



# Building a Survivor Centered, Equitable and Trauma-Informed Coordinated Entry and Assessment Tool Process: It Takes Time and Intentionality

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## Agenda

- Introductions, welcome, and overview
- Overview of Confidentiality for Survivors
- Centering racial equity and best practices with Coordinated Entry, Assessment Tools, 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)
- Tribal Safe Housing Center

## Intersection of DV/SA, Homeless/Housing, Race Inequity and the Impact of COVID19

- Communities of Color disproportionately live in neighborhoods further from grocery stores & medical facilities due to historical racial discrimination & red-lining in housing policies
- Rental and housing markets increasing 20-40% in many markets and large investors shifting housing markets with homebuilding stalling
- 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)
- Website - [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



## Confidentiality 101

- Qualified VSPs follow federal and state confidentiality obligations, including those mandated by the Violence Against Women Act (VAWA), the Family Violence Prevention and Services Act (FVPSA), and the Victims of Crime Act (VOCA)
- Creating and implementing survivor-centered policy and procedures that prioritize safety and confidentiality.

## Culturally specific local program

National Human Services Data Consortium



## Today's Topics

Who is Daya?

The role of culturally specific organizations

Data Challenges

Case Study: Daya's Housing Program

Why & how to partner?

## Who is Daya?

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

## Daya's culturally specific housing program

A case study



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

Resulted from the sale of a transitional home

Flexible

Donor supported

Challenges – Short-term

## 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



## Why Partner with mainstream agencies?

Access to large funding streams (HUD)

Administrative support

Housing navigation support

Learn & implement best practices

A safer community!

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

## Thank you!



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Jill Robertson  
Collaborative Solutions  
Coordinated Entry

## Coordinated Entry – Looking Ahead

- HUD's focus is on promoting coordinated entry practices with racial equity, person centered and trauma informed approach.
- April 2020 – HUD released new CES data elements. Make sure CoC's and VSPs can collect the required data. (Go live date was October 1, 2020)
- HUD Equity demo projects (#2) are underway – reshaping CE by ensuring access to housing by all persons.
- HUD is listening to those who are going through the CES experience.

