

August 8, 2024

Presented by

© 2024 | eccovia.com

Coalition for the Homeless
of Houston/Harris County

Coordinated Assessment in Houston

What's Possible in Ending Homelessness



Introductions

Meet the Team



Ana Rausch

Recent VP of Program Operations

- 23 years in supportive housing organizations
- Project management and system implementation
- Leads HMIS and Program Operations
- BS and MS in psychology
- Led the revisions of coordinated entry system
- Now serves as director of System Transformation at Clutch Consulting Group
- From Brazil originally

August 8, 2024

Presented by

Coalition for the Homeless
of Houston/Harris County

© 2024 | eccovia.com



Erol Fetahagic

Director of Analytics and Evaluation

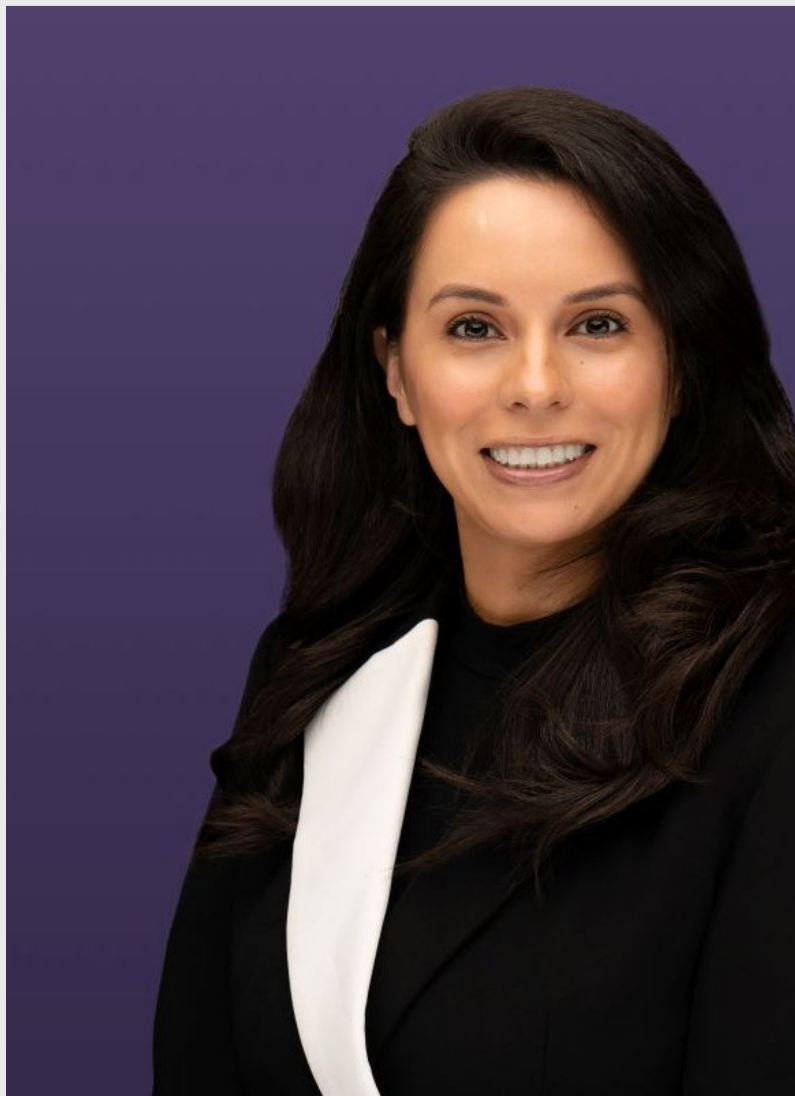
- Oversees HMIS support and data analytics
- Passionate about accurate data
- Previously served as housing coordinator and other roles
- Originally from Bosnia
- Studied civil engineering and computer science
- Been with CFH since 2008

August 8, 2024

Presented by

Coalition for the Homeless
of Houston/Harris County

© 2024 | eccovia.com



Renee Cavazos

VP of HRS Planning and Implementation

- Been with CFH since 2016
- Focuses on customer service and partnerships
- Previously served as client services specialist

