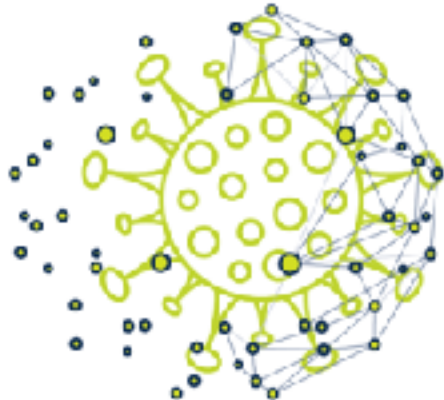


Building an Equitable and Trauma-Informed Coordinated Entry and Case Conferencing Process for Survivors: It Takes Time and Intentionality

**April 28, 2021 4:15-5:30pm**



**A Year of Crisis**  
Using Human Services Data  
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# Agenda

- Introductions, welcome, and overview
- Overview of Case Conference and Confidentiality for Survivors
- Centering racial equity and best practices with Coordinated Entry, Case Conferencing and prioritizing survivors case study from DAYA Houston—culturally specific victim service provider with HUD CoC funding
- Future of Coordinated Entry and HUD Guidance for victim service providers
- Questions and Answer



## DV & Housing TA Consortium (DVHTAC)

### Federal Partners

- Family Violence Prevention & Services Program/HHS
- Office on Violence Against Women/DOJ
- Office for Victims of Crime/DOJ
- Office of Special Needs Assistance Programs/HUD
- US Interagency Council on Homelessness

### Technical Assistance Providers

- National Alliance for Safe Housing (NASH)
- Collaborative Solutions, Inc. (CSI)
- National Network to End Domestic Violence (NNEDV)
- National Resource Center on Domestic Violence (NRCDV)
- National Sexual Violence Resource Center (NSVRC)



## Intersection of DV/SA, Homeless/Housing, Race Inequity and the Impact of COVID-19

- Communities of color disproportionately live in neighborhoods further from grocery stores & medical facilities due to historical racial discrimination & red-lining in housing policies
- Many people of color live in federally assisted housing, including public housing & Section 8 programs, that are often in segregated neighborhoods with less investments
- Challenges are exacerbated for people of color living in rural communities, being counties away from facilities & service agencies
- Black people are dying at a rate more than 1.5 times higher than their population share
- Research suggests racial residential segregation is a fundamental cause of health disparities

# The Intersections Between Domestic & Sexual Violence, Racism and Homelessness





# DAYA Houston

- Daya's **mission** is to empower South Asian survivors of domestic and sexual violence through culturally specific services and to educate the community in an effort to end the cycle of abuse.

## Vision

- A South Asian community in Houston and beyond that is free from family violence.

## Core Values

### Compassion

- Compassion defines Daya. We create an oasis of warmth and safety for our clients, team, and community.

### Commitment

- We are committed to innovative approaches when confronting the challenges we face as a team as well as those faced by our clients and community.

### Collaboration

- We collaborate to meet the needs of clients, community, and the organization. We're in this together.



# The National Network to End Domestic Violence

- The National Network to End Domestic Violence (NNEDV) is a social change organization dedicated to creating a social, political and economic environment where violence against women no longer exists.
- NNEDV's Collaborative Approach to Safe Housing for Survivors Project provides training and technical assistance to improve coordination between domestic violence and homeless services from racial equity lens.
- NNEDV's Safety Net Project addresses the intersection of technology and abuse, and provides training and technical assistance to advocates, law enforcement, legal services, social services providers, survivors, and other stakeholders.
- Twitter [@nnedv.org](https://twitter.com/nnedv.org) [www.nnedv.org](http://www.nnedv.org)



# Collaborative Solutions

Collaborative Solutions works in partnership for the empowerment of human services organizations and communities in order to positively impact special needs populations.

- **Value:** All individuals have a right to housing that is adequate, accessible, and affordable
- **Goal:** Impact supportive housing systems to meet the needs of vulnerable populations
- **Impact:** Build capacity of communities and maximize their long-term impact on areas of housing, health, and services





# Alicia Aiken

- Attorney - 15+ years representing survivors of violence & poverty
- Experienced consultant on strategic issues for mission-based groups
- Director of Confidentiality Institute
  - TA provider for professionals protecting privacy
  - [alicia@confidentialityinstitute.org](mailto:alicia@confidentialityinstitute.org)





# What is Case Conferencing?

- It depends on who you ask
- No HUD definition of "case conferencing"
- No HUD requirement to participate in "case conferencing"



# Veterans Affairs Case Conferencing

- By-Name List of all veterans in homelessness
- Regular meetings (in person or remote)
- Attended by staff of groups serving veterans
  - Attendees have “in-depth knowledge about status, needs, and preferences of each veteran discussed”
- Prioritize getting veterans “unstuck” & housed



