

Implementing
HUD's
Coordinated
Entry
Requirements
in New
Hampshire

Bureau of Homeless and Housing Services
Office of Human Services
NH Department of Health and Human Services

"Around here, however, we don't look backwards for very long. We keep moving forward, opening up new doors and doing new things...and curiosity keeps leading us down new paths."

- WALT DISNEY



Coordinated Entry: **Why?**

Provides an opportunity for the re-organization of a community's entire homelessness system



National Alliance to End Homelessness

The Why



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- We can have a Coordinated Entry System that connects the right person(s) to the right resource(s) at the right time as frequently as resources occur, housing people in order of community- determined prioritization populations, without driving down our counts
- “Ending Homelessness” means not only ensuring that our community’s most vulnerable neighbors, living and sleeping outside and in shelter, enter permanent housing, but we demonstrate system-wide reductions in people experiencing homelessness itself

We are ending homelessness in our community...

**YOU CAN BE
PART OF THE
SOLUTION**



This process was born out of a community acknowledgement that our maze-like system was too cumbersome for our most vulnerable neighbors to successfully navigate.

Thus, CES stitches existing programs together across the state of NH into a no-wrong door system, connecting homeless client(s) to the best resource **based on their needs.**

24 CFR 578.3: The definition

- “...a centralized or coordinated process designed to coordinate program participant intake assessment and provision of referrals. A centralized or coordinated assessment system covers the geographic area, is easily accessed by individuals and families seeking housing services, is well advertised, and includes a comprehensive and standardized assessment tool....



Requirements

- CPD-17-0, issued 1/23/17, Notice Establishing Additional Requirements for a Continuum of Care Central or Coordinated Assessment System
- Each CoC MUST establish or update its coordinated entry process in accordance with the requirements of 24 CFR 578.7(a)(8) and the above notice by 1/23/18

Core Elements for a Coordinated Entry Process

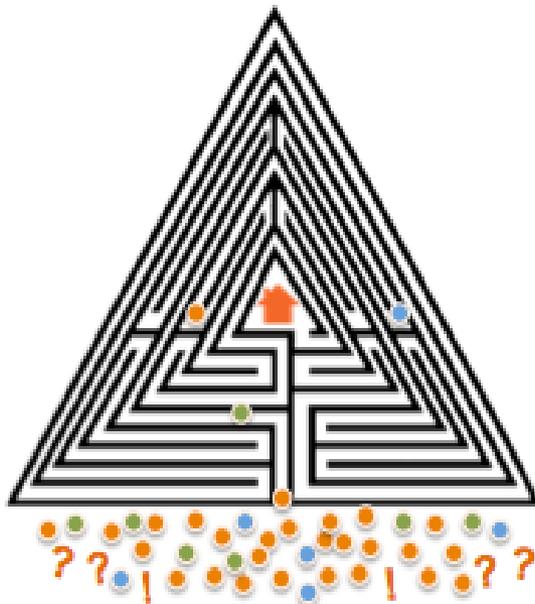
- Cover the entire area claimed by the CoC
- Be easily accessible by individuals & families seeking housing or services
- Be well advertised
- Include a comprehensive & standardized assessment tool

CE Requirements Cont'd

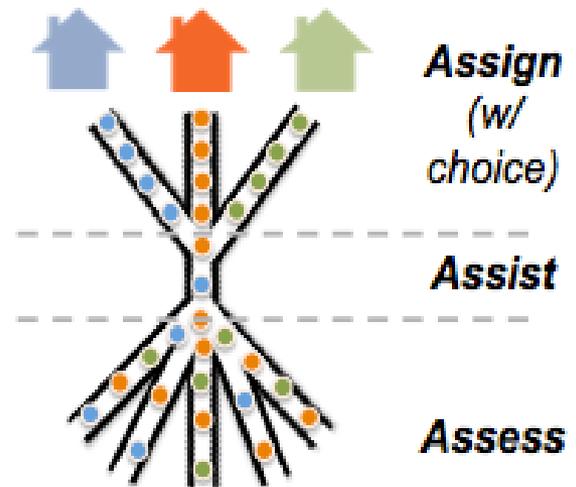
- Provide an initial, comprehensive assessment of individuals and families for housing & services
- Include a specific policy to guide the operation of the centralized or coordinated assessment system to address the needs of individuals and families who are fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, or stalking, but who are seeking shelter or services from non-victim specific process

