Coordinated Services Committee  
Continuum of Care Board  
October 26, 2017 10:00 AM – 11:00 AM  
West End, River Place, PCHS Room 3, 2309 Euclid Ave  

Co-Chairs: Deirdre Henriquez and Susan Wright, CoC Board members  

Agenda  
10:00 Welcome and introductions  
10:05 Approve minutes - August  
10:10 Evaluation of CI  
10:25 Process Questions – CI  
  • VI-SPDAT script  
  • Defining exit to permanent destination – from CoC Performance committee  
  • Due diligence  
  • # of tries to contact families who requested shelter  
  • Limited re-administration of the VI-SPDAT – defining “major life change”  
  • Policy change for families seeking shelter – case conference 2nd shelter stay within a year  
10:40 HMIS data for September – waitlists and trends  
10:55 Announcements & Information sharing  
11:00 Adjourn  

Future Meeting Dates: No meeting in November  
December date? Regular schedule would be 27th
Centralized Intake Evaluation
Policy Guidelines

From 2017 Coordinated-Entry Process self-assessment (HUD Document)

Evaluation Core Requirements
1. CoC consults with each participating project and project participants at least annually to evaluate the intake, assessment, and referral processes associated with coordinated entry. Solicitations for feedback must address the quality and effectiveness of the entire coordinated entry experience for both participating projects and households.

HUD Coordinated Entry Notice: Section II.B.15

Evaluation Methods.
2. CoC ensures through written CE policies and procedures the frequency and method by which the CE evaluation will be conducted, including how project participants will be selected to provide feedback, and must describe a process by which the evaluation is used to implement updates to existing policies and procedures.

HUD Coordinated Entry Notice: Section II.B.15

Privacy Protections.
3. CoC ensures adequate privacy protections of all participant information collected in the course of the annual coordinated entry evaluation.

HUD Coordinated Entry Notice: Section II.

From Coordinated Services CI Policies and Procedures

Procedure:
The Centralized Intake assessment process will be evaluated on a regular basis to ensure that it is operating at maximum efficiency. Evaluation will be carried out primarily by the Coordinated Services Committee along with any consultants or third parties and reported to the Continuum of Care Board. Evaluation mechanisms will include the following:

1.) A quarterly review of performance measures for the Centralized Intake assessment process.
2.) A forum, hosted and convened by the Continuum of Care Board, with people experiencing homelessness who have been through the coordinated assessment process will take place every six months. Sample questions to be used in these forums are in Appendix G.
3.) A report issued by the Continuum of Care to the community every six months on the centralized intake will consist of a month-to-month analysis of centralized intake data, as well as the total number of assessments and referrals made, successes to be shared, and system wide progress. Major findings from this report should be presented at the CoCB and HCC meetings the month it is released by the CoCB.
executive director. The CoCB executive director will assist in writing and producing this report. The contents of this report will be included in the annual report.

4. An annual report on the homelessness assistance system with a section devoted to Centralized Intake. Within the annual report of the CoCB, there will be an overview of the Centralized Intake process, concerns and successes. Major findings from this annual report should be presented at the CoC and HCC meetings the month it is released by a member of the Coordinated Services Committee and/or CoCB executive director. The CoCB executive director will assist in writing and producing this report.

From Coordinated Services CI Policies and Procedures – Appendix G

CONSUMER FORUM QUESTIONS

Sample Questions for Consumer Forums

1. Where did you first go for help when you became homeless?

2. How did you find out about that program or place?

3. What made you decide to go to that place when you became homeless?

4. How did that place help you once they found out you were homeless?

5. Was this place easy for you to get to?

6. Would you recommend going to that place to someone else who became homeless? Why or why not?

7. If you needed a place to sleep that night, did you get it?

8. Did the person working with ask you questions? If so, did they explain why they were asking you questions?

9. Were you happy with what happened after they asked you questions?

10. Did the process make sense to you?

11. Did the process help you meet your housing needs?

12. Did you end up with somewhere to sleep that night?

13. Did you end up with a plan for getting back into permanent housing?

14. What other thoughts would you like to share with us?
Polk County Central Intake Monthly Indicators
Report Month: 9/1/2017 12:00:00 AM - 9/30/2017 12:00:00 AM
Report Year: 1/1/2017 12:00:00 AM - 12/31/2017 12:00:00 AM

