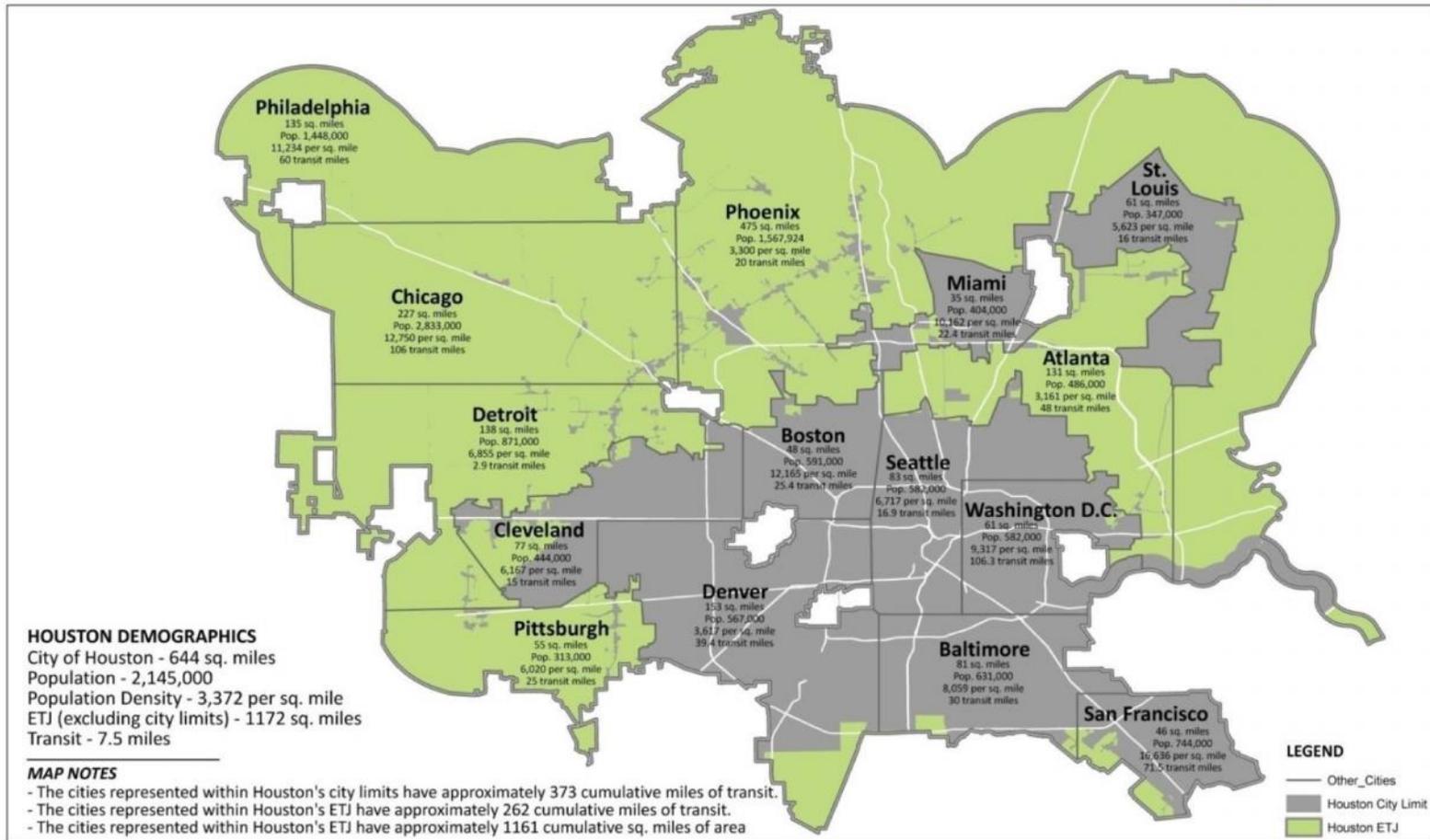


The Way Home's Coordinated Access System

**Houston/Harris County
Continuum of Care**

The Way Home

Cities that fit into Houston & ETJ Comparison



LAND AREA COMPARISON : HOUSTON AND OTHER U.S. TRANSIT CITIES

Source: City of Houston, U.S. Census Bureau (2006 Population Estimates and 2000 Land Areas), Wikipedia