Coordinated Entry System

Without CES

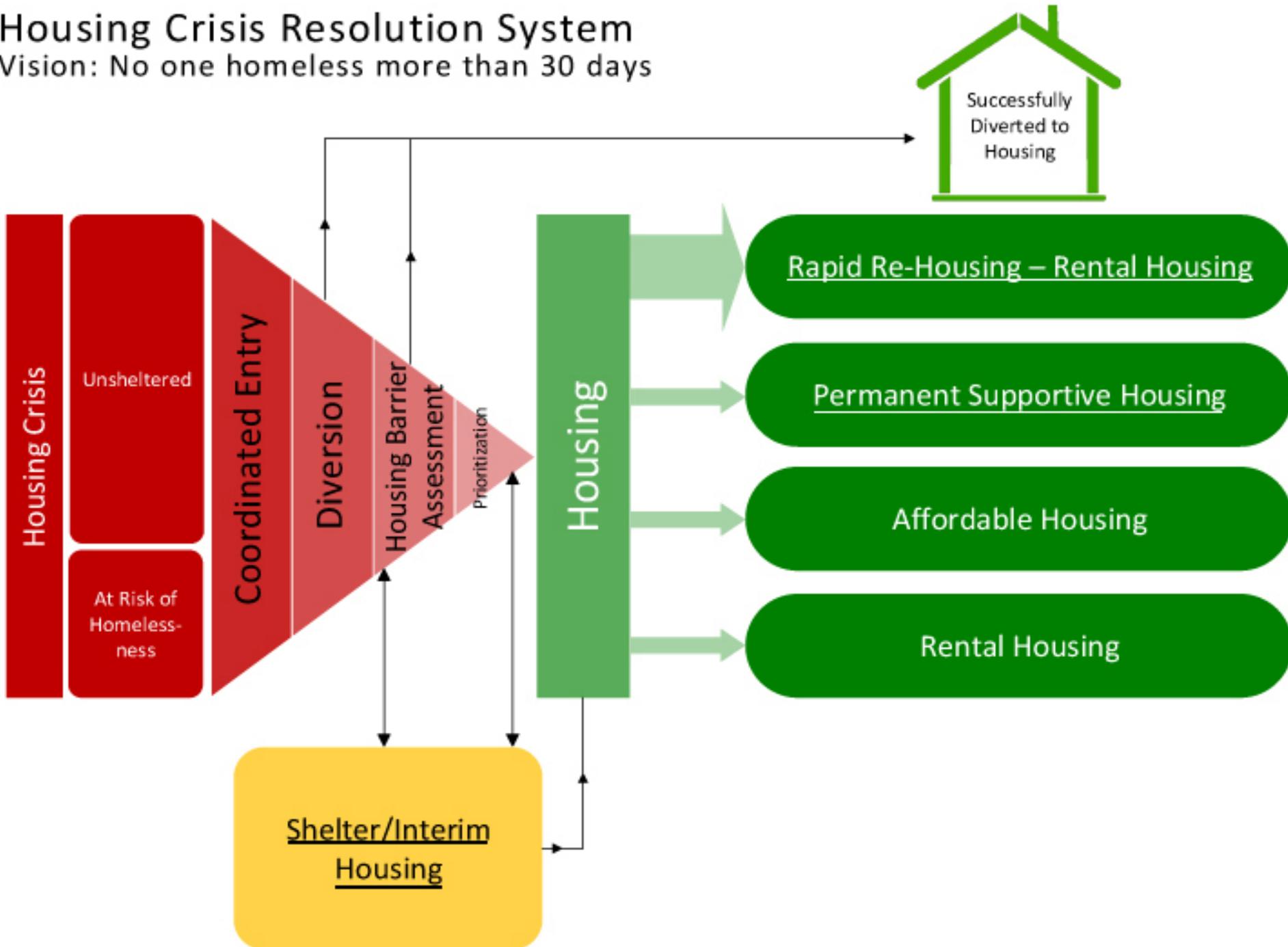


With CES



Housing Crisis Resolution System

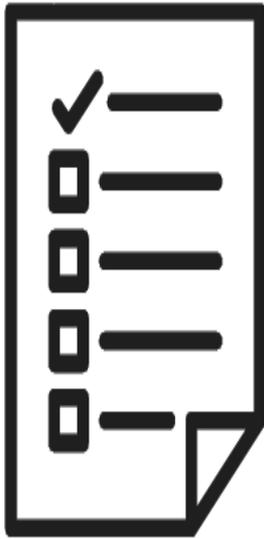
Vision: No one homeless more than 30 days