1. Number of intakes completed by Central Intake (PHC). Count includes heads of household only.

<table>
<thead>
<tr>
<th>Single-client Households</th>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
<th>Jul</th>
<th>Aug</th>
<th>Sep</th>
<th>YTD</th>
</tr>
</thead>
<tbody>
<tr>
<td>PHC - Coordinated Intake(1184)</td>
<td>102</td>
<td>93</td>
<td>115</td>
<td>96</td>
<td>141</td>
<td>148</td>
<td>151</td>
<td>123</td>
<td>110</td>
<td>1,079</td>
</tr>
<tr>
<td>PHC - Coordinated Intake (Post-Shelter Admission)(1185)</td>
<td>25</td>
<td>26</td>
<td>35</td>
<td>49</td>
<td>60</td>
<td>86</td>
<td>60</td>
<td>54</td>
<td>53</td>
<td>448</td>
</tr>
<tr>
<td>TOTAL</td>
<td>127</td>
<td>119</td>
<td>150</td>
<td>145</td>
<td>201</td>
<td>234</td>
<td>211</td>
<td>177</td>
<td>163</td>
<td>1,527</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Family Households</th>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
<th>Jul</th>
<th>Aug</th>
<th>Sep</th>
<th>YTD</th>
</tr>
</thead>
<tbody>
<tr>
<td>PHC - Coordinated Intake(1184)</td>
<td>65</td>
<td>36</td>
<td>52</td>
<td>56</td>
<td>82</td>
<td>78</td>
<td>111</td>
<td>85</td>
<td>91</td>
<td>656</td>
</tr>
<tr>
<td>PHC - Coordinated Intake (Post-Shelter Admission)(1185)</td>
<td>1</td>
<td>3</td>
<td>8</td>
<td>2</td>
<td>4</td>
<td>5</td>
<td>3</td>
<td>3</td>
<td>2</td>
<td>31</td>
</tr>
<tr>
<td>TOTAL</td>
<td>66</td>
<td>39</td>
<td>60</td>
<td>58</td>
<td>86</td>
<td>83</td>
<td>114</td>
<td>88</td>
<td>93</td>
<td>687</td>
</tr>
</tbody>
</table>

Number Currently on a Waiting List for:

<table>
<thead>
<tr>
<th></th>
<th>Emergency Shelter</th>
<th>Permanent Supportive Housing</th>
<th>Rapid Rehousing/ TBRA</th>
<th>Transitional Housing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Families</td>
<td>129</td>
<td>6</td>
<td>44</td>
<td>14</td>
</tr>
<tr>
<td>Number of Singles</td>
<td>N/A</td>
<td>89</td>
<td>322</td>
<td>12</td>
</tr>
</tbody>
</table>
### Polk County Central Intake Monthly Indicators

Report Month: 9/1/2017 12:00:00 AM - 9/30/2017 12:00:00 AM  
Report Year: 1/1/2017 12:00:00 AM - 12/31/2017 12:00:00 AM

2. Disposition of Central Intake assessments - current report month. (Exits from Provider #1184, PHC - Coordinated Intake.)

<table>
<thead>
<tr>
<th>Household Type</th>
<th>Assessment Disposition(3166)</th>
<th>Head of Household Count</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single</td>
<td>Applicant declined referral/acceptance</td>
<td>5</td>
<td>5%</td>
</tr>
<tr>
<td></td>
<td>Applicant terminated assessment prior to completion</td>
<td>1</td>
<td>1%</td>
</tr>
<tr>
<td></td>
<td>Other/specify</td>
<td>3</td>
<td>3%</td>
</tr>
<tr>
<td></td>
<td>Referred to a homelessness diversion program</td>
<td>1</td>
<td>1%</td>
</tr>
<tr>
<td></td>
<td>Referred to emergency shelter/safe haven</td>
<td>52</td>
<td>47%</td>
</tr>
<tr>
<td></td>
<td>Referred to other community project (non-continuum)</td>
<td>5</td>
<td>5%</td>
</tr>
<tr>
<td></td>
<td>Referred to other continuum project type</td>
<td>7</td>
<td>6%</td>
</tr>
<tr>
<td></td>
<td>Referred to rapid re-housing</td>
<td>16</td>
<td>15%</td>
</tr>
<tr>
<td></td>
<td>Referred to street outreach</td>
<td>4</td>
<td>4%</td>
</tr>
<tr>
<td></td>
<td>Referred to transitional housing</td>
<td>3</td>
<td>3%</td>
</tr>
<tr>
<td></td>
<td>Answer Missing</td>
<td>13</td>
<td>12%</td>
</tr>
<tr>
<td></td>
<td><strong>Sum:</strong></td>
<td><strong>110</strong></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Household Type</th>
<th>Assessment Disposition(3166)</th>
<th>Head of Household Count</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Family</td>
<td>Applicant declined referral/acceptance</td>
<td>1</td>
<td>1%</td>
</tr>
<tr>
<td></td>
<td>Referred to a homelessness diversion program</td>
<td>1</td>
<td>1%</td>
</tr>
<tr>
<td></td>
<td>Referred to emergency shelter/safe haven</td>
<td>57</td>
<td>63%</td>
</tr>
<tr>
<td></td>
<td>Referred to homelessness prevention</td>
<td>1</td>
<td>1%</td>
</tr>
<tr>
<td></td>
<td>Referred to other community project (non-continuum)</td>
<td>1</td>
<td>1%</td>
</tr>
<tr>
<td></td>
<td>Referred to other continuum project type</td>
<td>2</td>
<td>2%</td>
</tr>
<tr>
<td></td>
<td>Referred to rapid re-housing</td>
<td>3</td>
<td>3%</td>
</tr>
<tr>
<td></td>
<td>Referred to street outreach</td>
<td>1</td>
<td>1%</td>
</tr>
</tbody>
</table>
Polk County Central Intake Monthly Indicators
Report Month: 9/1/2017 12:00:00 AM - 9/30/2017 12:00:00 AM
Report Year: 1/1/2017 12:00:00 AM - 12/31/2017 12:00:00 AM