August 8, 2024

Presented by

Coalition for the Homeless
of Houston/Harris County

© 2024 | eccovia.com



Jordan Jupe

Manager of Coordinated Access and Intake

- Been with CFH for over 3 years
- Focus on ensuring access and efficiency
- Previously served in CoC rapid rehousing program and day center
- Graduated from University of Houston Graduate College of Social Work

August 8, 2024

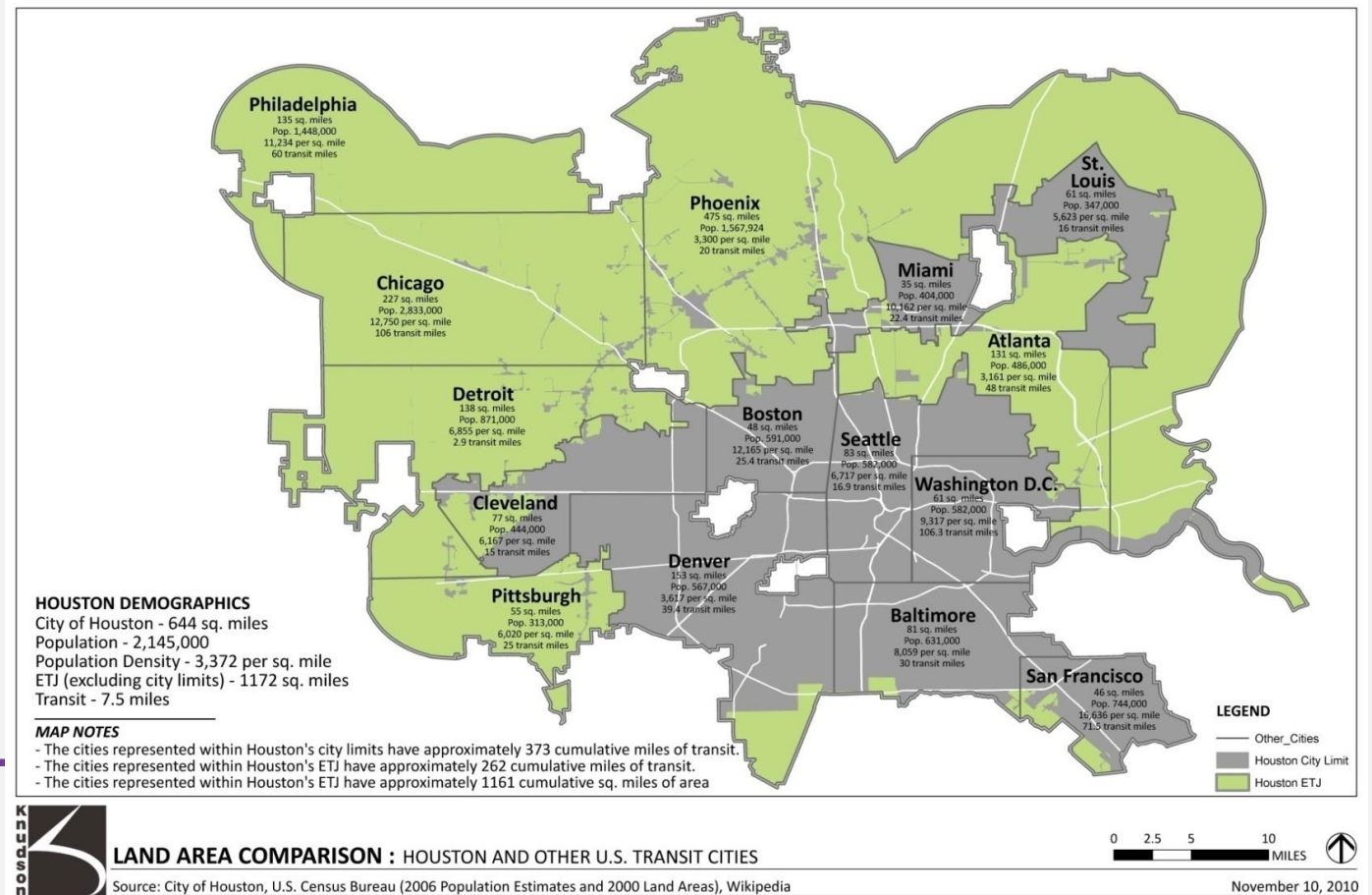
Presented by

Coalition for the Homeless
of Houston/Harris County

© 2024 | eccovia.com

The Big Challenge: Size of Area

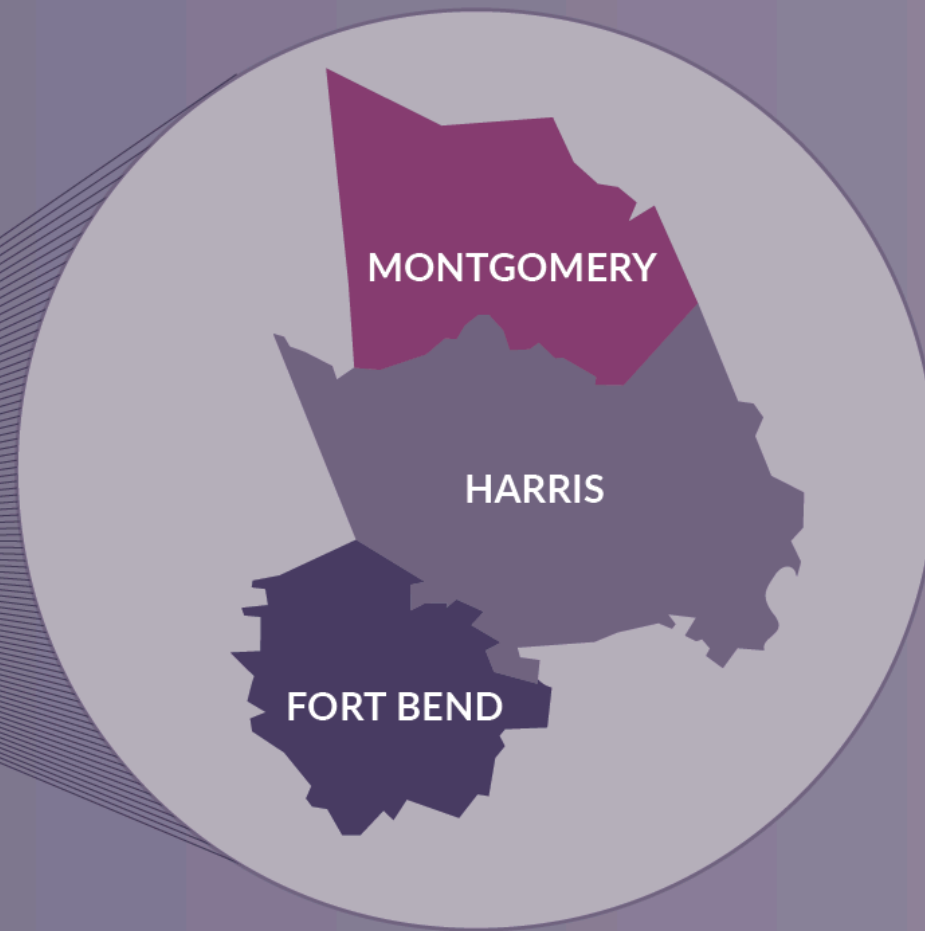
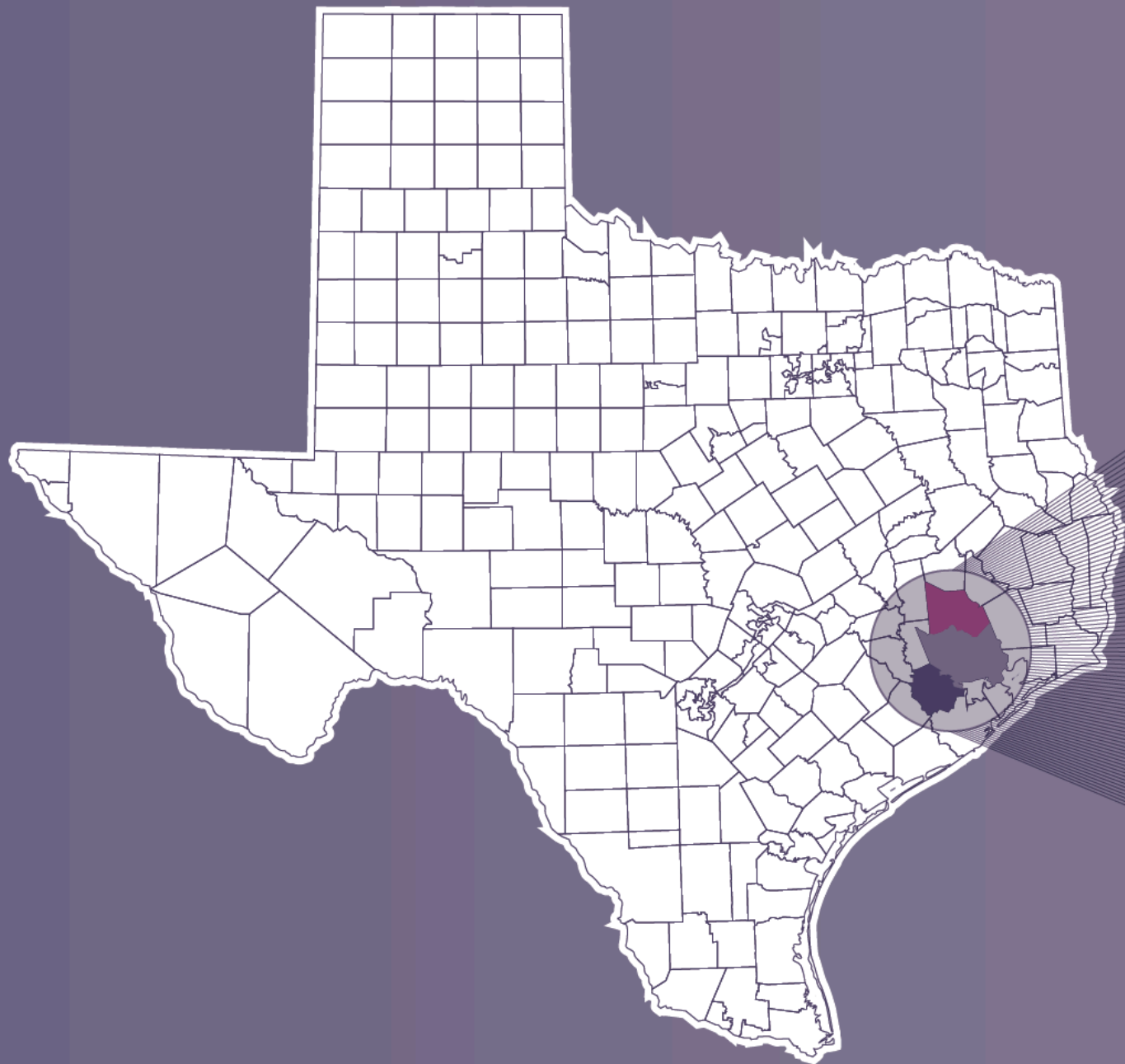
Look at what
could fit
within
Houston!



Houston's Size of Area



Or even ...



Coalition for the Homeless of Houston/Harris County

- **Mission**

- CFH acts as a catalyst, uniting partners and maximizing resources to move people experiencing homelessness into permanent housing with supportive services.