- ❖ Dead ends, closed doors → Seamless Connections
- ❖ Endless intakes, applications, & waiting lists →
1 survey for real-time housing opportunities & supports
- ❖ Each organization doing it all → Each organization doing what they do best

Coordinated Entry's three steps to housing



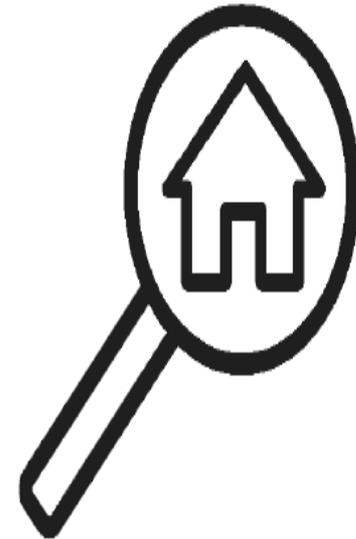
1

Assess
your situation



2

Plan
for the future



3

Refer
you to housing

SYSTEMS LEVEL IMPLICATIONS

- Line up housing resources
- Targeting resources more effectively
- Re-informing policy



COMPONENTS OF AN EFFECTIVE
HOUSING CRISIS
Response System



Components



Know

- Coordinated street outreach engages homeless neighbors with a new, universal triaging assessment



Assist

- Housing Navigators help high-need participants collect all documents needed for housing application & accompany to housing appointments



Refer

- As permanent housing resources become available, CES facilitates referrals to persons of highest priority and best fit for that resource.

Access Points (Required by HUD)

- A central location or locations within a geographic area where individuals and families present to receive homeless housing & services
- A 211 or other hotline system that screens and directly connects callers to appropriate homeless housing & service providers

Access Points cont'd

- A “no wrong door” approach in which a homeless family or individual can present at any homeless housing and service provider in the geographic area but is assessed using the same tool and methodology so that referrals are consistently completed across the CoC
- A specialized team of case workers that provides assessment services at a provider locations within the CoC
- A regional approach in which “hubs” are created within smaller geographic areas

Additional HUD Requirements

- Full Coverage
- Use of Standardized Access Points & Assessment Approaches
- Use of Standardized Prioritization in the Referral Process
- Lowering Barriers
- Marketing
- Street Outreach
- Emergency Services
- Homelessness Prevention Services

Cont'd

- Referrals to Participating Projects
- Safety Planning
- Participant Autonomy
- Privacy Protections
- Data Security Protection
- Assessor Training
- Ongoing planning and stakeholder consultation evaluation

SO what does this all mean for NH?

- Through the Built for Zero movement, in coordination with GNCOC and MCOC, we have begun to test and implement HUD's Coordinated Entry Requirements statewide.

DRAFT

The Vision

- Build on current infrastructure utilizing 211
- Universal assessment tools used statewide
- Regional CE implementation based on what works best for that region or CoC
- Utilization of HMIS with an shared system among CE programs



Assessment Tools and processes per CPD 17-01

- CoCs' should develop or select standardized tools to facilitate their standardized assessment process that gather only the information necessary to determine the severity of need and eligibility for housing and related services, and that can provide meaningful recommendations to persons being assessed.

Assessment Phases may include:

- Screening for diversion or prevention
- Assessing shelter and other emergency needs
- Identifying housing resources and barriers
- Evaluating vulnerability to prioritize for assistance

Coordinated Entry: Improvements



- 211, the current homeless hotline, will become the “no wrong door” for any NH citizen(s) at risk or experiencing homelessness
- 211 will complete NH’s Prevention and Diversion Tool (PDT), which is based off the National Alliance to End Homelessness’s sample tool



- Communities that reduce overall homelessness across their entire system unlock diversion

Prevention vs Diversion: What's the difference?

