

Evolution of the coordinated entry system in Pierce County, Washington

Devon Isakson & Delmar Algee

Homeless Services Supervisors, Pierce County, Washington

National Alliance to End Homelessness

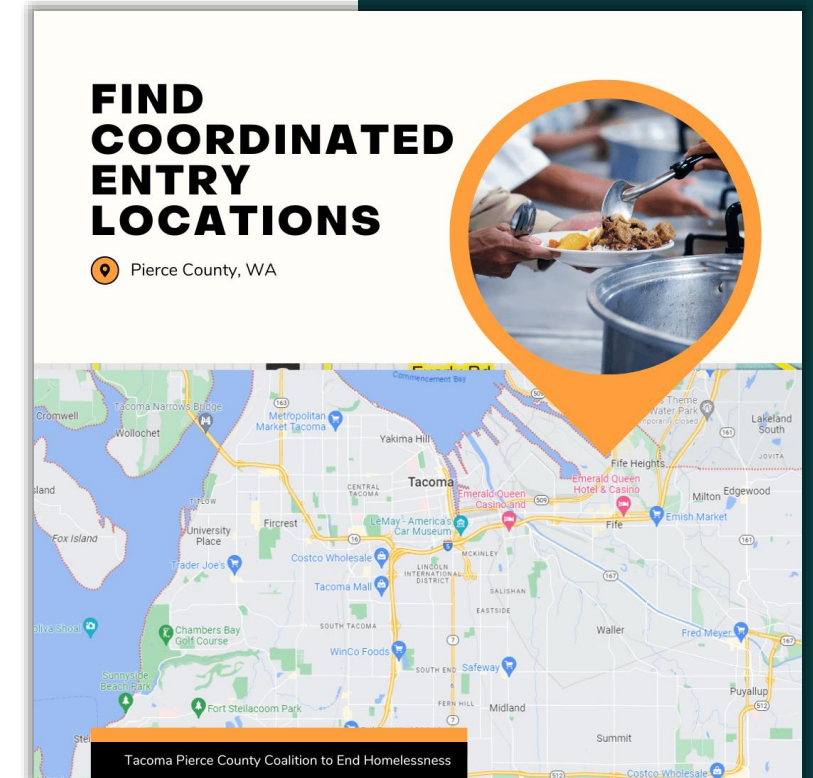
March 5, 2024

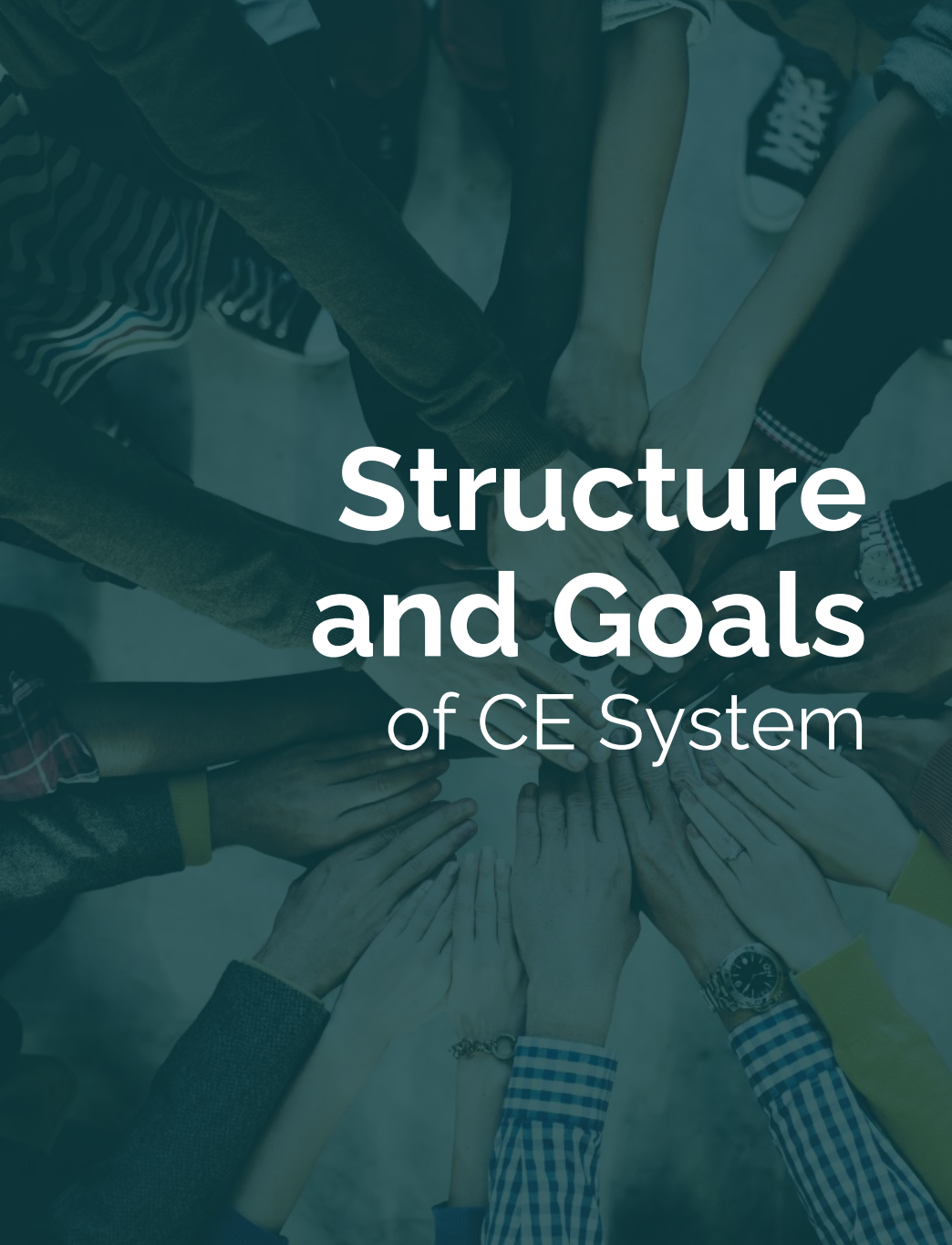


Pierce County

Overview of Pierce County's System

- Structure & Goals of CE System
- System Navigation (Critical Time Intervention)
- Special Populations
 - Domestic Violence, and Youth & Young Adults
- Urban vs. Rural Approaches
 - Cultural Hubs
 - Community Homeless Resolution Partnership (CHRP)