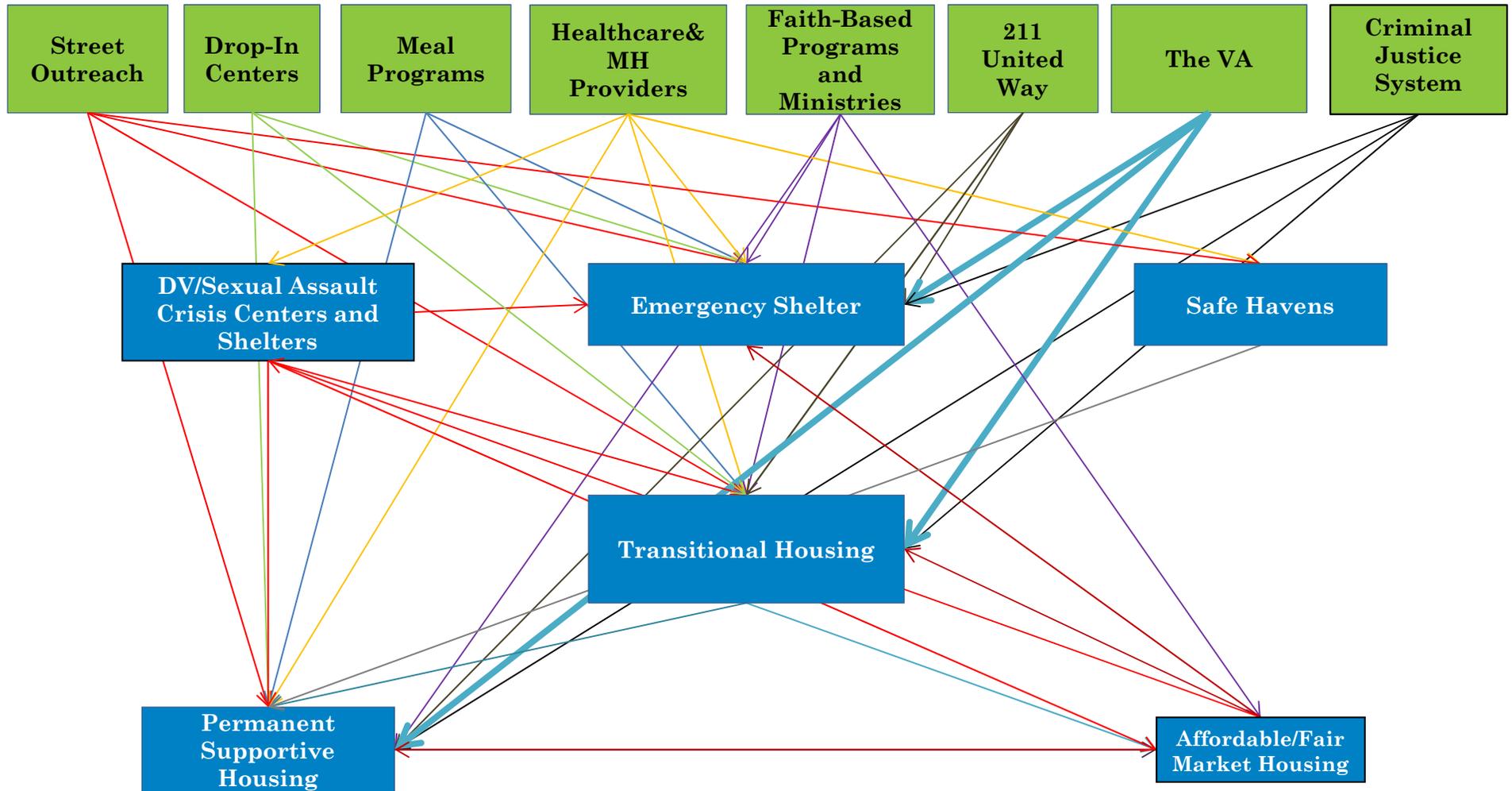


November 10, 2010

Homeless in Houston (2015 PIT)

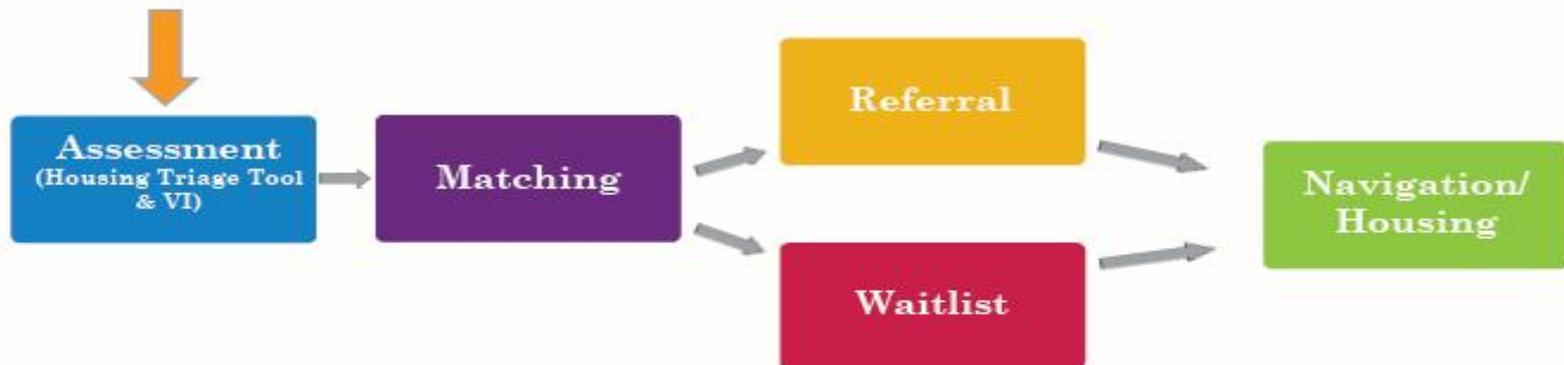
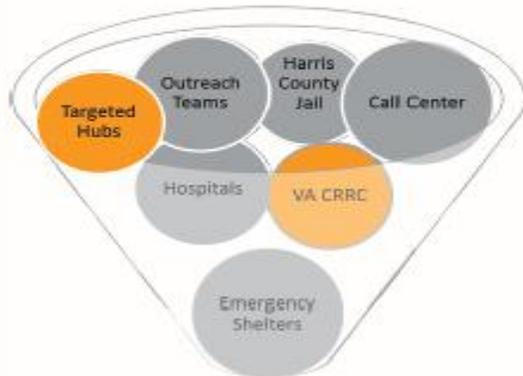
- On January 29, 2015, there were 4,609 people experiencing homeless in Houston/Harris County
 - 1,950 (42%) staying in a place not meant for human habitation
 - 2,659 (58%) staying in emergency shelters, transitional housing, or safe haven.
 - 14% decrease compared to 2014
 - 46% decrease compared to 2011
- Increase in number in PSH
 - 140% since 2011
- Approximately 1 in 7 identified as chronically homeless
- Only 3 chronically homeless families identified
- 2 in 5 had substance abuse problems
- 2 in 5 had mental health issues
- 1 in 8 was a veteran

Access to Housing in the Past



Access to Housing Today

System Overview



The Way Home

Coordinated Access Key Components

Access

- Easily Accessible (Phone line pilot)
- Multiple Access Points (Assessment Hubs)

Assess

- Standardized Assessment Tool
- HMIS

Assign

- Central Referral System
- Eligibility Matching in HMIS

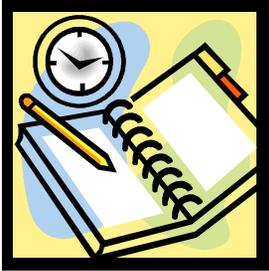
Accountability

- System (CoC & Coalition) Oversees the Process
- Closes Side Doors
- Monitors referrals and denials



Access

- Five Assessment Hubs
- Day shelter, VA Drop-In Center, Family Shelter
 - Repurposed staff, dedicated to the system
- Easily accessible, all on bus lines
- Have frontline staff dedicated to intake and process
- Primary Assessment Hub has own dedicated entrance
- Intake line being piloted with Harris Health & Harris County Jail



- Housing Assessors document homeless and housing history and related barriers using common assessment tool
- Obtain consent from client for sharing with providers
 - Client signs electronically via mouse or tablet
- Vulnerability Index Assessment (VI) for PSH only
- Next step assessment tools for RRH only

