



Falling Through the Cracks

What We Will Cover

1. Defining “Progressive Engagement” and its Importance to Ending Homelessness
2. Progressive Engagement Within a System Context
3. Diversion from Shelter
4. Promoting Self-Resolving Actions if in Shelter
5. Promoting Self-Resolving in Street Outreach
6. Distinguishing By Name Lists from Priority Lists



Defining “Progressive Engagement”



Reality (Bites)

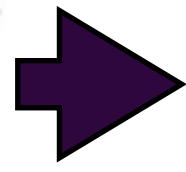
- Homelessness is a remarkably rare event. Long-term homelessness is even more rare.
- Of the small percentage of people that become homeless, most can figure it out on their own and never come back to homelessness.
- While we often think we can predict how people will do with our services or how stable their housing may be, we cannot.



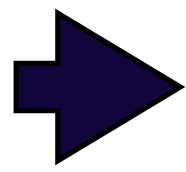
Progressive Engagement Practice

- Empower people to demonstrate their resilience and solve their own homelessness through the lightest engagement first.
- Give people an opportunity to demonstrate what they know how to do rather than assuming they know how to do nothing.
- Add more supports when people ask or when it is clearly demonstrated that more support is needed.

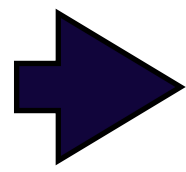




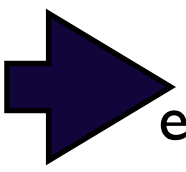
Requests for Shelter



Diversion Attempted



Shelter Admission if Diversion Unsuccessful



Minimal Service (housing encouragement) for 7 days



WHAT ABOUT

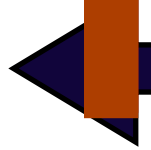
Priority Status Determined



1. Housing First/PSH
2. Rapid Re-Housing
3. No Housing Assistance



Acuity Determined

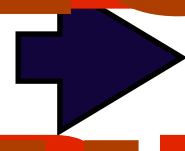


Housing Triage

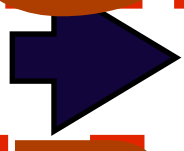


PEOPLE GET THEM

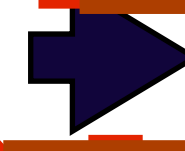
Client Notified of Priority Status



Assigned Case Manager



Prep for Housing



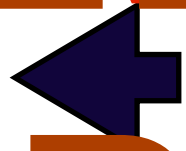
Housing Search



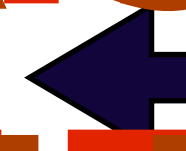
Lease Signing

SHELTERS AREN'T ALWAYS

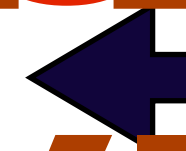
Monitor Results



Goal Setting Linked to Higher Acuity Areas



Case Management Begins in Earnest



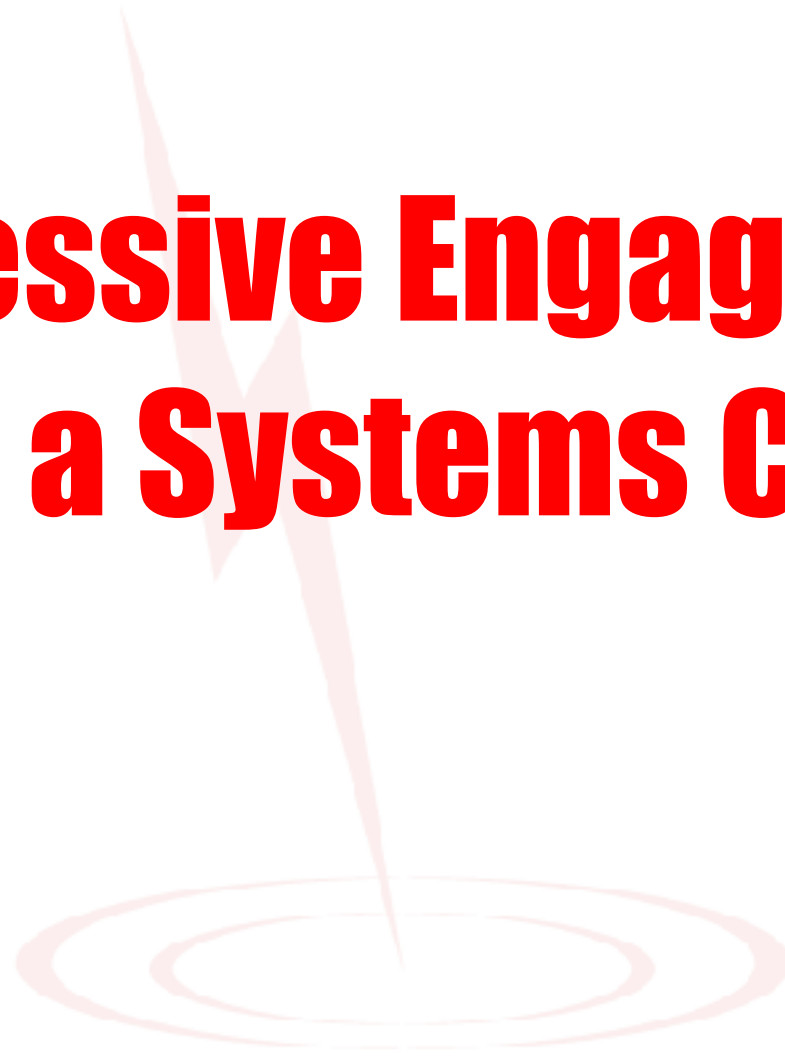
Move in

OR PEOPLE AREN'T EVEN



OUTDOORS?