# Confidentiality?

- VA Model does not address:
  - Whether Veteran asked/consented to be discussed
  - Whether attendees have confidentiality duties
  - How Domestic Violence, Sexual Assault, Substance Abuse, Mental Health providers can ethically participate



# Similar Models in Other Settings

- Multi-Disciplinary Teams for child abuse or elder abuse
- Sexual Assault Response Teams
- High Risk Prosecution Teams for domestic violence prosecutions
- *All grapple with coordination WHILE respecting confidentiality*



# Building Your Conferencing Model: WHO IS THERE

- Who are all the providers working with people experiencing or vulnerable to homelessness?
  - Don't exclude confidential providers
    - Can hear info, offer expertise, share info with clients, build trust in your network



# Building Your Conferencing Model: WHO DISCUSSED

- Whose situation should you be discussing closely?
  - How will you decide?
  - What input will that person have into whether or not they are discussed closely?



# Building Your Conferencing Model: WHY MEETING?

- What is the goal & focus of group meetings?
  - Prioritization for available housing?
  - Getting individuals "unstuck"?
  - Making connections to non-housing resources?
- How will you define case conferencing "success"?





# Building Your Conferencing Model: WHAT SAID

- What is expectation of information to be shared?
  - What are appropriate boundaries?
  - What is relevant to problem-solving?
  - How are different kinds of providers allowed to share differently?
    - No pressure to violate professional ethics



# Building Your Conferencing Model: HOW IMPROVE SYSTEM

- How will the providers get better understanding of each other & the local landscape?
  - Can providers be vulnerable about where their own practices are part of the problem?
  - How can lessons from case conferencing be linked to organizational change?

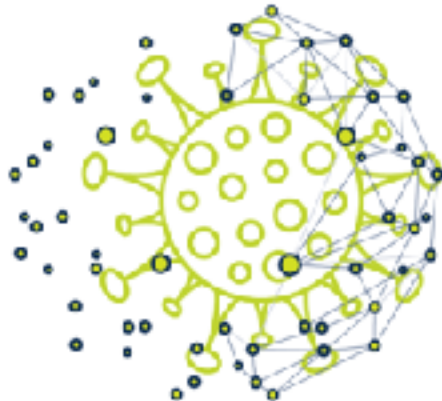


## Treat People Like Subjects, Not Objects

- What is opportunity for the person to participate in the conversation about own housing needs?
  - Instructions to providers to share specific info?
  - Attend the discussion?
  - Be informed about what was discussed?

# Culturally specific local program

National Human Services Data Consortium



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**EMPOWERING  
SOUTH ASIAN  
SURVIVORS  
OF ABUSE**

Rachna Khare  
Executive Director



Who is Daya?

The role of culturally specific organizations

Data Challenges

Case Study: Daya's Housing Program

Why & how to partner?

**Today's  
topics**



# Who is Daya?

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Our Story – Response to Tragedy

---

Our Mission – Empowering South Asian Survivors

---

Our Services – Culturally Specific, Trauma Informed

---

Our Family – Small, but Mighty



## The role of culturally specific organizations in the mainstream system

Addressing bias & privilege

Being an expert in AND of the community

Filling the gaps



## EXPERT in the community – who is missing from mainstream systems?

LEP Survivors

Survivors with  
money that they  
cannot access

Survivors who  
have lost family,  
friends, or  
community

Survivors who  
practice differently  
than mainstream

Survivors who  
have interacted  
with systems  
before

Undocumented  
Survivors

Survivors with  
multiple  
perpetrators

Survivors who  
have lost their  
children





## EXPERT OF the community – Challenges for South Asian survivors

Language

Finances

Isolation

Religious  
abuse

Lack of trust in  
mainstream  
systems

Immigration  
abuse

In-Law abuse

Transnational  
Abandonment



## Capacity challenges— data challenges for culturally specific orgs

Grassroots  
beginnings

Volunteer run

Mainstream  
Metrics

Data  
Collection

Staff Sizes

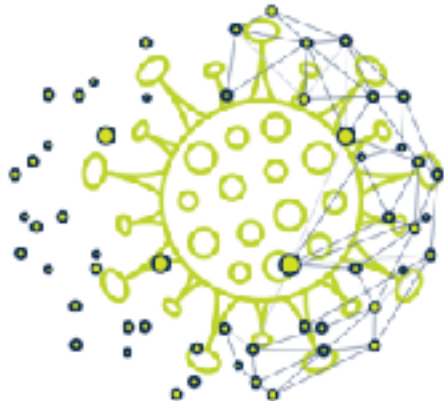
Funding for  
systems

Required Data  
Points

Organizational  
Culture

# A case study

## Daya's culturally specific housing Program



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Resulted from the sale of a transitional home

Flexible

Donor supported

Challenges – Short-term

**Daya's  
supportive  
housing  
program  
(2014 TO  
CURRENT)**



## Rapid rehousing (2016- current)

Subcontract to HCDVCC

12+ months

More administrative work – DATA!