Housing Assessment

HC Harris - ClientTrack 13.1 Rev 6 - Internet Explorer
 https://app.clienttrack.net/2013.1/MainPage.aspx?Inline=false&InitialPage=5&InitialContent=https%3A%2F%2Fapp.clienttrack.net%2F2013.1%2Fbedfacilities%2Fchoosefacility.aspx%3FMode%3DDefault%26PageID%3D5%26PrimaryKey%3D346

Welcome Ana Rausch

ClientTrack

Home Clients Providers Housing

Search Menu
 Find Client
 Triage Workflow

Client Menu
 Client Dashboard
 Edit Client
 Assessments
 Document Check
 Homeless History
 Vulnerability Index Assessments
 Enrollments
 Housing Program Eligibility and Availability
 Services
 Referrals
 Goals
 Case Notes

TESTS TESTS
 ClientID: 190172
 SSN:
 Birth Date: 1/1/1977

Homeless Housing Assessment
 Homeless Housing Assessment

2/24/2015 Coordinated Access - Assessment Entry Ana Rausch

Assessment Date: 02/24/2015

What is your housing goal? *
 (Do not read the options; ask as an open-ended question,):
 Find a housing unit that you can afford
 Get help to pay a couple of months of rent until you have income
 Get help to pay back rent or utility bills

Where did you stay last night?: Place not meant for human habitation

When were you last housed? (in years): 10
 (in months): 0

Where were you last housed?: Staying or living in a family member's room, apartment or house

How many family members are in your household? (adults): 1
 (children): 0

Document your housing situations for the past 3 years:

Location	Housing Description	Start Date	Departure Date	Counts towards homelessness?	Primary Reason for Leaving	Days
	Place not meant for habitation (e.g., a vehicle, an abandoned building, bus/train/subway station/airport or anywhere outside)	02/05/2014	10/01/2014	Yes	-- SELECT --	238
Star of Hope	Emergency shelter, including hotel or motel paid for with emergency shelter voucher	10/01/2014	11/24/2014	Yes	-- SELECT --	54
County jail	Jail, prison or juvenile detention facility	11/24/2014	01/01/2015	No	-- SELECT --	38
Near Beacon	Place not meant for habitation (e.g., a vehicle, an abandoned building, bus/train/subway station/airport or anywhere outside)	01/01/2015	02/24/2015	Yes	-- SELECT --	54
	-- SELECT --			-- SELECT --	-- SELECT --	0

384

Add Lines 1

How long has this person been homeless? (in years): 1
 (in months): 1

Number of documentable episodes of homelessness in the past 3 years: 1

Check the box if the client has been continuously homeless for one year, or has had at least four episodes in the last three years:

Domestic Violence

Are you homeless or do you remain homeless because someone is hurting you?: No

Veteran Affairs

Are you a veteran?: Yes

How many months were you active duty?:

What was your discharge status?: -- SELECT --

Are you interested in accessing VA services?: -- SELECT --

Save Cancel

The Way Home

Vulnerability Index Assessment (PSH only)

HC Harris - ClientTrack 13.1 Rev 6 - Internet Explorer
https://app.clienttrack.net:2013.1/MainPage.aspx?inline=false

Welcome Ana Rausch
Settings Help Sign Out v. 13

Home Clients Providers Housing

Search Menu
Find Client
Triage Workflow

Client Menu
Client Dashboard
Edit Client
Assessments
Document Check
Triage Assessment
Homeless History
Vulnerability Index Assessments
Enrollments
Housing Program Eligibility and Availability
RRH Case Assignments
Services
Referrals
Goals
Case Notes

TESTS TESTS ClientID: 150272 SSN: 433-55-5555 Birth Date: 1/1/1977

Vulnerability Index Assessments Vulnerability Index and Point-in-Time (PIT) Assessment

Please complete the Vulnerability Index for the individual being interviewed; information collected during program entry will automatically populate here.

Vulnerability Index Assessment Date: 11/11/2018

OK, first I'm going to ask you a few questions about your housing history...

What is the total length of time you have lived on the streets or shelters? # of Years: 1 # of Months: 2

Have you been living in an emergency shelter and/or on the streets for the past year or more? Yes No

How many times have you had to stay in shelters or on the streets in the past three (3) years? # of Times: 36

Where do you sleep most frequently? Streets

What City/State/Zip Code did you live in prior to becoming homeless? City State Zip Code

Where did you sleep last night? Place not meant for habitation (e.g., a vehicle, an abandoned building, bus/train/subway station/airport or anywhere outside)

OK, now I'd like to ask you a few questions about your health...

Where do you usually go for healthcare or when you're not feeling well? Healthcare for the Homeless Clinic Hospital VA Other Does not go for care

Specify Other: Medicaid

How many times have you been to the emergency room in the past three months? 3

How many times have you been hospitalized as an inpatient in the past year? 4

Do you have an alcohol or drug problem, a serious mental health problem, a developmental disability, or a chronic physical illness or other disability? Yes No Client doesn't know Client refused Data Not Collected

Do you have now, have you ever had, or has a healthcare provider ever told you that you have any of the following medical conditions?

Kidney disease/ End Stage Renal Disease or Dialysis	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Refused
History of frostbite, Hypothermia, or Immersion Foot	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Refused
History of Heat Stroke/Heat Exhaustion	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Refused
Liver disease, Cirrhosis, or End-Stage Liver Disease	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Refused
Heart disease, Arrhythmia, or Irregular Heartbeat	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Refused
HIV+ /AIDS	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Client doesn't know <input type="radio"/> Client refused <input type="radio"/> Data Not Collected
Emphysema	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Refused
Diabetes	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Refused
Asthma	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Refused
Cancer	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Refused
Hepatitis C	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Refused

Save Cancel

RRH Singles Next-Step

HC Harris - ClientTrack 13.1 Rev 6 - Internet Explorer
https://app.clienttrack.net/2013.1/MainPage.aspx?Inline=false

Welcome Ana Rausch

Home Clients Providers Housing

Search Menu
Find Client
Triage Workflow

Client Menu
Client Dashboard
Edit Client
Assessments
Document Check
Triage Assessment
Homeless History
Vulnerability Index Assessments
Enrollments
Housing Program Eligibility and Availability
Services
Referrals
Goals
Case Notes

TESTS TESTS ClientID: 190172
SSN: Birth Date: 1/1/1977

Triage Assessment History Singles RRH Next-Step Assessment

ASSESSOR: Ask the client all the questions on this tool and select the appropriate answer. Do not read out the provided answers.

