of 11/1/18- the new HMIS release of information has gone live. Anyone who is entering any type of project as of or after 11/1/18 who has signed the new ROI, their data will be shared throughout the state. If a participant does not want their information shared, it will be “locked down” in HMIS.

If someone has been at shelter or in a project for a long period of time, and they want their information shared, or to be a part of case conferencing for housing services, they need to sign a new ROI, and a ticket has to be submitted to HMIS to open their historical information globally. If this is done, then these participants can be a part of case conferencing.

7. BNL update- Roger has been working with Stephanie, Katelyn, and Amanda on recent influx of open beds in BoSCoC PSH projects.

Cathy will bring it up to the MCOC about sharing openings between MCoC, and BoSCoC. Kristi is willing to speak with the executive board.

CH documentation will eventually be completed prior to PSH entry or opening.

Lauren suggested that if we know who is at the top of the list, we notify those agencies and gather the CH documentation/ other paperwork for that agency. 211 to flag, and possibly for inactive list.

Have top ten participants prepped for housing and CH documentation.

We are providing a number of names to the agency with the PSH openings to contact.

8. Rob's data on PDSA presentation

Rob tracked his emails from 211 for a week and half: see data sheet.

- Average response time from 211 to call and return email to 211: just under 30 minutes.
- 4 shelters SCS

- Recidivism- low barriers shelters which may cause slight increase in recidivism.
 - Kylie-asked Rob about family shelters and numbers for them specifically.
9. Data Project- Kristi and Roger are still working on reviewing our data, and hope to have something for our next meeting.

Goal: look closer at data for chronically homeless

59 people who are CH exited into housing but 60 entered CH in August

- What did we do that worked?
- How do we help people not age into CH?
Identify who is currently on the list
- How do we best support them?
Research: what are other states doing?

Eviction Prevention Program part of budget-Emergency Solutions Grant (ESG) could also do some eviction prevention

10. Roadshow

- Members of this team (Melissa, Kristi, Rob?) will do a “roadshow” to share what we are doing
- What is working?
- What is not working?
- Reach out to more providers (not just DHHS)

11. Community Solutions

- New coach: Donna from Burlington, VT
- Onsite visit the week of 11/12/18-cancelled

12. Building the Will

- How do we engage stakeholders?
 - Increasing buy in
- How we get to *large scale* change
 - Currently 2,000 at risk or are homeless
- When engaging stakeholders say “ending *all* homelessness”
 - May need to adjust pitch to fit specific stakeholder

- Crafting: what is *our* message?
- Please review the draft agenda for onsite.