

National Human Services Data Consortium **2016 Spring Conference**
 Los Angeles, CA
 April 13-14, 2016

Not Just Another Waiting List: Effective Use of a Housing Prioritization List within your Coordinated Access System
 Rachael Coen & Matt Hedrick
 WV Coalition to End Homelessness



Advancing a Technology Culture in Human Services

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Please do the twits and the facial space. . .



f WVCEH
 @wvceh
t @77rachael
 @mattshedrick

Feel free to Tweet, Post and/or share your thoughts and questions today!

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Objectives

- Talk about our Housing Prioritization List
- Show you our Housing Prioritization List
- How our CoC's Coordinated Access efforts are supported by the Housing Prioritization List
- Discuss our successes (and failures) with our Housing Prioritization List
- Share some special considerations used (and avoided) in developing a Housing Prioritization List
- Housing Prioritization List
- HOUSING PRIORTIZATION LIST!!

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Who we are . . .

- State Advocacy body for issues of homelessness in West Virginia
- Collaborative Applicant/Lead Agency for the WV Balance of State CoC
- HMIS Lead for the WV BoS CoC
- Direct Service Provider of Street Outreach and Rapid Re-housing
- SSI/SSDI Outreach Access and Recovery State Lead/Trainer

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A Quick Quiz . . .



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The Intentions of Coordinated Access...

- Target the correct housing intervention to the correct individual (family), particularly for those with high acuity and high need, to solve their housing crisis quickly.
- Divert people away from the system who can solve their own homelessness.
- Greatly reduce the length of homelessness by moving people quickly into the appropriate housing.
- Greatly increase the possibility of housing stability by targeting the appropriate housing intervention to the corresponding needs.

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WV Coordinated Entry Goals...

- Simplify the process for people to get housed
- Keep it all doable and manageable in HMIS
- Be applicable to any kind of geography

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Initial Data Findings at the Outset

Y'all gonna make me

Phrase	Up in Here	Elsewhere
Lose my Mind	High	Low
Go All Out	High	Low
Act a Fool	High	Low
Lose my Cool	High	Low

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A Timeline of Coordinated Access/Housing Prioritization List...

Month	Event
January 2014	WV BoS CoC starts using VI-SPDAT in HMIS as a part of the PIT and 100,000 Homes Registry Week.
March 2014	We created our first VI-SPDAT Prioritization List in HMIS for 100K Homes Registry Weeks
Spring 2014	Two communities in WV BoS CoC start using prioritization list in HMIS on an ongoing basis.
Fall 2014	Two additional communities begin using Prioritization List.

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Prioritization is Key. . .

- Move away from “first come, first serve” which relies on who is lucky enough to get the service
- With limited resources, time and money, we need to invest in those people who DO need our help
- From ideal candidates, we need to triage which person would most benefit from the service next.
- Prioritization is on-going and results in the better referrals, service delivery and outcomes

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What we wanted to see in a list...

- A simple and affective tool to triage Clients into housing
- A way to know, by name and acuity, those experiencing homelessness in any given community
- A way to see the same on a CoC level
- Not some stupid waiting list
- A living, working document that allowed us to actively house people (not a report)

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Some special considerations...

- Our Geography
- It Had to be Consistent
- Different Types Communities in Service Area w/ Very Different Housing Resources
- It Had to be Accessible in One Centralized Location (HMIS)
- Consensus Was Unlikely

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What we found the first year...

All Clients | # Clients Surveyed: 2,734 | Average Pre-Screen Score: 7.21

Pre-Screen Total	Client Count	Perm. Housed	% Perm. Housed
16	5	0	0%
15	23	4	17%
14	89	7	10%
13	92	19	21%
12	155	39	25%
11	197	38	19%
10	233	51	22%
9	240	80	29%
8	299	87	29%
7	355	81	23%
6	374	101	27%
5	363	112	31%
4	222	55	25%
3	244	55	23%
2	137	39	28%
1	47	22	47%

Housing Intervention Type	Client Count	Perm. Housed
1. Permanent First Assessment	725	150
2. RRH Assessment	1,541	397
3. No Housing / Support Assessment	642	168



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Veterans | # Clients Surveyed: 256 | Average Pre-Screen Score: 6.57

Pre-Screen Total	Client Count	Perm. Housed	% Perm. Housed
14	5	1	20%
13	5	1	20%
12	11	7	64%
11	14	3	21%
10	9	2	22%
9	25	8	32%
8	32	18	56%
7	39	17	44%
6	38	15	39%
5	48	23	48%
4	24	5	21%
3	21	8	38%
2	21	8	38%
1	4	3	75%

Housing Intervention Type	Client Count	Perm. Housed
1. Permanent First Assessment	240	62
2. RRH Assessment	276	80
3. No Housing / Support Assessment	74	21



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Chronic | # Clients Surveyed: 523 | Average Pre-Screen Score: 8.73

Pre-Screen Total	Client Count	Perm. Housed	% Perm. Housed
16	2	0	0%
15	9	1	11%
14	31	3	10%
13	34	12	35%
12	52	14	27%
11	64	16	25%
10	70	19	27%
9	60	20	33%
8	65	12	18%
7	71	18	25%
6	55	19	35%
5	55	18	33%
4	31	8	26%
3	23	6	26%
2	14	5	36%
1	7	2	29%

Housing Intervention Type	Client Count	Perm. Housed
1. Permanent First Assessment	240	62
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Other stuff we found or what worked...

- A lot more mid-acuity than first anticipated
- We had a lot of low acuity folks in PSH
- End Users loved doing the prescreen!!
(sometimes multiple times on the same day)
- A single community can't have a "list keeper"
- The list brought community stakeholders together

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And the process continued...

Continued guidance for everyone to use the list CoC wide
All Clients entered in HMIS are prescreened and go to the list for all project types.
With additional guidance from federal partners, we determined some modifications were needed.
Modifications were made.

Spring / Summer 2015 | Fall 2015

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What needed modifying or didn't work...

- A way to remove duplicates
- A way to pull the for the entire CoC, not county to county
- Tracking when a client becomes inactive, not when a client disappears
- Tracking Permanent Housing interactions
- New version of the VI-SPDAT released
- Only those in need of housing should be on the list

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Questions??

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Thanks!!!!!!

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