## Coordinated Entry – Looking Ahead

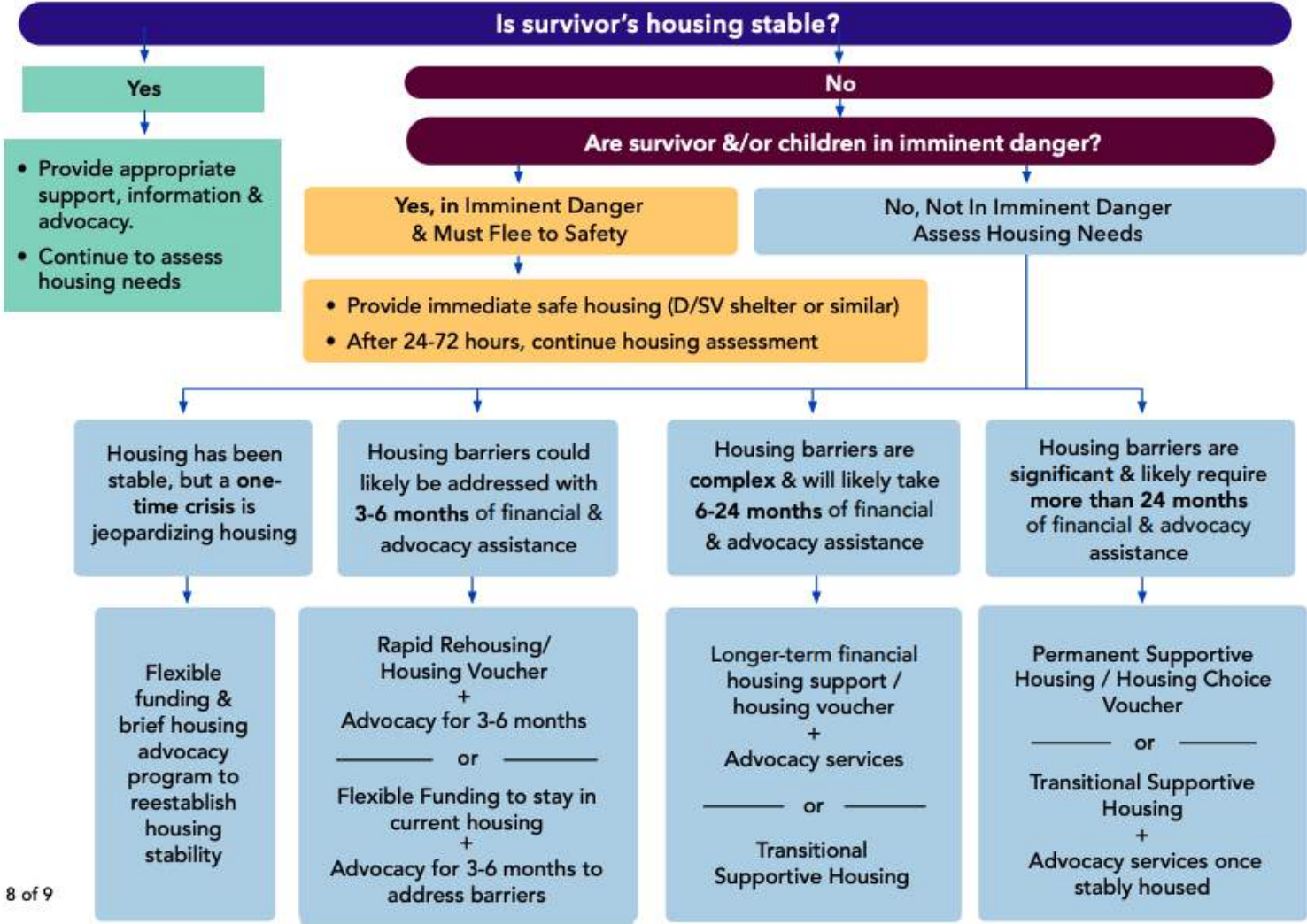
- Its time to examine the tools your CES is using to prioritize person experiencing homelessness.
- Its time to examine your partnerships and collaboration.
  - Look at your data
  - Give VSPs a voice at the table



## Assessment Tools

- A [Decision Tree](#) as an Alternative to a Scoresheet
- Michigan State University researchers and authors Cris Sullivan, Ph.D. and Gabriela López-Zerón, Ph.D. recommend an alternative approach to assessing vulnerabilities and matching to housing resources
- Focused conversations that get at issues directly related to housing stability and safety are a more effective and nuanced way to assess the complexities of each person's situation and need

## Assessing for and Appropriately Responding to the Housing Needs of Survivors



## 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:

- Debbie Fox: [dfox@nnedv.org](mailto:dfox@nnedv.org) Twitter: @thedebbiefox
- Safe Housing Partnerships: [www.safehousingpartnerships.org](http://www.safehousingpartnerships.org)
- Rachna Khare: [rachna@dayahouston.org](mailto:rachna@dayahouston.org)
- Jill Robertson: [jill@collaborative-solutions.net](mailto:jill@collaborative-solutions.net)



The website for the Domestic Violence and Housing Technical Assistance Consortium

## SAFE HOUSING PARTNERSHIPS

UNDERSTANDING THE INTERSECTIONS

BUILDING PARTNERSHIPS

EMPLOYING KEY APPROACHES

PUBLIC POLICIES

- Data, infographics, literature reviews, and reports that describe the intersections between domestic violence, sexual assault, homelessness, and housing
- Strategies for building effective and sustainable partnerships across systems and case studies of successful collaborations
- In-depth resource collections organized around four key approaches to addressing and preventing housing instability among survivors
- Access to relevant federal laws, regulations, and polices

Have questions? Need TA? Want training?  
Contact the Consortium directly through the site!