Progressive Engagement Within a Systems Context



Let's Kill (or Rethink) Prevention

- You cannot prove cause and effect.
- Double down on those you have already housed.
- Have an approach for determining who your ideal client is or will be.



Coordinating Residential Solutions



Front Door

- What is your “front door”?
- Who answers the door?
- Is everyone allowed in or do you screen first?



Foyer

- Safe place while waiting to see what is next.
- Figuring out next steps without committing to any of those steps.
- Not free reign to all resources.



Staircase

- What service pathways are they eligible for?
- Which one has space?
- Which one is recommended?



Bedroom

- Which housing solution makes the most sense?
- How much support is going to be beneficial?
- Ensuring the person gets to it.



Diversion from Shelter



Emergency shelters are a vital part of the process of ending homelessness



What Do We Know About Shelter Stays?

The majority of families and single adults who become homeless have relatively short stays in the homeless assistance system and rarely come back to it.

Dennis Culhane, Testing a Typology of Family Homelessness Based on Patterns of Public Shelter Utilization in Four U.S. Jurisdictions: Implications for Policy and Program Planning, 2007

Joe Springer and Jim Mars, Golden Report: Mayor's Homelessness Action Task Force, Ryerson University, 1999.



What Do We Know About Shelter Stays?

- Majority of homeless households stay in shelters for relatively brief periods, exit, and do not return.
- Approximately 20 percent stay for long periods of time
- A small proportion cycles in and out of shelters repeatedly
- In general, households with long stays are no more likely than households with short stays to have intensive behavioral health treatment histories, to be disabled, or to be unemployed



What Do We Know About Shelter Stays?

The results suggest **that policy and program factors**, rather than household characteristics, **are responsible for long shelter stays**

Dennis Culhane, Testing a Typology of Family Homelessness Based on Patterns of Public Shelter Utilization in Four U.S. Jurisdictions: Implications for Policy and Program Planning, 2007



Remember this:

Homelessness is not a punishment, housing is not a reward.

Prediction is bullshit.

Scenario One:
First Time Ever Seeking Shelter/Services



Process Point One

- Call in or arrive in person?
- How will people in need know this information?
- What happens if a person/family shows up at the wrong place?
- What policies and procedures will you put in place for people fleeing domestic violence or very young unaccompanied minors?



Diversion Step One

- Have the conversation about what diversion is.
- Should be same everywhere.
- **SAMPLE:** *“Our goal is to learn more about your specific housing situation right now and what you need so that together we can identify the best possible way to get you a place to stay tonight and to find safe, permanent housing as quickly as possible. That might mean staying in emergency accommodation tonight, but we want to avoid that if at all possible. We will work with you to find a more stable alternative if we can.”*
- What do you want your script to be?

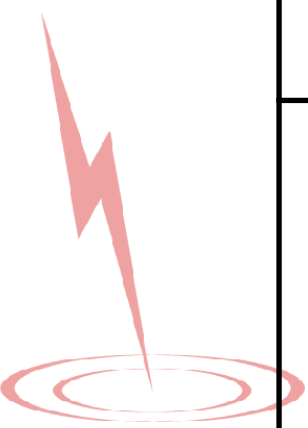


Diversion Step Two

QUESTION	LOOK FOR:	BECAUSE...
Why are you seeking service today?	Reason(s) and context.	<ol style="list-style-type: none"> 1. Can result in other questions being answered without being asked. 2. Inappropriate reasons for seeking service can be resolved without going further.
What else have you tried to do before seeking service?	Attempts made, likely with friends, family or other community resources, especially mainstream resources.	People should be empowered wherever possible to resolve their own issues, when it is safe to do so.
What else have you thought about trying, but haven't tried yet?	Ideas that have been considered but not acted upon.	It may be appropriate to encourage the person to try these things before admitting to a service.

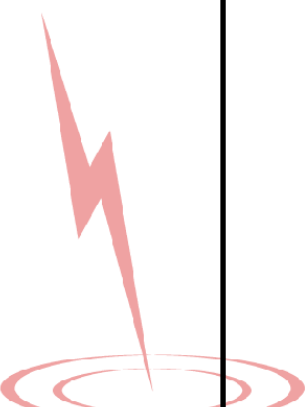
Possible Actions:

1. Proceed to Step Three.
2. Divert away to attempt other activities.
3. Divert away because inappropriate for service.



Diversions Step Three

<i>Where did you stay last night?</i>		
ANSWER	LOOK FOR:	BECAUSE...
Outdoors/ any place not fit for human habitation.	Anything other than one's own apartment or that of a friend/family member.	You can skip to Step Six.
Own apartment/ home.	Main/primary reason for leaving.	<ol style="list-style-type: none"> 1. If fleeing violence, would be suitable for DV resources. 2. If facing eviction/voluntarily vacated, intervention may be possible. 3. If has been evicted, other courses of action may be considered.
Friends/family	<p>Main/primary reason for leaving. Then ask:</p> <ol style="list-style-type: none"> a. If staying with someone else, what is the relationship between them and you? b. How long have you been staying there? c. Where did you stay before that? d. Would it be safe for you to stay there again for the next 3-7 days? e. (If a couple and/or household with children under 18) Would your whole household be able to return and stay there safely for the next 3-7 days? f. If indicate that the place where they stayed is unsafe, ask why it is unsafe. g. If cannot stay there safely, or if were staying in a place unfit for human habitation, move to Step Six. 	<ol style="list-style-type: none"> 1. If fleeing violence, would be suitable for DV resources. 2. If there is a history of them staying there, it may be possible to extend the stay if it is safe to do so. 3. Brief interventions may extend stay. 4. With a bit more time (e.g., 3-7 days) it moves things out of immediate crisis mode.