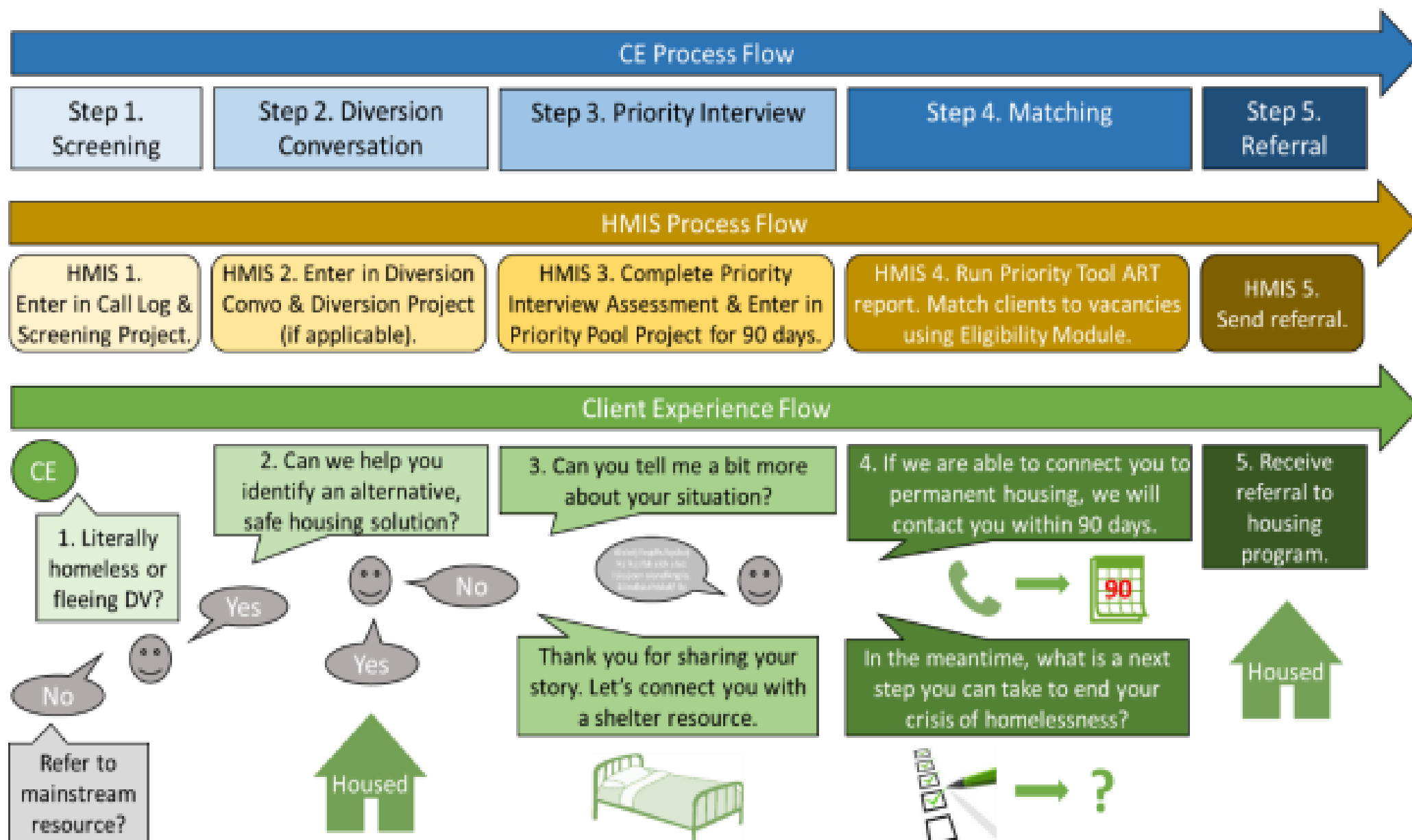


Structure and Goals of CE System

The objective of our CE system is to ensure streamlined access to the Homeless Crisis Response System for all homeless households and ensure they are matched to an appropriate intervention to end their homelessness, based on their vulnerability and housing barriers.

“Diversion at the door” is a high priority of our local system.

What does it look like?





Where have we **evolved**
and **enhanced** our system?



System Navigation

In 2020, our system introduced Critical Time Intervention as a form of System Navigation.

With this method, a team of navigation workers are deployed to begin services with people experiencing homelessness after the household determines whether diversion is a good fit for them. Navigation workers focus on coordinating care for such households and guiding them through the housing process.

A background image showing a river flowing through a forested area with mountains in the distance. The image is dark and moody, with a teal/green color palette.

Critical Time Intervention Navigation

What Does This Mean For Households In Need?

- Length of service will depend upon the household's housing outcome.
- Households referred to PSH will receive services for up to nine months after their move-in date, while households referred to RRH or housed through diversion will receive services for six months after their move-in date.
- Households in the Priority Pool that do not receive a referral will receive services for the duration of their time in the Priority Pool.
- Navigators will work with households in the Priority Pool to collect appropriate documentation and ensure that their Priority Pool enrollment remains active.

A dark, atmospheric photograph of a lake with a forested shoreline and a mountain in the background, serving as the background for the left side of the slide.