- Prevention= sustaining an existing safe, appropriate tenancy
- Diversion= locating safe, appropriate alternatives to shelter once a person/ family has become homeless

Prevention and Diversion

- Purpose: Reduce entries into homeless system and direct households entering system to appropriate emergency services
- When to Administer: Immediately, as client(s) present themselves to enter the homeless systems to access services
- How to Administer: 211 or entry point complete PDT by phone or in person as people initially access the homeless service system

Table 1: Prevention, Diversion and Rapid Re-housing Consumer's Housing Situation	Intervention Used	Services Provided (In All Interventions)
AT IMMINENT RISK OF LOSING HOUSING (precariously housed and not yet homeless)	PREVENTION	<ul style="list-style-type: none"> Housing Search Rental Subsidy Other Financial Assistance Utility Assistance Case Management Mediation Connection to Mainstream Resources Legal Services
REQUESTING SHELTER (at the "front door" or another program/system entry point seeking a place to stay)	DIVERSION	
IN SHELTER (homeless/in the homeless assistance system)	RAPID RE-HOUSING/ Permanent Supportive Housing	

Prevention

- Preventing evictions/ housing loss
- Preventing homelessness upon release from institutions
- Family/ landlord mediation
- Budgeting
- Entitlements advocacy
- Employment
- Legal Advice
- Short-term financial assistance
- Tax Preparation Work through 211

Diversion

- Diversion is assists households in quickly securing temporary or permanent solutions to homelessness outside of the shelter and homeless services system.

Diversion Services

- Family reunification/ accessing help with family (their definition)
- Landlord mediation
- Access to housing Listings
- Assistance accessing other community based supports and resources
- Navigating other systems of supports
- Limited very short term case management
- Limited financial such (i.e., grocery gift cards)

Why advocate for diversion?

- More efficient use of available resources by tailoring the amount of support provided to what people actually need to end their homelessness or avoid homelessness.
- Enables people to access direct interventions to help them resolve their housing issues as quickly as possible while avoiding shelter environment.

Why, continued

- Evidence from shelter diversion programs in North America and UK suggest between 30-50 % of people seeking emergency shelter can be diverted.

What is the PDT?

- NH's Prevention and Diversion Tool is used to determine if a household needs prevention or diversion assistance.
- This should be administered as soon as a client(s) enters/ calls to determine if they will need shelter, another form of provisional help or if they can be assisted without having to enter the homeless assistance system.

Testing of Prevention & Diversion Tool

- 211 and Rob Waters of SCS, have tested NH's Prevention and Diversion Tool (PDT) with callers/ clients through the Built for Zero initiative
- 211 determined that utilizing the PDT did not increase call time
- Rob, who received the PDT from 211, found it improved his knowledge of the client(s) needs & improved accuracy referrals for clients



- If client is prevented or diverted through referrals, 211 will enter then exit the client(s) into HMIS, along with uploading the PDT.
- If a client cannot be prevented or diverted, 211 will enter the client into HMIS, 211 will upload the PDT in HMIS, and email the outreach work for the area with referral information provided to the client(s) and any other known information.

NOTE: MCoC/ GNCOC will have an alternative process as they have set CE lines and workers

es

Client - (148) Upload, PDT



(148) Upload, PDT
Release of Information: None

Client Information | Service Transactions

Summary | **Client Profile** | Households | ROI | Entry / Exit | Case Managers | Case Plans | Assessments

Client Record

Issue ID Card

Name	Upload, PDT
Name Data Quality	Full Name Reported
Alias	
Social Security	111-11-1111
SSN Data Quality	Full SSN Reported (HUD)
U.S. Military Veteran?	No (HUD)
Age	



Change Clear

Client Demographics



Date of Birth	
Date of Birth Type	

Client Notes

Provider	Note Date	Note Preview	Full Note
No matches.			

File Attachments

Date Added	Name	Description	Type	Provider	Added From
No matches.					

Incidents

Start Date	End Date	Incident	Incident Code	Provider	Ban Site	Staff
No matches.						

Next Steps



- The outreach worker will contact the client, offer referrals based upon client need.
- The outreach worker will send a follow up email to 211 in regards to the client, to ensure that if the client calls 211 again, they have the follow-up referral information to refer to.

Outreach



- Outreach workers will be responsible to ensure a “warm hand off” for the client(s) to the appropriate housing resource.
- The outreach workers will ensure that client(s) will not “fall through the cracks” and receive the services they need, when the client(s) are ready to receive those services.

What about call ins?

- If a client(s) calls your agency seeking services that you are unable to provide, refer them to 211

What about walk ins?

- If a client(s) walks into your agency, seeking services that can be provided, then the client(s) should be entered into HMIS the same way as any other client serviced through your agency.
- If your agency cannot service them, please provide space and assist them in calling 211 for referrals and services.

What's next.....

- The VI-SPDAT has been chosen as one of the assessment tools for NH. (Noted in the HUD coordinated Entry self-assessment)
- Many of the communities involved in the Built for Zero initiative are utilizing the same tool as well.