Diversion Step Four

- Are there additional reasons why you can't stay there any longer?
- Is there anything I haven't asked you about that would be important for me to be aware of as we try to figure out the best situation for you moving forward?



Diversion Step Five

- Do you think that you/you and your family could stay there again temporarily if we provide you with some help or referrals to find permanent housing or connect with other services?
- If no, why not? What would it take to be able to stay there temporarily?



Diversion Step Six

- If no, is there somewhere else where you/you and your family could stay temporarily if we provide you with some help or referrals to find permanent housing and access other supports? For example, what about other family members? Friends? Co-workers?
- What would it take for you to be able to stay there temporarily?



Diversion Step Seven

What is making it hard for you to find permanent housing for you/you and your family - or connect to other resources that could help you do that?

- a. For example, do you or does anyone in your family have special needs or a medical condition? How does this affect your housing situation?
- b. Do you owe money for rent or utilities?
- c. Are you new to the area?
- d. Are you in an unsafe or unstable relationship?



Diversion Step Eight

What resources do you have right now that could help you and your family find a place to stay temporarily or find permanent housing?

- a. For example, are you getting any help from other family members or friends?
- b. Do you have income?
 - i. What are the sources?
- c. Are you involved with any other services right now?



Diversion Step Nine

If admitted to service there is still an expectation that you will be attempting to secure permanent housing for you (and your family). What is your plan at this point for securing housing if you are admitted to a service?



What Goes Wrong?

- Entitlement.
- Inconsistency.
- Assessment used too early.
- Failure to follow through on housing.
- Lack of flexible resources, or inability to activate them rapidly.



Scenario Two: Episodic/Return to Service



Same As Scenario One With Exceptions

You need to establish parameters for intervening quicker with shelter rather than diversion attempts, such as:

- Number of returns within predefined period of time.
- Cumulative total of days served.
- Fewer days in emergency accommodation prior to housing triage.



**Scenario Three:
Long-term Service User or
Not Connected to Services &
Long-term Homeless**



- Begins with housing triage.
- Offer of emergency accommodation possible, but not a requirement, especially if they are barred or have rejected this option repeatedly.





Promoting Self-Resolving Actions If In Shelter

The Problem You Are Aiming to Solve

- The orientation of what you do and how you do it is beyond semantics – **you are trying to solve the person's homelessness while meeting their basic needs; not the other way around.**
- If we accept that **housing is the core purpose of our work**, staff expectations of engagement should be clear, and there is the possibility of measured accountability. People are housed because of your actions, not by chance.



Upping your game in the first two weeks after shelter entry for first time shelter users

What's the Deal with Two Weeks?

- People likely to resolve their own homelessness are most likely to accomplish this in the first two weeks.
- Do **not** sign up for programs or assign to a case manager.
- **Plan** on having an intensive meeting (which can be a group meeting) with every first time shelter user the morning after their first night to talk about housing search.
- **Have deliberate conversations** with each person, every day in their first two weeks.



Passive Engagement

- Prepare as many materials as you can to assist with finding housing:
 - Daily listings (classifieds, Craigslist, etc.)
 - Location of income supports office
 - “5 Ways to Impress a Landlord”
 - “3 Things to Remember When Filling Out a Housing Application”
 - “So You Are Thinking of Connecting with Your Family So You Have a Place to Live”



Engaging Peer Support Specialists

- Train peer support specialists to provide light touch engagement and navigation.
- Assign the peer support specialists as a team or as one on one.
- Ensure the peer support specialists are focused on the mechanics and tasks of housing, not other issues.



And on the 15th Day...

Support & Acuity Level

- The following four slides examine how best to support people in exiting shelter to permanent housing by their acuity level.
- These are intended as a guideline to customize an approach to helping people exit homelessness for each individual.



Acuity Level	Moderate & High	Low
Purpose	<p>To broaden the scope of the person’s experience in the world with a focus on stability. The focus is on assessments and results which in turn create the individual housing plan (IHP) for each participant, which is focused on goals specifically related to their needs of getting housed.</p> <p>More intensive supports are on-going and consistent. Services are focused on progress toward mutually developed goals, and the education and support around Independent Living Skills for housing stability.</p>	<p>To identify strategies for rapid and sustainable housing and plan out next steps, which should result in the housing remaining permanent.</p> <p>Low-Intensity support services are periodic and available based on client requests. Check ins are frequent to encourage and sustain progress. Services should focus on next steps, transition preparation for life after shelter, and move out.</p>

Acuity Level

Moderate & High

Low

Program Participant Characteristics

- Economic poverty & greater time since sustainable, formal employment
 - Confusion and frustration by state of homelessness; or, homelessness has become normalized
 - Some more acute disturbances and demands of staff time
 - Goals and priorities may shift regularly
 - Pre-contemplation and longer periods of contemplation are likely
 - May feel sense of panic to be “normal”
 - Learning strategies to deal with adversity
 - Can follow through and attend appointments, though additional supports can be needed
 - Routines starting to set in, though those routines can work against rapid exit from homelessness
 - Increased awareness of triggers and situations
- Economic poverty, but usually with some connection to income supports and adaptive history of maintaining life stability despite poverty
 - Laments gap between income and available affordable housing
 - Less likely to be demanding of staff time or to be involved in incidents, which makes it easier to fall between the cracks
 - More prone to enter into preparation and action stages of change
 - May experience frustration inability to self-actualize goals of exiting homelessness
 - Can navigate both government and non-profit systems of support with little support
 - Has strategies for dealing with adversity and conflict
 - Has knowledge and skills to independently manage tenancy independently if the tenancy can be secured