Assessment Date: 05/08/2015

Do you have a disabling condition?: Yes

Have you been homeless before?: Yes

How many times have you been homeless in the past 3 years?: Once

What is your total household monthly cash income?: Less than \$800/month

Are you currently employed?: No

How many jobs have you lost in the past 12 months?: Three or more, or None

Are you currently pregnant?: No

Were you in Special Education or Resources Classes when you were in school?: No

Do you have a Diploma or GED?: No

Do you currently use drugs or alcohol?:

How many times per week are drugs or alcohol used?: Three times/week or less

Have you experienced any of the following in the past 6 months:

Arrest:

Prostitution:

Domestic Violence:

Sex Offense:

Is there someone that you can count on for financial support?: No

Singles RRH Assessment Score

Score: 8

Save Cancel

The Way Home

RRH Family Next-Step

HC Harris - ClientTrack 13.1 Rev 6 - Internet Explorer
https://app.clienttrack.net/2013.1/MainPage.aspx?Inline=false

Welcome Ana Rausch
Home Clients Providers Housing

ClientID: 190172
SSN: [REDACTED]
Birth Date: 1/1/1977

TESTS TESTS

Triage Assessment History Family Housing Triage Tool

ASSESSOR: Ask the client all the questions on this tool and select the appropriate answer. Do not read out the provided answers.

Assessment Date: 05/08/2015

Does any adult in your household have a disabling condition?: Yes

Do any children in your household have a disabling condition?: Yes

Have you been homeless before?: Yes

How many times have you been homeless in the past 3 years?: Two or three times

What is your total household monthly cash income?: Less than \$800/month

Are you or any adults in your household currently employed?: No

How many jobs have you or other adults in your household lost in the past 12 months?: Three or more, or None

Do you currently have or have you had an open CPS case in the past 2 years?: Yes

Do you have any children currently in CPS or someone else's custody?: Yes

Are you or is any adult in your household currently pregnant?: No

How many minor children are currently living with you?: 2

Were you in Special Education or Resources Classes when you were in school?: No

Do you have a Diploma or GED?: No

Do you or any of the adults in your household currently use drugs or alcohol?:

How many times per week are drugs or alcohol used?: Three times/week or less

Has your household experienced any of the following in the past 6 months:

Arrest:

Prostitution:

Domestic Violence:

Sex Offence:

Is there someone that you can count on for financial support?: No

Family Housing Triage Score

Score: 14

Save Cancel

The Way Home

Youth Next-Step

HC Harris - ClientTrack 13.1 Rev 6 - Internet Explorer
https://app.clienttrack.net:2013.1/MainPage.aspx?InLine=false

Welcome Ane Rausch
Home Clients Providers Housing
ClientID: 120172
SSN: 450-35-5555
Birth Date: 1/1/1977

Search Menu
Find Client
Triage Workflow

Client Menu
Client Dashboard
Edit Client
Assessments
Document Check
Triage Assessment
Homeless History
Vulnerability Index Assessments
Enrollments
Housing Program Eligibility and Availability
RRH Case Assignments
Services
Referrals
Goals
Case Notes

TESTS TESTS
Triage Assessment History
Young Adult Housing Triage Tool

ASSESSOR: Ask the client all the questions on this tool and select the appropriate answer. Do not read out the provided answers.

Assessment Date: 06/23/2015

Have you been diagnosed with any of the following: (Bipolar, Schizophrenia, Major Depression, Conduct Disorder, Oppositional Defiant Disorder, or a Substance Use Disorder): Yes

Are you receiving any mental health treatment?: No

How many jobs have you lost in the past 12 months?: Three or more, or None

Do you have any children in your custody and/or do you have an open CPS case?: Yes

Are you currently pregnant?: No

Were you in Special Education or Resources Classes when you were in school?: Yes

Do you have a Diploma or GED?: No

Have you ever used marijuana?:

Do you currently use drugs or alcohol?:

Has your drug or alcohol use ever resulted in any of the following:

- Arrest:
- Living in a shelter or on the street:
- Prostitution:
- Theft:
- Domestic Violence:
- Loss of employment:

Have you ever left a transitional housing program?: Yes

Do you have any felony convictions?: Yes

Are you a registered sex offender?: No

Do you have a case worker with any of the following systems:

- Probation/Parole:
- MHMRA:
- CPS:
- Drug and Alcohol:
- Any other Case Managers:

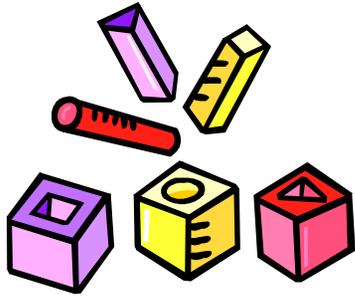
Is there someone that you can count on for emotional support?: No

Is there someone that you can count on for financial support?: No

Young Adult Housing Triage Score
Score: 12

Save Cancel

The Way Home



Assign

- Match the recommended type of intervention to a program in the CoC that can provide the right services
- Use HMIS to check availability, create a reservation, & make a referral
- Housing Navigators assist clients from referral to lease up

