



HMIS Oversight Working Group on CE Restructure
Friday March 27, 2020
Bitfocus' Zoom Conference

Present: Nic Ming (City of Oakland), Juliana Juarez (AbS), Mike Keller (EOCP), Robert Ratner (HCSA), Patrick Crosby (HMIS Lead), Jessica Shimmin (EOH), Alexis Lozano (EOH), Anna Hung (Bitfocus), Sara Hoffman (Bitfocus), Joel Remigio (Bitfocus)

Progress

- See attached

Below is a summary of the decision points as well as some additional information to consider when making decisions. Bitfocus also included a couple recommendations from our team in case they were helpful.

Decision 1: Define what Housing Navigation is in your community?

Considerations: Alameda is currently using a very broad definition of what Housing Navigation includes/means. (i.e considering work done by RRH Case Managers as Navigation). You need to determine what activities are considered RRH or Housing Case Management and what is considered Navigation.

Recommendation: Limit Housing Navigation to engaging homeless clients that have entered the Coordinated Entry System in order to facilitate a match to an appropriate housing resource.

Navigation would include the following

- Assisting client in obtaining necessary documentation required for housing
- Collecting and uploading documentation, securing financial assistance if needed and providing transportation, accompaniment to potential housing appointments
- Assisting client in navigating any challenges related to the housing process (application and/or inspection process, etc.)

Once a client is enrolled in a housing program such as RRH, those engagement activities should be considered Housing Case Management.

Decision 2: Determine list of Navigation services that will be categorized as CE Events

Consideration: This can be selecting from existing services or creating a completely new set of services specific to the work of the Navigators.

Decision 3: What agency should the Navigation services be set up under?

Recommendations: Navigation services are activities to help a client get housed through your homeless continuum. We recommend that the Navigation Services are set up under the Coordinated Entry Agency/program to show coordination of care. In addition, every time a CE Event service is entered, a Current Living Situation must also be entered for that client. Having the CE Event Service set up under the CE agency/program, allows the user to enter both data requirements without having to switch between different agencies.

Alameda CES Redesign

	Decisions Made	Completion	Next Steps
CONFIGURATION			
Model	One agency, one CE project	100%	<ul style="list-style-type: none"> ● Configure as part of system mock up
Enrollments/Exits	<ul style="list-style-type: none"> ● Standard Alameda template (HUD standard forms) ● Auto-Exits- 180 days ● Cascading- set to 90 days 	100%	<ul style="list-style-type: none"> ● Configure as part of system mock up
Current Living Situation	<ul style="list-style-type: none"> ● Use HUD standard form ● Community defined length of time= 90 days 	100%	<ul style="list-style-type: none"> ● Configure template as part of system mock up
Assessments	<ul style="list-style-type: none"> ● Slight revisions to question language, streamlining form ● Align questions with HUD standards ● Agency in Assessment Location ● Remove fields for staff Agency and Project ● Disability will be scored on long term response being yes 	80%	<ul style="list-style-type: none"> ● Decide on what gets captured in Location <ul style="list-style-type: none"> ○ Jessie will provide list ● Revisions to assessment <ul style="list-style-type: none"> ○ Foster care question- language and constraints ○ Constraints on ages of kids questions ● Configure Assessment Processor
Events - Services	<ul style="list-style-type: none"> ● Relevant events have been identified ● Mock up financial service where applicable for review 	70%	<ul style="list-style-type: none"> ● Finalize service list <ul style="list-style-type: none"> ○ Decisions on PS redesign should be decided at 4/8 System Coordination meeting. Will revisit PS services at our 4/10. ○ Discuss HN services at next meeting on 3/26
Events - Inferred	<ul style="list-style-type: none"> ● Two queues - SH/TH, RRH/PH. No individual unit posting, current matchmakers will send referrals. All assessed clients get referred to the queue ("prioritized") ● Start matchmaking with Berkeley- PSH and family shelter ● Providers will process referrals 	70%	<ul style="list-style-type: none"> ● Confirm housing inventory is set up in HMIS ● Reconfirm starting w/ Berkeley PSH and family shelter

Reporting/Data Analysis		0%	<ul style="list-style-type: none"> Any canned custom reports currently in use? Determine current usage by stakeholder group Determine needs in order match functionality of legacy format What can be configured within embedded DA?
WORKFLOW			
Who does what?	<ul style="list-style-type: none"> Enrollments, CLS, Assessments - Assessors Event Services - Assessors (and others?) Making Referrals (Inferred Events) - Matchmakers (who are they?) Processing Referrals - ? 	60%	<ul style="list-style-type: none"> Determine who is responsible for entering each element above Update process flow to reflect each role
Identify knowledge gaps by role (what's new per role)		0%	
COMMUNICATION/TRAINING			
Training and Communication Plan	<ul style="list-style-type: none"> Two week intensive training period in May 	50%	<ul style="list-style-type: none"> Bitfocus will draft training and communication plan for review at 3/26 meeting


PHASE TWO AND BEYOND:

- Auto exits (program and queue)
- Program eligibility

Alameda CES Work Group

March 27, 10am - 12pm

Logistics

	<p><i>Zoom Meeting Info:</i> Meeting Link: https://bitfocus.zoom.us/j/613456939 Meeting ID: 613 456 939 Call-In Number: 408-638-0986 or 646-558-8665</p>
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Agenda

10:00am	Welcome - this meeting will be recorded	Joel
10:05am	Show Assessment Revisions V.2 <ul style="list-style-type: none">• New question-How many people are under the age of 18• Age 2 or age 3-5- these questions only show if household has kids under 18• Age 62- only shows if more than 1 person in household• Change label for household information section• Change foster care "question to aged out"- only applies to 18-24	Sara H/Anna
10:35am	<ul style="list-style-type: none">• Assessment Processor<ul style="list-style-type: none">○ In progress	Anna
10:45am	CE Event Services <ul style="list-style-type: none">• Navigation Services<ul style="list-style-type: none">○ Review active Navigation agencies (spreadsheet from Suzanne)○ Only one Na agency currently has services set up○ Decide on services <p>https://docs.google.com/spreadsheets/d/1iuYN8bCNxnll70u60QFjpfUEjv4gBYhMPjYLcOHjlll/edit?usp=sharing</p> <ul style="list-style-type: none">• Referral to CE Needs Assessment	Sara H
11:30am	Training Plan <ul style="list-style-type: none">• Review Training plan outline	Sara H

11:55am	Next Steps <ul style="list-style-type: none"><li data-bbox="386 241 782 275">• Next week: Inferred Events	Sara H
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