Acuity Level Moderate & High

Low

Support Focus

- Expect longer interactions about once per week, with frequent shorter engagement in between
 - Be prepared to address clients who relapse in any areas of their search for housing, especially those that are disengaging in the process as a result of frustration
 - Present new ideas for housing frequently until you find a pathway that sticks
 - Be explicit on what they are expected to do on their own and what they will be provided assistance with while moving toward housing
 - Develop strategies to deal with conflict and adversity
 - Have client engage in their own research about options relative to the service plan
 - Begin to use visual tools more to show progress in changes
 - Use active listening & motivational interviewing, with some assertive engagement as necessary
- Expect longer interactions once every two weeks if length of stay exceeds two weeks, with shorter engagement in between
 - Be explicit on what they are expected to do on their own and what they will be provided assistance with while moving toward housing
 - Motivational interviewing will be key to evoke change
 - Maintain/increase use of mainstream resources to resolve situation
 - Review challenging situations and barriers and ask client to develop strategies to overcome these
 - Expect client to engage in their own housing research, when motivated to do so

Acuity Level

All Acuity Levels

Tools & Activities

- Complete SPDAT
- Pros and Cons or Balance of Change discussions
- Completion of housing application
- Provide apartment listings
- Schedule apartment viewings
- Outline tasks for housing acquisition
- Engage trained peer supports
- Intentional housing conversations
- Landlord workshops
- Tenant rights workshops
- Housing-focused materials in the shelter
- Access to computers and phone
- Log of housing-focused engagements & efforts

Roles of Shelter Staff With a Housing Focus for All

Rethinking Job Distinctions

Historically:

- *Housing workers were a specialized function* either amongst employees of the agency or external entity brought in or referred out to
- Functions of shelter staff were separated from functions of housing staff

New thinking:

- All shelter staff are *housing* staff
- All shelter staff are held accountable to being conversant in *housing solutions*



Housing Specific Roles

Staff	Responsibilities
Overnight Staff	<ul style="list-style-type: none">• Scour online listings and print new listings• Create list of new stayers that require housing-focused conversation by morning staff• Prepare passive engagement resources• Update bulletin boards with housing resources• Documentation of housing activities
Morning Staff	<ul style="list-style-type: none">• Housing-focused conversation with first-timer stayers• Daytime housing search conversation, “What are you doing on your housing plan today?”• Brief housing workshops• Matching with trained peers• Documentation of housing activities
Evening Staff	<ul style="list-style-type: none">• 15th Day SPDATs• Follow-up on housing search conversation• Brief housing workshops• Documentation of housing activities



**Promoting Self-Resolving Actions
If Served through Street Outreach**

Outreach Falls Into Two General Approaches

	<i>Approach One</i>	<i>Approach Two</i>
<i>Generally Understood As...</i>	<i>Making Contacts, Addressing Immediate Needs and Transportation</i>	<i>Intensive, Assertive and Housing-Focused</i>
<i>Really Useful For...</i>	<i>Locating and knowing every person outside and keeping people alive, as well as responding to crises, and having a visible presence often many hours of the day, most days of the week</i>	<i>Problem solving and ending homelessness</i>
<i>Staffing</i>	<i>Lower skilled, often entry level or trained peers</i>	<i>Highly skilled, usually higher education and many years experience</i>
<i>Struggles With...</i>	<i>Solving homelessness, meeting the needs of people with complex and co-occurring issues, and demonstrating outcomes</i>	<i>Demands of caseload, expectations of others (seen as going slow), and solving issues that require input from other systems</i>

Degree of Organization of the Encampment

	Yes	No
<i>Permanent or semi-permanent structure and settling</i>		
<i>Preparation for most weather eventualities</i>		
<i>Trash Managed</i>		
<i>Hoarding Present</i>		

“YES” to structures, weather preparation and managing trash, with a “NO” to hoarding is a positive sign of high degree of organization.



People and Pets

	Yes	No
<i>Minors living on the site</i>		
<i>If "YES" to minors, is the adult the legal guardian.</i>		
<i>Pets other than dogs or cats</i>		
<i>If animals of any kind are present, do they generally seem to be in good physical condition?</i>		
<i>If animals of any kind are present, do they generally seem to have their food and water needs met?</i>		

Minors onsite is problematic only if the adult is not the legal guardian. Pets other than cats and dogs present unique challenges, but does not mean "unhouseable". If animals are not cared for, proceed with



Ability to Meet Daily Needs

	Yes	No
<i>Access to potable water within 15 minutes</i>		
<i>Access to toilet within 15 minutes</i>		
<i>Access to shower</i>		
<i>Access to food</i>		
<i>Proper storage of food</i>		
<i>Safe preparation of food</i>		
<i>Access to clothing</i>		
<i>Access to laundry</i>		

All "YES" represents high degree of organization and meeting basic needs. "NO" answers to water and toilet are the most problematic of these to be concerned about moving forward.



Reasons for Disengagement from Other Services

	Yes	No
<i>Barred or Service Restricted</i>		
<i>Displeasure/ Bad Experience(s)</i>		
<i>Rules</i>		
<i>Avoiding Conflict with Staff or Other Service Users</i>		

If currently barred or restricted would want to understand credibility of reasons. Similar with conflict. However, displeasure and rules present leverage in motivation.



Income & History of Housing

	Yes	No
<i>Person has an income of \$1,000 or more per month - through any means</i>		
<i>Has had permanent housing in this community for six or more consecutive months at any point in the last three years</i>		
<i>Has had permanent housing in another community for six or more month in the last three years</i>		

Income is necessary in most instances for direct housing from the street without coordinated entry. Some private landlords may want local housing history.