<table>
<thead>
<tr>
<th>Family</th>
<th>Referred to transitional housing</th>
<th>3</th>
<th>3%</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Answer Missing</td>
<td>21</td>
<td>23%</td>
</tr>
<tr>
<td>Sum:</td>
<td></td>
<td>91</td>
<td></td>
</tr>
</tbody>
</table>

3. Client VI-SPDAT Score Distribution Year-to-Date

<table>
<thead>
<tr>
<th>VI SDPAT Range (Includes Version 2 and Adjusted Version 1 Scores)</th>
<th>Client Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>8 OR HIGHER: Recommended for Permanent Supportive Housing Assessment</td>
<td>421</td>
<td>32%</td>
</tr>
<tr>
<td>BETWEEN 4 AND 7: Recommended for Rapid Rehousing Assessment</td>
<td>764</td>
<td>59%</td>
</tr>
<tr>
<td>3 OR LESS: Not recommended for housing and support assessment at this time</td>
<td>112</td>
<td>9%</td>
</tr>
<tr>
<td>Sum:</td>
<td>1,297</td>
<td>100%</td>
</tr>
</tbody>
</table>

4. Family VI-F-SPDAT Score Distribution Year-to-Date

<table>
<thead>
<tr>
<th>VI F SPDAT Range - Version 1</th>
<th>Family Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>12 OR HIGHER: Recommended for Permanent Supportive Housing Assessment</td>
<td>9</td>
<td>19%</td>
</tr>
<tr>
<td>BETWEEN 8 AND 11: Recommended for Rapid Rehousing Assessment</td>
<td>25</td>
<td>53%</td>
</tr>
<tr>
<td>5 OR LESS: Not recommended for housing and support assessment at this time</td>
<td>13</td>
<td>28%</td>
</tr>
<tr>
<td>Sum:</td>
<td>47</td>
<td>100%</td>
</tr>
</tbody>
</table>

10/2/17 9:11 AM
Polk County Central Intake Monthly Indicators
Report Month: 9/1/2017 12:00:00 AM - 9/30/2017 12:00:00 AM
Report Year: 1/1/2017 12:00:00 AM - 12/31/2017 12:00:00 AM

VI F SPDAT Range - Version 2

<table>
<thead>
<tr>
<th>Family Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>9 OR HIGHER: Recommended for Permanent Supportive Housing Assessment</td>
<td>99</td>
</tr>
<tr>
<td>BETWEEN 4 AND 8: Recommended for Rapid Rehousing Assessment</td>
<td>347</td>
</tr>
<tr>
<td>3 OR LESS: Not recommended for housing and support assessment at this time</td>
<td>57</td>
</tr>
<tr>
<td>Sum:</td>
<td>503</td>
</tr>
</tbody>
</table>

5. Number currently at CISS who have been at CISS over 90 days. (As of report run date - 10/2/17)

<table>
<thead>
<tr>
<th>Client Count</th>
<th># Chronic</th>
<th>Number with VI-SPDAT Completed</th>
<th>Number Unable to Contact</th>
<th>Number Refused</th>
<th>No Reason Recorded</th>
</tr>
</thead>
<tbody>
<tr>
<td>32</td>
<td>2</td>
<td>27</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

6. Number currently at CISS meeting the chronically homeless definition. (As of report run date - 10/2/17)

<table>
<thead>
<tr>
<th>Client Count</th>
<th>Number with VI-SPDAT Completed</th>
<th>Number Unable to Contact</th>
<th>Number Refused</th>
<th>No Reason Recorded</th>
</tr>
</thead>
<tbody>
<tr>
<td>43</td>
<td>38</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

7. Number entering CISS with a stay in the previous 12 months.

<table>
<thead>
<tr>
<th>CISS Intake Count During Report Month</th>
<th>Number with Stay in Previous 12 Months</th>
<th>Percent with Stay In Previous 12 Months</th>
</tr>
</thead>
<tbody>
<tr>
<td>176</td>
<td>68</td>
<td>39%</td>
</tr>
</tbody>
</table>