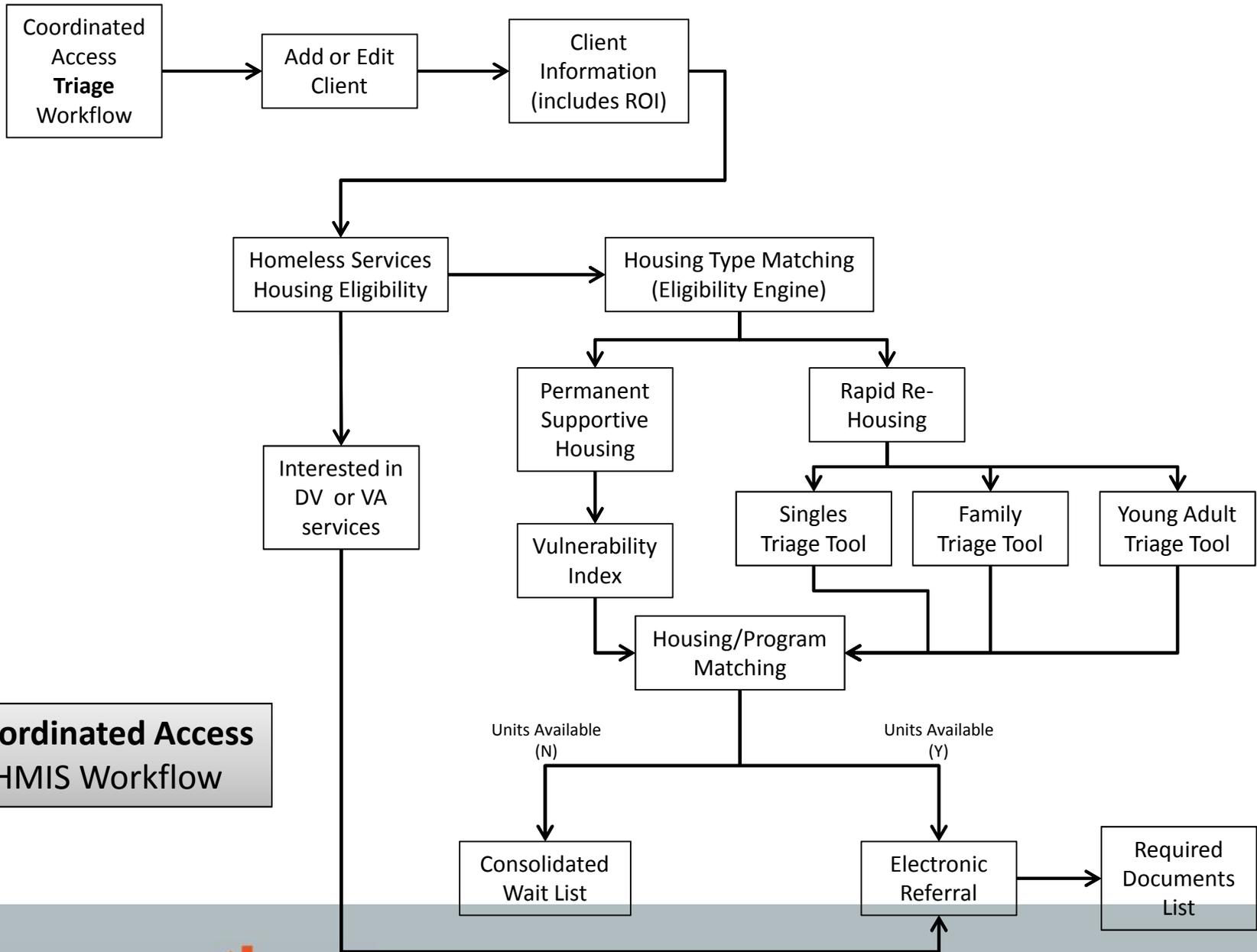
Housing Match (PSH)

Housing Program Eligibility and Capacity

All programs available for enrollment are listed below. By default only programs that have eligibility criteria are displayed. The selected client is evaluated against the eligibility criteria for each program and a result for each is displayed below.

Only Display Programs with Eligibility Criteria:

Facility	Waitlist	Eligibility Result	Additional Eligibility Detail	Program Details	Contact Phone	Facility Availability
▲ A Helping Place (PSH for Singles) A Helping Place 500 W. Alabama Houston, Houston 77027		Passed				7 of 10 Bed(s) Available
▲ A1 Family Housing (PSH for Families) A1 Family Housing 1111 Calhoun Houston, Houston 77002		Fail				29 of 29 Unit(s) Available
▲ AF - Project T.E.X.T.M.S.G. (Program Eligibility Requirements) AFH - Project T.E.X.T.M.S.G. 900 N. Durham #124 Houston, Houston 77004		Not enough data			713-623-6796	12 of 18 Bed(s) Available
▲ Harmonious Home Use Permanent (PSH for Singles) Harmonious Home Use Permanent 1111 Calhoun Houston, Houston 77002	Referral	Passed			713-623-6796	27 of 27 Bed(s) Available



**Coordinated Access
HMIS Workflow**

Housing Match (RRH)

The screenshot displays the ClientTrack 13.1 Rev 6 web application. The browser title is "HC Harris - ClientTrack 13.1 Rev 6 - Internet Explorer" and the URL is "https://app.clienttrack.net/2013.1/MainPage.aspx?inline=false". The user is logged in as "Welcome Ana Rausch". The interface includes a search menu, navigation tabs (Home, Clients, Providers, Housing), and a sidebar menu with options like Client Dashboard, Edit Client, Assessments, Enrollments, and RRH Case Assignments. The main content area is titled "RRH Cases" and contains a table with 4 records. A "Cancel" button is visible in the bottom right corner.

ClientID: 159172
SSN: 459-55-5355
Birth Date: 1/1/1977

TESTS TESTS

RRH Cases

This form shows the number of current Rapid Re-Housing cases per provider agency, the capacity based on the number of assigned RRH case managers, and the number of openings. Please note that clients referred but not enrolled in an RRH project are not counted as Active Cases.

Click one the icon to create a Rapid Re-Housing referral.

4 records found.

Provider Name ▲	RRH Active Cases ▲	RRH Capacity ▲	Slots Available
Salvation Army Social Services (RRH)	5	70	65
Harris County Social Services (RRH)	133	140	7
Memorial Assistance Ministries (RRH)	7	35	28
SEARCH Homeless Services (RRH)	9	105	96

Client Menu
Housing

Cancel

The Way Home

Waitlist (PSH - CA Staff Only Access)

Welcome Ana Rausch

ClientTrack v. 13

Home Clients Providers Housing

Search Menu

Ana Rausch Organizations: Coordinated Access Workaround: Coordinated Access

My ClientTrack

- User Dashboard
- Paused Operations
- Recent
- Case Load
- My User Configuration
- Bulletin Board
- Housing Waitlist
- RRH Waitlist
- Upcoming Check-outs

Client Wait List

Below are the referrals or facilities for which the client has been put on a waiting list. When you record a wait here, the provider to whom you want to make the referral will be able to access the list from the **Wait List** in the **Provider Management** area.