Presence of Hazards

	Yes	No
<i>Sharps</i>		
<i>Propane Tanks</i>		
<i>Meth Production on or Near the Site</i>		
<i>Exploitive Sex Work on Site</i>		
<i>Frequent Violence on Site, Including Domestic Violence</i>		
<i>Stolen Property on Site</i>		
<i>Abetting Others on Site</i>		

A string of "NO" indicates very low risk in moving toward housing. Meth production, exploitive sex work, frequent violence, stolen property, or abetting others should be explored further.



Problem Solving & Known Conflict

	Yes	No
<i>A known plan by by-law, police or any other entity with legal authority to remove the encampment</i>		
<i>A known conflict with other encampments with threatening destruction of encampment</i>	Knowing there is conflict or a plan to close the encampment can help stimulate discussions about housing, but may or may not inform the approach to housing the person.	
<i>A known conflict with business or neighbours with threatening destruction of encampment</i>		



So What?

- Highly organized, lower risk environments, with a person that has income and housing history is very likely to be a candidate for moving directly into housing **without requiring coordinated entry.**
- The more disarray that exists, the more likely additional supports like PSH or RRH may be beneficial. However, if the encampment has not been long in existence, you may want to give some time to see the progression positively or negatively before intervening.





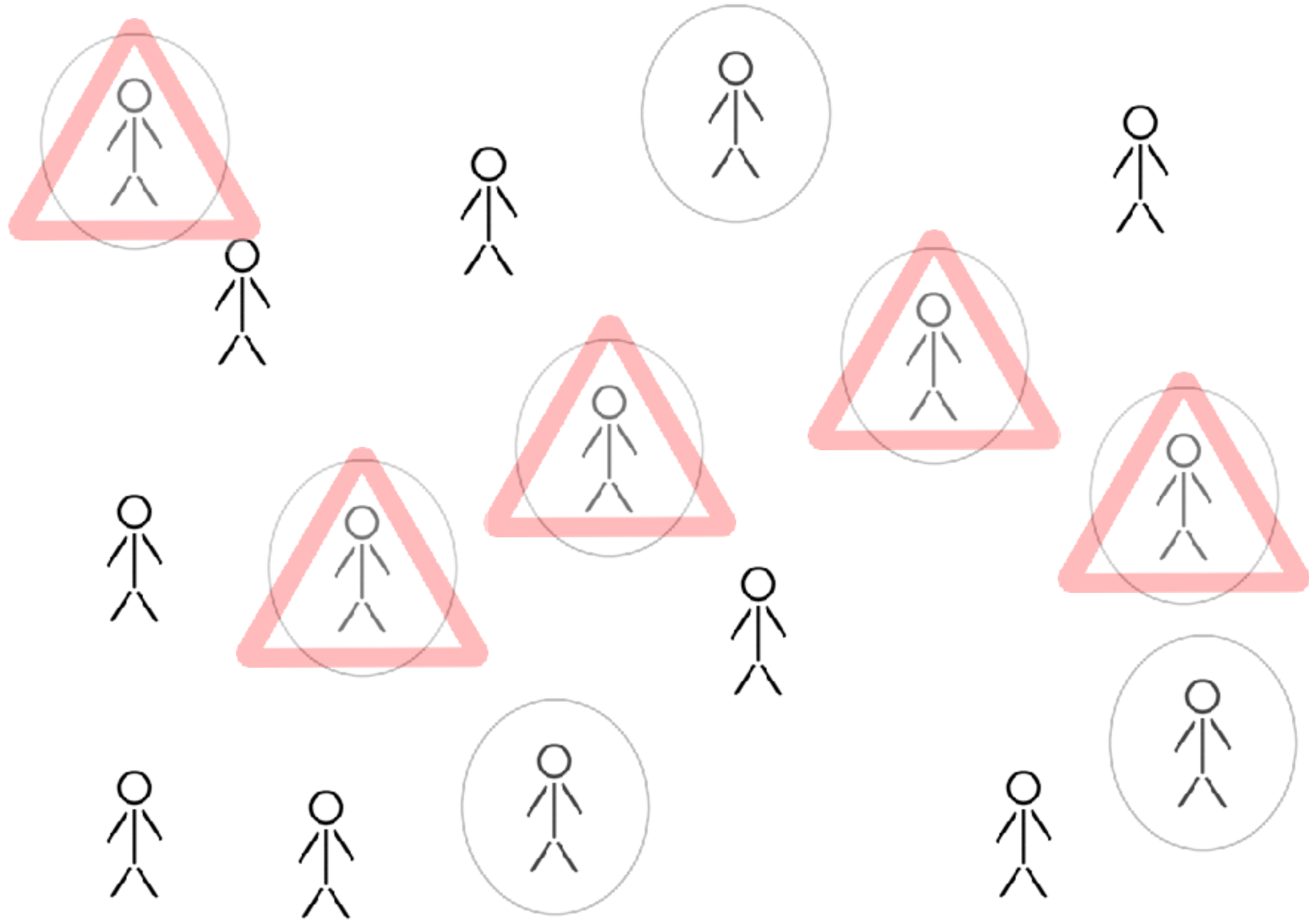
Distinguishing By Name Lists from Priority Lists

Principles Inform Priorities

Communities must establish the priorities for their resources. For example:

- Chronic homeless ahead of non-chronic
- Outdoor homeless over sheltered
- Frequent service users over "ordinary" service users
- Medically frail over healthy
- Households with higher acuity ahead of households with moderate or lower acuity





Phase 1

Eligibility Screening
& Acuity
Confirmation

Informed Consent
& Desire to
Participate

Document
Readiness

Phase 2

Housing Search

Lease Up

Move In

Phase 3

Progressive
Engagement

Coaching

Greater
Independence

Building Your By Name List within HMIS

Communities often begin by creating lists of **surveys and assessments** like this:

EXAMPLE UNIVERSAL REGISTRY REPORT (RUN DAILY) DIRECTLY FROM HMIS												
VI-SPDAT Pre-Screen Total Score	Full SPDAT Total Score (If Assessed)	HMIS ID	First Name	Last Name	Date Assigned to Housing Provider ("Pulled from Registry")	Once Assigned to Housing Provider, Agency Assigned	Date Moved Into Housing (CELEBRATE!)	Days Between Assessment and Move-In / Today	Time/Place to Contact	Other Agency Involvement	Interviewer's Name	Interviewer's Agency
17	52	241776	Fred	Flinstone	5/1/2014	DHS	5/16/2014	15	Phone, Tuesdays after 7pm	Friendship Place	George W. Bush	Miriam's Kitchen
16	49	229507	John	Johnson	4/8/2014	VA CRRC	4/14/2014	6	Library on New Jersey Ave NW	None	Barack Obama	VA CRRC
15		201280	Han	Solo	3/20/2014	DHS		15	Phone, Tuesdays after 7pm	Friendship Place	Dwight Eisenhower	VA CRRC
15		236167	Person	Person	6/14/2014	VA CRRC		21	Phone between 1-3pm	Example Shelter	Calvin Coolidge	Friendship Place
14	47	230523	Fred	Flinstone	5/1/2014	DHS	5/16/2014	15	Phone, Tuesdays after 7pm	Friendship Place	George W. Bush	Miriam's Kitchen
14		269390	John	Doe	6/14/2014	VA CRRC		21	Phone between 1-3pm	Friendship Place	Calvin Coolidge	Friendship Place
14		297234	Robert	Robertson	5/6/2014	Pathways to Housing	6/15/2014	40	CRRC on Mondays	DHS	Bill Clinton	Pathways to Housing
13	42	293991	Jane	Smith	6/8/2014	Pathways to Housing	7/9/2014	31	Park at 24th and Virginia NW	None	Ronald Reagan	Friendship Place
13		217669	Sarah	Smith	6/14/2014	VA CRRC	7/6/2014	22	Phone between 1-3pm	801 East	Jimmy Carter	VA CRRC
13	37	215603	Peter	Peterson	5/17/2014	N Street Village	6/8/2014	22	Email	None	George H.W. Bush	N Street Village
12		289428	Number	One	7/1/2014	DHS	8/10/2014	40	Adam's Place shelter after 8am	None	Gerald Ford	Miriam's Kitchen
11	36	285549	Not	Real	4/8/2014	Pathways to Housing	4/14/2014	6	Email	801 East	Lyndon B. Johnson	N Street Village
11		272839	Number	Two	3/6/2014	VA CRRC	4/8/2014	33	Phone anytime	None	Richard Nixon	Pathways to Housing
11	34	236623	Captain	America	4/1/2014	Pathways to Housing		25	Library on New Jersey Ave NW	New York Avenue	John F. Kennedy	Friendship Place

Building Your By Name List within HMIS

Or this:

Summary		Housing Interventions for Individuals		Housing Interventions for Families	
Metric	Value	Surveys Completed	Surveys Completed	Surveys Completed	Surveys Completed
# of People Surveyed	5006				
Average Prescreen Score for Individuals	6.7797	PSH / Housing First Assessment: 1978	PSH / Housing First Assessment: 163		
Average Prescreen Score for Families	8.5819	RRH Assessment: 2175	RRH Assessment: 100		
		No Housing or Support Assessment: 853	No Housing or Support Assessment: 26		

ID #	Client Name	County	Income	Vet?	CH	I OH in Days	VI-SPDAT Date	VI-SPDAT Score	VI-SPDAT Type	VI-SPDAT Agency	# of PH Interactions	In PH?
12345	Solo, Han	02 - Berkeley	0	No	No	423	08/01/16	18	Family	Telamon	2	No
54321	The Ewok Family	02 - Berkeley	0	No	No	120	09/15/16	18	Family	Telamon	1	Yes
5151	Skywalker, Luke	02 - Berkeley	30	No	Yes	7,967	02/18/15	17	Version 1	Telamon	1	Yes
7777	Vader, Darth	17 - Harrison	0	No	Yes	1,075	10/27/16	17	Version 1	CHRHA	1	Yes
10000	Kennbi, Chi-Wan	02 - Berkeley	0	No	No	Null	09/20/16	16	Version 2	Telamon	1	No
88088	Ers0, Jyn	31 - Monroqala	0	No	No	2,536	02/02/16	16	Version 2	Bartlett House, Inc	0	Yes
6709	Rey	02 - Berkeley	200	No	No	190	05/19/16	16	Family	WVCEH	2	Yes
3456	Chewbacca	02 - Berkeley	1489	No	No	213	05/13/16	16	Family	Telamon	1	No
8765	Yoda	02 - Berkeley	991	Yes	No	Null	10/27/16	16	Family	Telamon	1	Yes
112233	Lando Calrissian	41 - Raleigh	733	No	Yes	Null	08/18/16	16	Family	RCCAA	0	Yes
2345	Admiral Ackbar	02 - Berkeley	1035	Yes	No	1,383	01/30/15	15	Version 1	Null	0	Yes
6789	Chewbacca	02 - Berkeley	0	No	Yes	2,135	01/29/15	15	Version 1	Telamon	1	No
5555	Biggs Darklighter	02 - Berkeley	800	No	No	1,032	02/13/15	15	Version 2	Telamon	0	Yes
11111	Wedge Antilles	02 - Berkeley	0	No	Yes	2,382	05/22/15	15	Version 2	WVCEH	0	Yes