Why the VI-SPDAT

- As a state, we need to focus on the people in our system now!
- Then, we can direct our resources at the client(s) with the Longest Length of Stay and the highest vulnerability scores

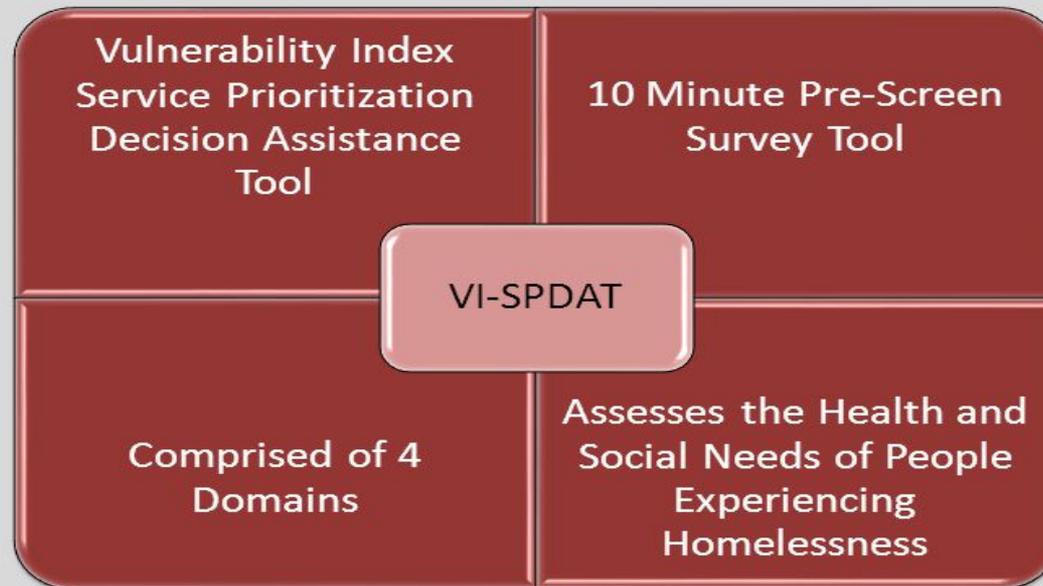
VI-SPDAT

- The VI-SPDAT was created in 2013 as a pre-screening tool for communities that are very busy and do not have the resources to conduct a full SPDAT for every client.
- It is a brief survey that can be conducted to quickly determine whether a client has high, moderate, or low acuity and to prioritize which clients for housing and services.

VI-SPDAT

- Purpose: Assign appropriate referral for client(s) and prioritize the order in which clients will receive housing and services.
- When to Administer: [Recommendation-14](#) to 30 days after entering system
- How to Administer: Designated locations and staff will administer VI-SPDAT

The VI-SPDAT



Training for the VI-SPDAT

- VI-SPDAT (Vulnerability Index-Service Prioritization Decision Assistance Tool) training will occur statewide!
- Because it is a self-reported survey, no special training is required!
- It's easy: just watch a YouTube video:
https://www.youtube.com/watch?v=z_pHYPTw0Zw

Current Versions of the VI-SPDAT available



- VI-SPDAT V 2.0 for Individuals
- VI-SPDAT V 2.0 for Families
- VI-SPDAT V 1.0 for Youth

How Does the VI-SPDAT Work (1)?

Conduct Assessment

Score Assessment

Use Information to Prioritize
People for Appropriate
Housing and Resources

How Does the VI-SDPAT Work (2)?