Status: New Reviewed Placed Turned Away

Last Name:

Date Placed on List:

Search

More than 200 results were found but only the first 200 will be displayed

Client ID	Name	Age	Family Size	Date Placed on List	VI Score	Chronic	Housing/Provider
62		62	1	07/30/2015	4	Yes	Northline SRO
47		47	1	07/24/2015	4	Yes	HHA HMLS
52		52	1	07/23/2015	3	Yes	SEARCH - 1115 (Scattered Site)
61		61	1	07/08/2015	3	Yes	HHA HMLS
38		38	1	02/09/2015	3	Yes	AFH - First Responders
50		50	1	06/02/2014	3	Yes	HHA HMLS
59		59	1	08/05/2015	2	Yes	AFH - First Responders
33		33	4	08/04/2015	2	Yes	SEARCH - Pecan Square Village
33		33	1	08/03/2015	2	Yes	HHA HMLS
59		59	1	08/03/2015	2	Yes	Jackson Hinds-Garden
48		48	1	07/30/2015	2	Yes	Change Happens! - Rescue In Motion
51		51	1	07/30/2015	2	Yes	HACS - ACE
30		30	1	07/27/2015	2	Yes	HHA HMLS
51		51	1	07/07/2015	2	Yes	AFH - First Responders
31		31	1	07/06/2015	2	Unknown	Knowles-Temenos Place
54		54	1	06/29/2015	2	Yes	AFH - First Responders
48		48	1	06/18/2015	2	Yes	HACS - ACE
40		40	1	06/12/2015	2	Yes	HHA HMLS

My ClientTrack Reports

Cancel

Waitlist (RRH)

HC Harris - ClientTrack 13.1 Rev 6 - Internet Explorer
 https://app.clienttrack.net/2013.1/MainPage.aspx?Inlines=false

Welcome Ana Rausch
 Home Clients Providers Housing
 Search Menu Ana Rausch Organization: Coordinated Access Workgroups: Coordinated Access Settings Help Sign Out v. 13

My ClientTrack
 User Dashboard
 Paused Operations
 Recent
 Case Load
 My User Configuration
 Bulletin Board
 Housing Waitlist
 RRH Waitlist
 Upcoming Check-outs

Rapid Re-Housing Wait List

The list of clients that display below are clients that have been placed on a waiting list for this provider for a specific service. To remove a client from a waiting list, click the **Edit** icon next to the desired client and type an end date. To turn away a client, click the **Turn Away** icon. To place a client, click **Place Client**.

Triage Type: -- SELECT --
 Status: New

46 records found.

Client Name	Date Placed on List	Triage Type	Score	Service	Provider Name	Referred By	Comments	Status
[REDACTED]	06/22/2015	Family	10	RRH Waitlist Placement	Salvation Army Social Services (RRH)	Mikhail Chizel		New
[REDACTED]	03/05/2015	Single RRH	9	RRH Waitlist Placement	SEARCH Homeless Services (RRH)	Mikhail Chizel		New
[REDACTED]	06/22/2015	Family	9	RRH Waitlist Placement	Memorial Assistance Ministries (RRH)	Mikhail Chizel		New
[REDACTED]	06/22/2015	Family	8	RRH Waitlist Placement	SEARCH Homeless Services (RRH)	Mikhail Chizel		New
[REDACTED]	06/18/2015	Family	8	RRH Waitlist Placement	Harris County Social Services (RRH)	Joanna Ruiz		New
[REDACTED]	06/18/2015	Single RRH	8	RRH Waitlist Placement	Memorial Assistance Ministries (RRH)	Mikhail Chizel		New
[REDACTED]	06/18/2015	Family	8	RRH Waitlist Placement	Memorial Assistance Ministries (RRH)	Loretta Randolph	7134100129	New
[REDACTED]	06/19/2015	Single RRH	7	RRH Waitlist Placement	Harris County Social Services (RRH)	Mikhail Chizel		New
[REDACTED]	06/22/2015	Single RRH	6	RRH Waitlist Placement	Memorial Assistance Ministries (RRH)	Loretta Randolph		New
[REDACTED]	06/22/2015	Single RRH	6	RRH Waitlist Placement	Memorial Assistance Ministries (RRH)	Loretta Randolph		New
[REDACTED]	06/22/2015	Single RRH	6	RRH Waitlist Placement	Harris County Social Services (RRH)	Loretta Randolph		New
[REDACTED]	06/22/2015	Family	6	RRH Waitlist Placement	Harris County Social Services (RRH)	Mikhail Chizel		New
[REDACTED]	06/19/2015	Single RRH	6	RRH Waitlist Placement	Salvation Army Social Services (RRH)	Loretta Randolph		New
[REDACTED]	06/19/2015	Single RRH	6	RRH Waitlist Placement	SEARCH Homeless Services (RRH)	Mikhail Chizel		New
[REDACTED]	06/22/2015	Single RRH	5	RRH Waitlist Placement	Salvation Army Social Services (RRH)	Loretta Randolph		New
[REDACTED]	06/18/2015	Young Adult	5	RRH Waitlist Placement	Salvation Army Social Services (RRH)	Mikhail Chizel		New
[REDACTED]	06/22/2015	Single RRH	4	RRH Waitlist Placement	Memorial Assistance Ministries (RRH)	Loretta Randolph		New
[REDACTED]	06/22/2015	Young Adult	4	RRH Waitlist Placement	Salvation Army Social Services (RRH)	Loretta Randolph		New
[REDACTED]	06/22/2015	Young Adult	4	RRH Waitlist Placement	Harris County Social Services (RRH)	Mikhail Chizel		New
[REDACTED]	06/22/2015	Young Adult	4	RRH Waitlist Placement	Memorial Assistance Ministries (RRH)	Mikhail Chizel		New
[REDACTED]	06/18/2015	Single RRH	4	RRH Waitlist Placement	Harris County Social Services (RRH)	Mikhail Chizel		New

My ClientTrack Reports

Cancel

Client Dashboard

ClientTrack v. 13

Welcome Ana Rausch

Home Clients Providers Housing

Search Menu

Find Client

Triage Workflow

Client Menu

- Client Dashboard
- Edit Client
- Assessments
 - Document Check
 - Triage Assessment
 - Homeless History
 - Vulnerability Index Assessments
- Enrollments
- Housing Program Eligibility and Availability
- RRH Case Assignments
- Services
- Referrals
- Goals
- Case Notes