[Prioritization List- Most Recent](#) |
 [Additional Information](#) |
 [Recent Shelter Stays](#) |
 [Recent Outreach](#) |
 [Soon to Age into Chronicity](#) |
 (+)

Building Your By Name List within HMIS

Or this:

VI-SPDAT Results											
VI-SPDAT Score	Full SPDAT Total Score (If Assessed)	Tiebreaker #1: Medical Vulnerability (Q22-Q34)	Tiebreaker #2: Overall Wellness (Q21-Q50)	Tiebreaker #3: Sheltered vs. Unsheltered (Q13)	Tiebreaker #4: Length of Time Homeless (Q1)	Tiebreaker #5: Date of VI-SPDAT Assessment	HMIS ID (Not Real #)	First Name	Last Name	SSN (Not Real #)	Veteran?
15		2	6	Beach, Riverbed or	2 or more years	2/26/2015	1060636			--9191	No
15	49	1	6	Street, Sidewalk or	2 or more years	2/13/2015	920837			--1919	No
14		4	8	Car, Van or RV	2 or more years	2/26/2015	742797			--1234	No
14		3	7	Street, Sidewalk or	2 or more years	1/27/2015	736355			--7777	No
14		3	5	Street, Sidewalk or	2 or more years	12/17/2014	1270333			--4567	Yes
14		2	6	Beach, Riverbed or	2 or more years	1/27/2015	1085429			--7654	No
14		2	5	Street, Sidewalk or	2 or more years	1/27/2015	785769			--7007	No
14		1	6	Beach, Riverbed or	2 or more years	1/27/2015	804257			--0770	No
14		1	5	Other (Specify)	2 or more years	1/27/2015	1329075			--3333	No
14	45	1	5	Shelter	2 or more years	2/13/2015	815598			--4444	No
13		2	6	Street, Sidewalk or	2 or more years	10/13/2014	893883			--5555	Yes
13		1	4	Street, Sidewalk or	2 or more years	1/27/2015	807881			--6666	Yes
13	32	0	4	Shelter	2 or more years	2/13/2015	1251402			--7777	No
12		3	7	Street, Sidewalk or	Less than 2 years	1/27/2015	1000000			--0001	No
12	21	2	6	Street, Sidewalk or	Less than 2 years	11/26/2014	090390			--6666	No
12		2	6	Other (Specify)	2 or more years	1/27/2015	748646			8888	Yes

[Assessment Results](#) |
 [Graph of Scores by Intervention](#) |
 [Graph of Scores by Distribution](#) |
 [Graph of Scores by Date](#) |
 (+) |
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Building Your By Name List within HMIS

- These look at all surveys/assessments **ever**
- They might include **local tie-breaking criteria**
- They might filter for people at various **stages in the housing process** (not yet referred, obtaining documents, successfully moved-in)

Better, Faster, Stronger*

Registries of all surveys/assessments ever get **bogged down** as **(lots of)** names get added to the list from people receiving assessments

Do you ever struggle to locate people who are matched to a housing resource, but all you know is when and where they received a VI-SPDAT?

Do you get frustrated when media profiles someone in your community struggling to get housed, and you can see thousands of community engagements across years for them, but they haven't yet been **assessed**?

*Like the six million dollar man. Or the Kanye West song.

Shifting from Assessments to People

- Wouldn't it be helpful to have a **real-time understanding** of **every person** experiencing homelessness within your community, by location
- Registries of all surveys/assessments ever **don't** show you who **hasn't** yet received an assessment
- And they don't show you where people are right now. In real-time.

Let's make that concrete

Shifting from Assessments to People

Veterans by Location and Assessment Status
August 8, 2016 through August 14, 2016

Here's what a **real-time registry** of everyone experiencing homelessness, even if they haven't been assessed yet, can look like:

(the total in yellow contains additional people who didn't fit on the screen)

	TOTAL Veterans	With Assessments	Without Assessments
Low Barrier Shelters:	93	67	26
801 East	22	14	8
New York Ave	30	22	9
Adam's Place	19	15	4
CCNV	13	12	1
Harriet Tubman	4	2	2
Hermano Pedro	0	0	0
Patricia Handy Center	5	2	3
Bridge Transitional Housing: VA Grant Per Diem	35	33	2
Access Housing: Chesapeake House	11	10	1
Access Housing: Southeast Service Center	8	7	1
U.S. Vets: Grant Per Diem	16	16	0
Families	5	2	3
D.C. General	1	1	0
FY2015 Hotel Placements	1	0	1
FY2016 Hotel Placements	3	1	2
Unsheltered Locations	16	11	5
TOTAL VETERANS (Unduplicated)	295	232	63

Shifting from Assessments to People

HMIS ID (Not Real)	VI-SPDAT Score	Count of Assessments	Current Length of Stay (This Stay)	Current Location	Agency Assigned	Date Assigned	Days Since Match	Date Housed	If Unassigned, Provider Unassigned	Date of Unassignment	Unassignment Reason/Category
69949	5,4	2	20		SSVF - Friendship Place	8/12/2016	4	6/13/2015	US Vets - SSVF	12/2/2015	Declined services
229555	15	1	287		PSH - DHS	8/11/2016	5				
281862	14,13,12	3	14		PSH - DHS	8/8/2016	8				
51277	4	1	80		SSVF - Friendship Place	8/8/2016	8				
56238	6,5	2	209		SSVF - Housing Counseling Services	8/2/2016	14				
51393	11	1	16		PSH - DHS	8/1/2016	15		Volunteers of Ar	3/26/2014	Unable to locate
103983	12	1	19		PSH - DHS	8/1/2016	15				
326572		0	31								
20334	14	1	35		PSH - DHS	8/1/2016	15				
316846	5	1	45		SSVF - Housing Counseling Services	8/1/2016	15				
80992		0	48		SSVF - US Vets	8/1/2016	15				
307358	13	1	47		PSH - VA CRRC (HUD/VASH)	8/1/2016	15				
32653	16, 15	2	137		PSH - VA CRRC (HUD/VASH)	8/1/2016	15			1/26/2016	Ineligible for provider
317066	12	1	49		PSH - DHS	8/1/2016	15	8/15/2016			
324190	14	1	53		PSH - DHS	8/1/2016	15				
42810	13	1	53		PSH - VA CRRC (HUD/VASH)	8/1/2016	15				
10917	14	1	46		PSH - VA CRRC (HUD/VASH)	7/25/2016	22				
215666	7	1	11		SSVF - Friendship Place	7/22/2016	25				
282229	12, 11	2	20		PSH - VA CRRC (HUD/VASH)	7/22/2016	25				
179827		0	241		SSVF - Housing Counseling Services	7/18/2016	29				
135524	6	1	266		SSVF - Housing Counseling Services	7/18/2016	29				