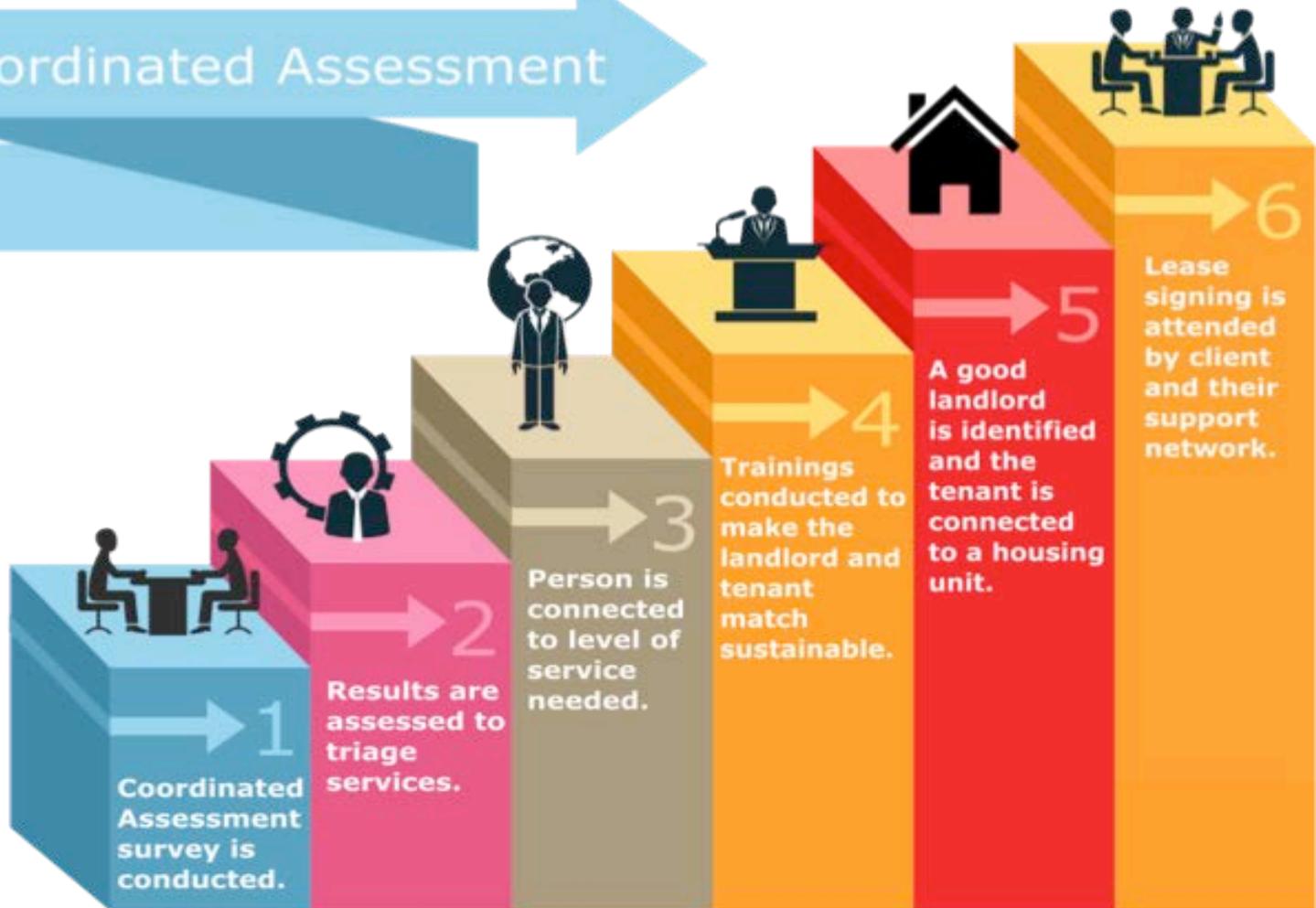
4 of 7 people who are experiencing homelessness exit homelessness on their own