Critical Time Intervention **DATA**

587 households, or 1090 people
enrolled between 2020 through 2023.

260 households exited into permanent
housing from 2020 through 2023.



SPECIAL POPULATIONS

In 2022, our CE System expanded by funding and offering strengths-based, diversion conversations to specific populations that our system sees.

- ❑ In 2022, 15.7% of our overall system reported as actively fleeing DV.
- ❑ In 2022, we had 291 UYYA households in our system.

We now have identified providers that are specific to Domestic Violence and Unaccompanied Youth, Young Adults.



SPECIAL POPULATIONS

UYYA

- Intensive Case Management
- Ancillary services
- Representation of case managers
- Youth-centric approach
- Serve all four HUD categories of homelessness



SPECIAL POPULATIONS

DV CE Providers in 2023

- 53% of those served found permanent housing
- 146 households enrolled

UYYA CE Providers in 2023

- 38% of those served found permanent housing
- 339 households enrolled




Cultural Hubs the WHY

“Although Black people comprise 13% of the general population in the United States and 26% of those living in poverty, they account for **more than 40% of the homeless population**, suggesting that poverty rates alone do not explain over-representation.”

Network Impoverishment “. . . is not just that the respondents are experiencing poverty; the network itself functions in an impoverished state.”

SPARC Report (Dones et al., 2018)



Cultural Hubs the WHAT

Catholic Community Services-Tacoma Ministerial Alliance, Cultural Hub Model of CE

a partnership between a traditional CE organization and a community-based organization at the level of the neighborhood or community

- Culturally competent community-based services
- Meeting clients' needs
 - Longer time in Diversion
- Referral through 211 and word-of-mouth
- CCS provides TMA with system orientation and support
- TMA serves clients and shares lessons learned



Cultural Hubs the HOW

Client-Caseworker Relationship

- Trust is essential for gathering information, collaborative decision-making, and ongoing client engagement.
- System navigation can be complex, and failure in one part can lead to distrust and disengagement.
- Cultural competency can help in strengthening understanding, communication, and trust.



Cultural Hubs **STRUCTURE & DATA**

- Cultural hubs are paired with a contracted agency that specializes in capacity building to provide infrastructure.
- In 2023, the Tacoma Ministerial Alliance held Diversion conversations with 474 households.
- 133, or 28% saw positive exits.



Community Homeless Resolution Partnership (CHRP)

What is CHRP?

CHRP is a network of participating agencies, each known as a Homeless Resolution Partner (HRP). This partnership is specifically focused on expanding the type and scope of organizations that can offer Diversion services to persons experiencing or at-risk of homelessness.

The primary focus is on rural homelessness throughout Pierce County. Through CHRP, HRPs are equipped to offer diversion conversations and temporary financial assistance.



Community Homeless Resolution Partnership (CHRP)

How Did CHRP Come About?

CHRP was spearheaded by a local agency named Catholic Community Services, based on stakeholders and community feedback to expand access to resources that can prevent or quickly resolve experiences of homelessness and housing instability.



Community Homeless Resolution Partnership (CHRP)

Who is Eligible?

- Persons who are not eligible for entry into the homeless crisis response system, due to not meeting literal homelessness criteria
- Persons who are experiencing literal homelessness and might be eligible for entry into the homeless crisis response system, but who can be successfully diverted
- Persons who are not able to access or are not currently appropriately served via the homeless crisis response system (e.g., due to geographic barriers, hesitancy to access traditional homeless services providers, or other reasons)



Who are some of **OUR HRPs**?

16 Partners

Representatives from School Districts

DV Partners

By-And-For partners, who don't want to be cultural hubs

80 Households Successfully Housed by HRPs

\$613 average in Temporary Financial Assistance, per household

Questions?

Devon Isakson

devon.isakson@piercecountywa.gov

Delmar Algee

delmar.algee@piercecountywa.gov

Homeless Services Supervisors, Pierce County

National Alliance to End Homelessness

March 5, 2024



Pierce County