ClientID: 226531
SSN:
Birth Date: 10/13/1955

Ryan test's Dashboard

Ryan test's Information

	Name: test, Ryan	Race: Asian, Black or African American
	Age: 59	Ethnicity: Hispanic/Latino
	Gender: Female	Veteran Status: Yes
	Housing Assessment Date: 5/11/2015	Chronically Homeless (CA): Yes
	Wait List Placement Date:	VI Score: 3
	Housing Placement Date:	

HMIS Enrollments

Case Name	Enroll Date	Exit Date	Case Manager	Program Name	Program Type	Organization
No Results Found						

Check-In History

Facility	Room	Bed	Check-in Date	Check-out Date
No Results Found				

Vulnerability Index Assessments

Vulnerability Index Assessment Date	Overall Vulnerability Score	Years Homeless	Months Homeless	Chronically Homeless	Duplicate	Status
No Results Found						

Client Services

Date	Service	Units	\$ Total Organization
No Results Found			

Shows if client has been assessed, waitlisted, housed, if they are chronic, & what the VI score is

CA Staff Dashboard

ClientTrack v. 13

Welcome Ana Rausch

Home Clients Providers Housing

Search Menu

My ClientTrack

- User Dashboard
- Paused Operations
- Recent
- Case Load
- My User Configuration
- Bulletin Board
- Housing Waitlist
- RH Waitlist
- Upcoming Check-outs

Welcome Ana Rausch

Coordinated Access News

Welcome to ClientTrack. Your administrator can set news items here.

Current Program Enrollments

Program	Cases	Clients
SEARCH Coordinated Access - Assessment	11	18

Enrollments by Program

SEARCH Coordinated Access - Assessment

16 18 20

Clients

My Case Assignments

Client Name	Begin Date	End Date	Program
No Results Found			

Upcoming Check-Outs

Name	Room	Bed	Check-in Date	Check-out Date
No Results Found				

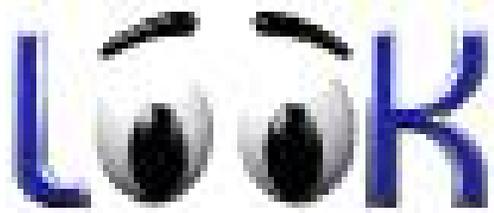
Coordinated Home Waitlist

Client ID	Name	Date Placed on List	VI Score	Chronic	Housing/Provider
128266		07/14/2015	0	1	Harmony House Permanent
252450		07/14/2015	0	1	SEARCH - Pecan Square Village
206362		07/09/2015	0	1	NAM - Permanent
206362		07/09/2015	0	1	NAM - Permanent
152496		07/09/2015	0	1	HACS - ACE
121420		07/08/2015	3	1	HHA HMLS
143339		07/07/2015	2	1	AFH - First Responders
129087		07/06/2015	2		Knowles-Temenos Place

My ClientTrack

Reports

The Way Home



Accountability

- Determine if Coordinated Access is working
- Monitor the Coordinated Access System; dashboards
- Refine the system based on data
- Provide updates to the CoC
- Monitor referrals & denials; facilitate case consultations if needed
- Develop policies & procedures & revise as necessary
- Provide scoring for the NOFA

CA Fact Sheet



Coordinated Access is a centralized or collaborative process designed to coordinate program participant intake, assessments, and referrals to housing.

The Department of Housing and Urban Development (HUD)'s new regulations require that all Continuums of Care (CoCs) develop and implement a coordinated access and assessment system for all HUD-funded programs.

Assessment

- A common screening tool that collects a participant's homeless history, disability history, criminal background history, etc. to determine the best housing intervention (Permanent Supportive Housing (PSH) or Rapid Re-housing (RRH)) for that participant.
- The **only** way to access PSH or RRH in our CoC is through Coordinated Access.



PSH: has been prioritized for participants who are chronically homeless. If a participant does not meet the HUD definition of chronic homelessness, they will not be eligible for any PSH program.



RRH: has been prioritized for families with minor children who are not chronically homeless. Only participants residing in emergency shelters or places not meant for human habitation will be eligible.

Locations:

At a drop in center:

The Beacon, 1212 Prairie St.
M-F, 9:30 am - noon
M, T, Th, F, 1:30 - 4:00 pm
Phone: 713-220-9737

VA Drop-In Center, 1418 Preston
M, 8 am - 2:30 pm, T-F, 8 am - 5 pm
Sa, 8 am - 4 pm, Su, 9 am - 4 pm
Phone: 713-797-2913

At a shelter

(clients must be a resident):

Salvation Army Red Shield Lodge, 2407 N. Main
Intake: M-F, 4:30 - 7:30 pm
Phone: 713-224-2875

Star of Hope Women & Families, 419 Dowling
Su-Sa, 8:30 am - 2:30 pm
Phone: 713-222-2220

Star of Hope Men's Development Center, 1811 Ruiz
M-Sa, 8-11 am, 1-3 pm, Su, 9 am - noon, 1-3 pm
Phone: 713-227-8900

Information will be added and/or edited as it becomes available.

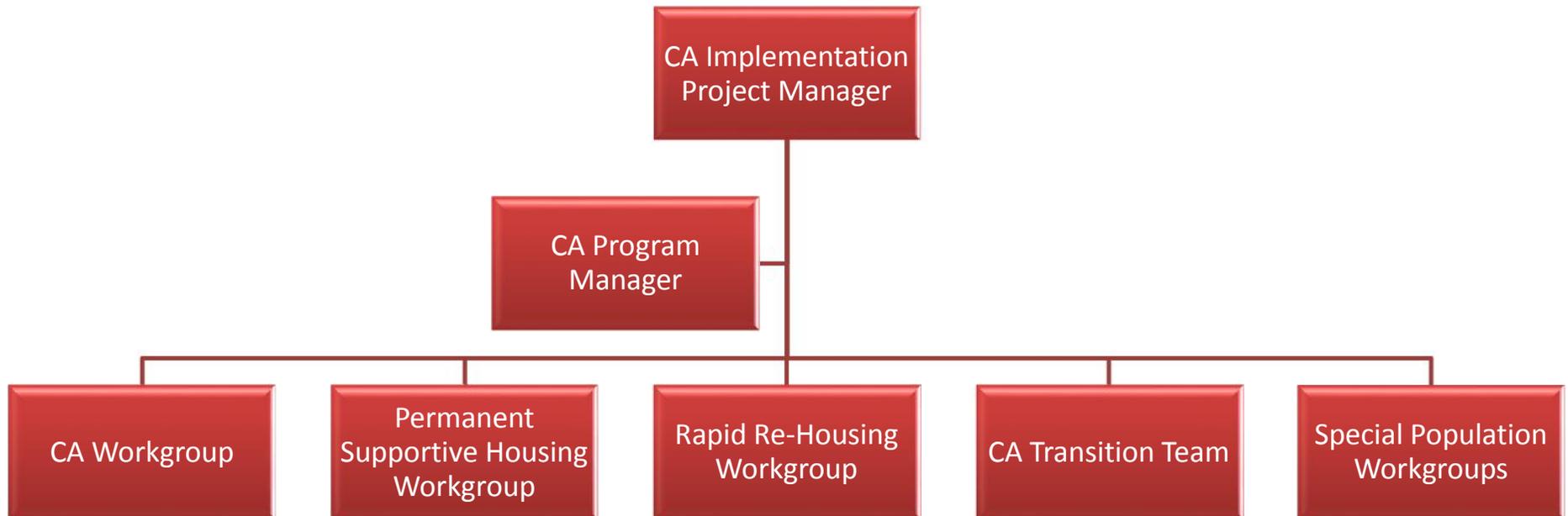
What Coordinated Access ISN'T:

It is not a program...	... it is an entry point to determine an individual's housing eligibility.
It does not increase housing inventory...	... it helps us access the existing inventory more efficiently.
It does not eliminate program eligibility...	... clients still need to meet programs' and landlords' eligibility criteria.

WWW.THEWAYHOMEHOUSTON.ORG



Implementation Team



Roles and Responsibilities

CA Implementation Project Manager

- **COC Lead or neutral party**
- Manage and support all participating partners through implementation
- Develop Project Management Workbook and Action Plans
- Facilitate Workgroups
- Trouble shoot
- **Hold on to the VISION**

CA Program Manager

- **COC Lead agency staff person**
- Manage and support all participating partners
- Maintain oversight of all manual processes during implementation
- Facilitate case conferences
- Oversee CA data and performance
- Develop CA MOU's
- Manage ongoing CA operations

Roles and Responsibilities

CA Workgroup

- Senior leaders from provider agencies, city and county leadership, Housing Authorities and COC Lead, VA, etc.
- Higher level decision making and community planning
- Develop CA Business Rules
- Develop Housing Models

PSH Workgroup

- PSH providers throughout the community, Housing Authorities, and COC Lead
- Standardize eligibility criteria
- Standardize documentation requirements
- Standardize enrollment and referral processes
- Eliminate individual waitlists

RRH Workgroup

- RRH providers throughout the community and COC Lead
- Standardize eligibility criteria
- Standardize documentation requirements
- Standardize enrollment and referral processes

Roles and Responsibilities

CA Transition Team

- Staff (mid-level and senior staff) from any agency directly impacted by CA
- Operationalize all CA plans

Special Population Workgroups

- Staff (mid-level and senior staff) from any provider agency that has potential for CA integration
- Develop alternative strategies for integration into CA system

Action Planning

- Project Manager develops a Project Management Workbook
 - Driving work for each workgroup
- CA Transition Team develops a phased roll out Action Plan
 - Driving specific logistical tasks that need to be completed in specific timelines
 - Staffing
 - Community-wide Communications
 - CA Staff Training
 - Each phase of roll out has specific targets/goals
 - Tie targets/goals to resources
 - Develop client flows for each CA location that do not disrupt existing operations

Phased Roll Out

- Phase I- 1/6/14-4/1/14
 - Build out the basic CA workflow in HMIS
 - Get 2 CA locations staffed and functioning
 - House 25 individuals and 5 families
- Phase II- 4/1/14-7/1/14
 - Continue HMIS build out, resolve Phase I issues, build out waitlist, and identify performance needs for HMIS
 - Get 1 more CA location staffed and functioning, begin testing CA Call Center, and add 1 Mobile Outreach CA Assessor
 - House 75 households
- Phase III- 7/1/14-11/1/14
 - Continue HMIS build out, resolve Phase II issues, incorporate performance measures and reporting abilities
 - House 100 households
 - Clear existing provider waitlists
 - Close the side doors

Progress to Date

- Phase 1 HMIS Build Out Complete (January 2014)
- Phase 2 HMIS Build Out Complete (June 2014)
- Referrals through HMIS can display outcomes
- RRH Pilot rolled out (January 2015)
- Complete collaboration between agencies and housing authorities
- 5 Hubs Are Up and Running
 - Beacon, Star of Hope Women & Family & Men's Shelter, Salvation Army, & VA Drop-In Center
 - 13 Housing Assessors and 4 Housing Navigators, including an Outreach Assessor/Navigator
- Call-In option being piloted with jail diversion project & county hospitals
- Real-time unit availability in HMIS; 1500 PSH beds
- 489 PSH & over 700 RRH units online through the end of 2015
- 3160 clients assessed (500-600 have left the system), 531 PSH (avg 100 days), 496 RRH (avg 104 days)

Challenges

- Locating clients that are next to be housed
- Length of time in locating clients and/or units (CBC issues, documenting homelessness)
- Providers not updating bed data promptly
- Providers enrolling clients outside of CA (monthly reports)
- Intake line needs expanded hours
- Providers not accepting referrals (has gotten better)

Things to Consider

- Workgroups meet when there is WORK!
- Special population groups can be challenging, start ASAP
 - ROI's
 - Use of HMIS or other data management systems
- Electronic build outs take longer than expected
- Technology and staffing require repurposing and/or finding new funds
- The shift in THINKING is much more challenging than the shift in OPERATIONS
 - Community Data, not Agency Data
 - Repurposed CA staff are not “helping out” a new system, they are the new system
 - A Good Fit, not Eligibility
 - There is a housing option for everyone
 - The clock starts the day CA staff say, “Hello, nice to meet you”!
 - This is not a pilot or a demonstration project, this is our HOMELEES RESPONSE SYSTEM

Thank You!

The Way Home is a coordinated system to end chronic and veteran homelessness by 2015, to end family and youth homelessness by 2020, and to build a system in which nobody has to be without permanent housing for more than 30 days.

For more information visit:

www.thewayhomehouston.org

Or email:

info@thewayhomehouston.org



Ana Rausch
832-531-6005
arausch@homelesshouston.org