2 of 7 people need brief and shallow support

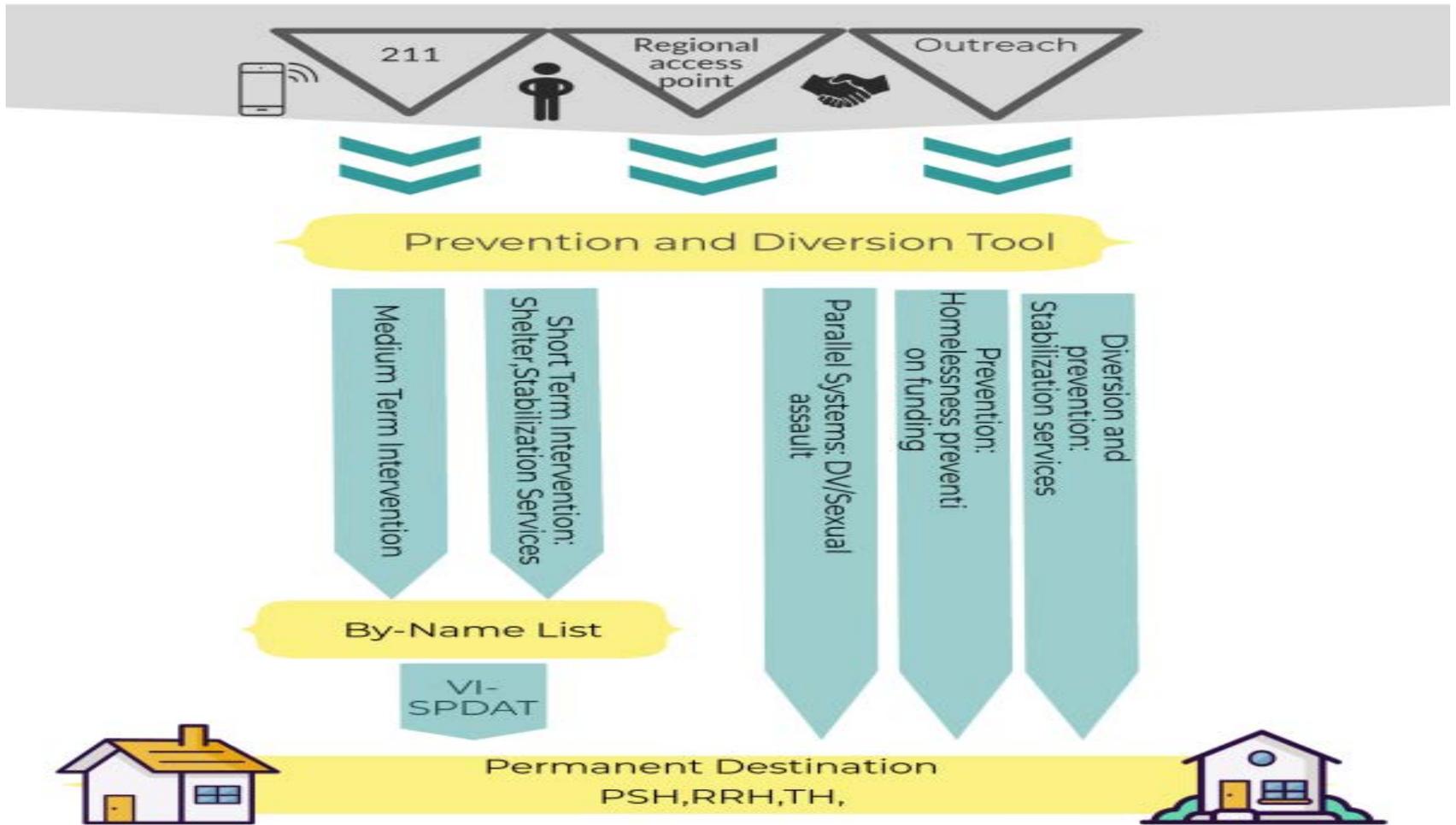
1 of 7 people needs permanent assistance with housing and support services

The VI SDPAT helps us determine who is who

Coordinated Assessment



Coordinated Entry Diagram



Data Collection

- The PDT will be uploaded into HMIS
- Each region will develop a process for timely data entry per the HMIS standards & policy and procedure.

Current CE Regional Access Points

- Strafford County
 - Single Point of Entry
 - In place for approximately 5 years
 - Uses the United Way footprint – not county based
 - Housed in the CAP agency
 - Will Remain a regional “ hub”

Current CE Regional Access Points

- Sullivan and Cheshire Counties (SCS)
 - “No Wrong Door” approach
 - In place for several years now with positive results
 - Focusing on screening tools and data through BFZ membership

Current CE Regional Access Points

- Nashua
 - Single Point of Entry
 - Recently upgraded phone system to provide options depending on which population: singles, families, youth similar to MCOC
 - Actively working on improving CE in area
 - They are doing informal case conferencing through an email list

Current CE Regional Access Points

- Western Rockingham County
 - Have been piloting a “No Wrong Door” approach
 - Doing informal case conferencing through Western Rockingham LSDA
 - Limited resources, but network includes a lot of non-HMIS agencies