Most importantly, you'll want the person-level information containing (A) who you're talking about (B) where they are (C) housing match

Shifting from Assessments to People

Here's what you want to include as the backbone of this by name list

1. HMIS ID who
2. Assessment score (or lack thereof) what
3. Where they're currently staying where
4. Length of stay there when
5. Who is housing/just housed them how
6. When that didn't work out why

Shifting from Assessments to People

Then you use that report to do at least four things

Get long staying unassessed people assessed

- Let's task outreach/shelters with making concrete progress on longest stayers without assessments by next week

Target outreach to get documentation required for housing

- Starting with those already referred/matched/assigned housing, highest scoring, let's also activate outreach/shelters to get that done

Shifting from Assessments to People

Then you use that report to do at least four things

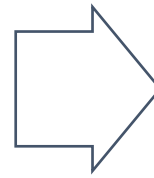
Locate hard to find people in real-time

- Has anyone not been located for previous housing opportunities?
- Would it be helpful to see when they pop back up?

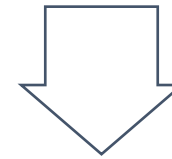
Perhaps most importantly, see in *real-time* who *has been housed* through your Coordinated Entry system *who's back* in shelter/outside

- The quicker you can check-in to ask what's not working, the better you ensure this doesn't turn into a new experience of homelessness

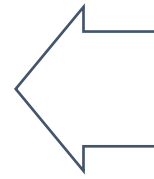
Staff Seeking Housing Solution for Client Conducts **VI-SPDAT/HAF** interview and record live in HMIS



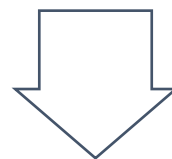
Staff **Gathers Documentation** of Homelessness, Disability, HHLD, Vet, Age, etc.



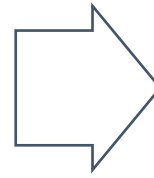
Request CAS Documentation of Priority Status **DOPS** from the CAS office via email



Attach All Documentation to client record in **HMIS**



CAS reviews client file and provides Priority Status DOPS form **Verifying Priority** and Records in HMIS



Client is now on the **priority list** and Housing programs take people off the list

Example: PSH Priority List

Priority	Chronic	Length of Homelessness	Tri-morbid	Location	VI-SPDAT Score
1	YES	3 or more years	YES	Outdoors	13+
2	YES	3 or more years	YES	Outdoors	8-12
3	YES	3 or more years	YES	Sheltered	13+
4	YES	3 or more years	YES	Sheltered	8-12
5	YES	3 or more years	NO	Outdoors	8+
6	YES	3 or more years	NO	Sheltered	8+
7	YES	1-3 years	Doesn't matter	Outdoors or sheltered	8+
8	NO	Doesn't matter	Doesn't matter	Outdoors or sheltered	8+

Example: RRH Priority List

Priority	Chronic	Length of Homelessness	Location	VI-SPDAT Score
1	YES	1+ Years	Outdoors	6-8
2	YES	1+ Years	Outdoors	4-5
3	YES	1+ Years	Sheltered	6-8
4	YES	1+ Years	Sheltered	4-5
5	NO	6 months – 12 months less a day	Outdoors or sheltered	6-8
6	NO	6 months – 12 months less a day	Outdoors or sheltered	4-5
7	NO	< 6 months	Outdoors or sheltered	6-8
8	NO	< 6 months	Outdoors or sheltered	4-5

Example: PSH Provider Matching List

Provider	Priority 1	Priority 2	Priority 3	Priority 4	Priority 5	Priority 6	Priority 7	Priority 8
St. Bernard	x	x	x	x				
HomePlace					x	x	x	x
Davis Manor	x	x	x	x	x	x	x	x
MLC Inc	x		x					
MonCanzi	x		x					

Now let's say that St. Bernard's has a vacancy.

Remember, they serve Priority 1, 2, 3 and 4.

The first list they get is everyone that is a Priority 1, and are expected to house off of that list first if there is anyone there.

Priority 1 Candidates

HMIS ID	Last Name	First Name	Date Approved	Contact Number	Known Location
55678	Diggler	Dirk	Dec. 20, 2016	867-5309	St. Dominc
41096	Maguire	Jerry	Jan. 4, 2017	555-5555	Davis Park
04200	Bueller	Ferris	Nov. 19, 2016	867-5309	Unknown
99999	Maul	Darth	Feb. 6, 2017	555-5555	Amos house



Beware of Inflow

Use your existing data to:

- Identify those that will time in to chronic homelessness
- Identify those households with higher needs but do not meet definition of chronic
- Work with systems that need to be engaged to stem the flow of homeless creation

Closing



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