Unique challenges not always reflected



## Data Challenges

Questions asked of survivors

Data entry deadlines

Always picking “other”

Staff capacity, experience, and regularity  
of entry



## Addressing challenges

Regular Training, TA, & Support

Contract Employees

Patience from funders and data specialists

Knowing our boundaries & limits



## A combined approach – Supportive Housing + RRH

Serve **more** families

Provide **longer** assistance to vulnerable clients

Provide **additional** support through community





Access to large funding streams (HUD)

Administrative support

Housing navigation support

Learn & implement best practices

A safer community!

**Why Partner  
with  
mainstream  
agencies?**



## Why partner with culturally specific agencies?

Provide a new lens on traditional systems

Advocacy for immigrant groups

Survivors do not fall through the cracks

Reach other community based organizations

A safer community!



## How to make it happen: Tips for working with culturally specific groups

Flexible Data  
Systems

Training Manuals  
and experts

Listening to  
challenges

Open, honest  
communication

Take calculated  
risks – be  
vulnerable and  
open

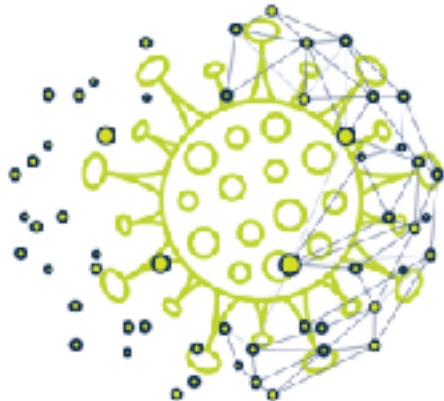
Have a mindset of  
abundance, even  
when times feel  
scarce



EMPOWERING  
SOUTH ASIAN  
SURVIVORS  
OF ABUSE

Thank you!

Rachna khare, executive  
director –  
[rachna@dayahouston.org](mailto:rachna@dayahouston.org)



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# CES and Case Conferencing

Jill Robertson  
Collaborative Solutions



## Coordinated Entry – Looking Ahead

- HUD focus is on promoting coordinated entry practices with racial equity, person centered and trauma informed approach.
- Updated HUD CES guidance forthcoming
- HUD Equity demo projects are underway – reshaping CE
- HUD is listening to those who are going through the CES experience.



## Coordinated Entry – Resources

- Serving Survivors Through Coordinated Entry (<https://www.safehousingpartnerships.org/sites/default/files/2021-02/COVID-19-Homeless-System-Response-Serving-Survivors-through-Coordinated-Entry.pdf>)
- Decision Tree webinar: Putting it into practice (<https://www.safehousingpartnerships.org/news/special-series-coordinated-entry-decision-tree-pt-2-putting-it-practice>)
- 5 tips to approaching rehousing with Racial Equity (<https://files.hudexchange.info/resources/documents/COVID-19-Homeless-System-Response-5-Tips-to-Approaching-Rehousing-with-Racial-Equity.pdf>)



# Coordinated Entry-Resources

- HUD CES Toolkit (<https://www.hudexchange.info/programs/coc/toolkit/responsibilities-and-duties/coordinated-entry-samples-toolkit/#access>)
- CE Prioritization During COVID-19 (<https://files.hudexchange.info/resources/documents/Changes-to-Coordinated-Entry-Prioritization-to-Support-and-Respond-to-COVID-19.pdf>)
- Serving Survivors through CE (<https://files.hudexchange.info/resources/documents/COVID-19-Homeless-System-Response-Serving-Survivors-through-Coordinated-Entry.pdf>)
- Coordinated Entry: Confidentiality in Requirements (<https://safehousingpartnerships.org/sites/default/files/2018-04/Coordinated%20Entry.pdf>)





# DVHTAC COVID-19 Resources

- **Safe Housing Partnerships:** <https://safehousingpartnerships.org/news/>
- **NASH:** [DV and Housing-Related Coronavirus Resources](#)
- **NNEDV:** [COVID-19: Coalition Guidance for Programs by the National Network to End Domestic Violence](#)
- **NRCDV:** [Preventing & Managing the Spread of COVID-19 Within Domestic Violence Programs](#)
- **NSVRC:** [Resources for Covid-19 Response](#)
- **CSI:** [HUD and DV Resources -Covid-19](#)



# Questions?





## How to Contact Us:

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[www.safehousingpartnerships.org](http://www.safehousingpartnerships.org)