Current CE Regional Access Points

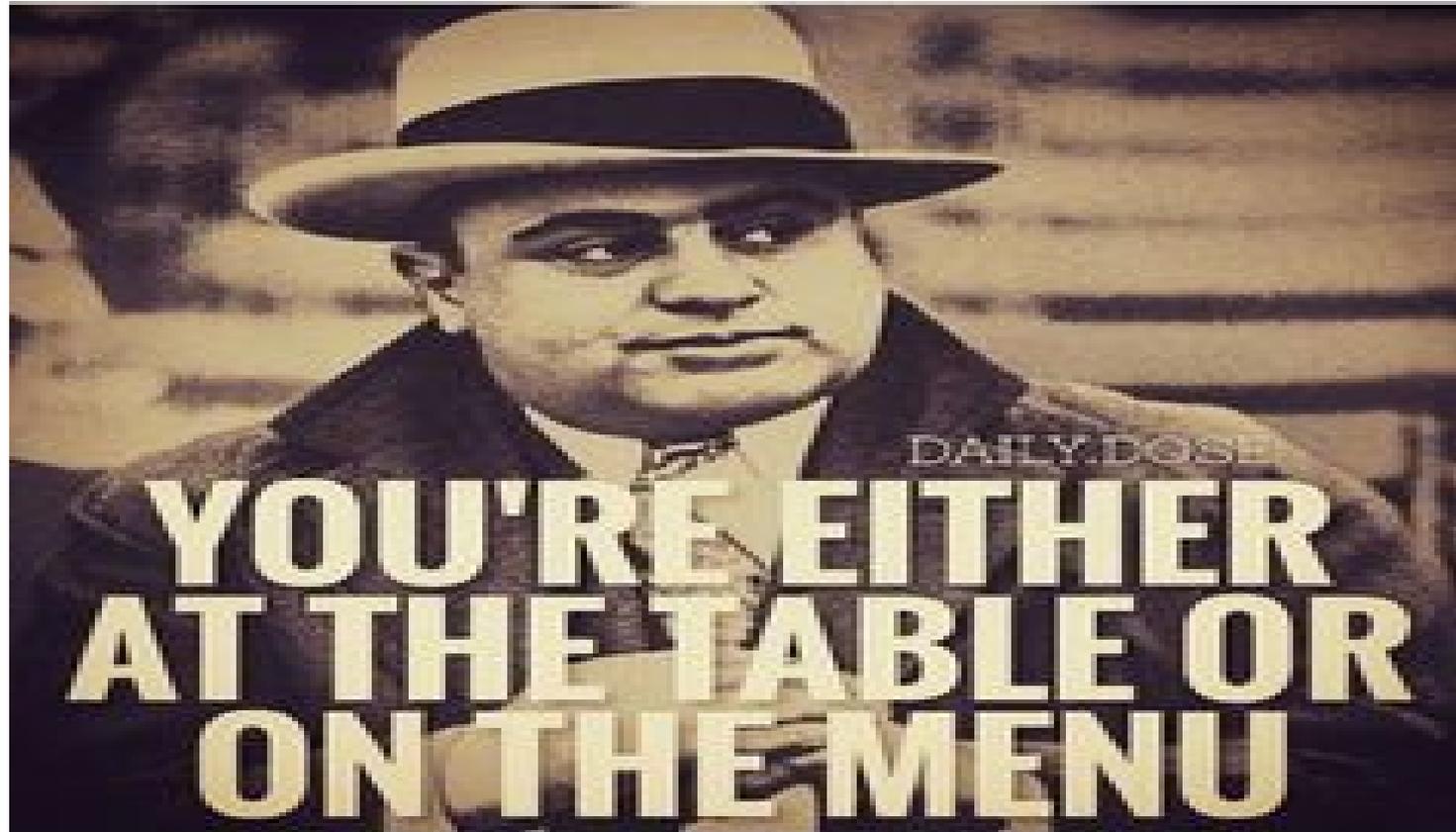
- Manchester CoC
 - Has single CE line, which routes to different agencies for individuals, families and youth
 - Actively engaged in BFZ initiative
 - Is receiving HUD TA CE, in concert with BoSCoC

Current CE Regional Access Points

- Belknap/Merrimack Challenges
 - Recent staff turnover, and change
 - One CAP agency covering 2 counties
 - More rural than urban
 - Merrimack is participating in Diversion Track pilot program through Built For Zero Initiative

Current CE Regional Access Points

- North Country (Tri-County CAP)
 - Informal “No Wrong Door” approach
- North Country Challenges
 - One agency covers approximately 5000 square miles of rural NH



**YOU'RE EITHER
AT THE TABLE OR
ON THE MENU**

Next Steps



- Continue to adapt NH's PDT to meet the needs of the homeless population and service providers
- Train "housing navigators" to utilize the VI-SPDAT
- BFZ home team will test the Prevention/RRH VI-SPDAT
- BFZ home team will test a Housing Barriers Assessment

Questions?



Contact BHHS

- Website:

<https://www.dhhs.nh.gov/dcbcs/bhhs/index.htm>

<https://www.facebook.com/NHBHHS/>

- BHHS Bureau Administrator: Melissa Hatfield
 - Email: Melissa.Hatfield@dhhs.nh.gov
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