- **Role**

- Coordinate the community response to homelessness
- Lead agency to for the TX-700 Continuum of Care (CoC)
 - ≈\$59M annual HUD allocation
 - Keeps ≈ 8000 people housed
- Homeless Management Information System (HMIS) lead
- Coordinated Access Lead



The Way Home: CoC

- **The collaborative model to prevent and end homelessness in Harris, Fort Bend, & Montgomery Counties**
- **Composed of 100+ stakeholder partners from all sectors of the community**
 - Nonprofits
 - Government
 - Philanthropy
 - Faith-Based Organizations
- **TX-700 Continuum of Care**

The logo for 'The Way Home' features the words 'The Way Home' in a bold, blue, sans-serif font. Above the letter 'H' in 'Home' is a stylized orange house icon with a chimney.

The Way Home

- ✓ **Houston had the 5th largest homeless population in the country**
 - 8th highest when adding in balance of states
- ✓ **Homeless service providers were spending millions**
 - Still leaving federal funds unused
- ✓ **Homeless service providers were operating in silos, with no collaboration**
 - Services depended on what door you walked into
- ✓ **Recidivism was high (not matching people to the right programs)**
 - “Housing ready” philosophy was keeping hard to serve on the street
- ✓ **Homelessness is expensive**
 - Responding to homelessness with emergency services but not with permanent housing

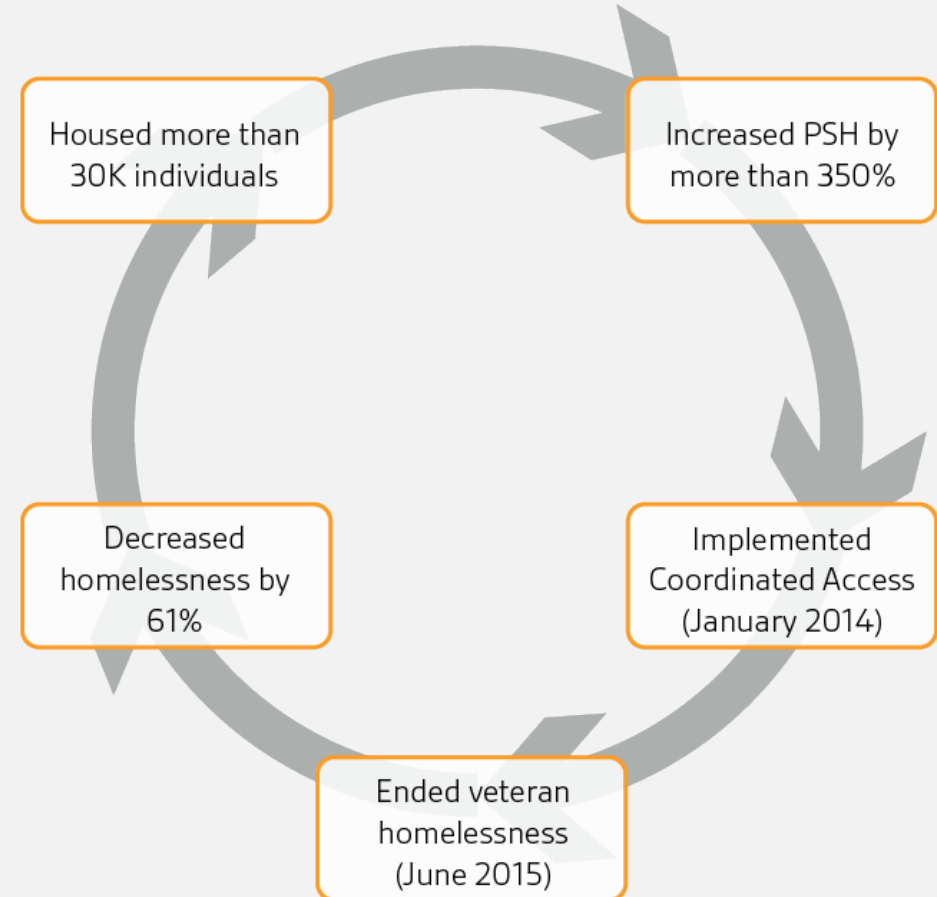
Reality in 2011

Houston Today

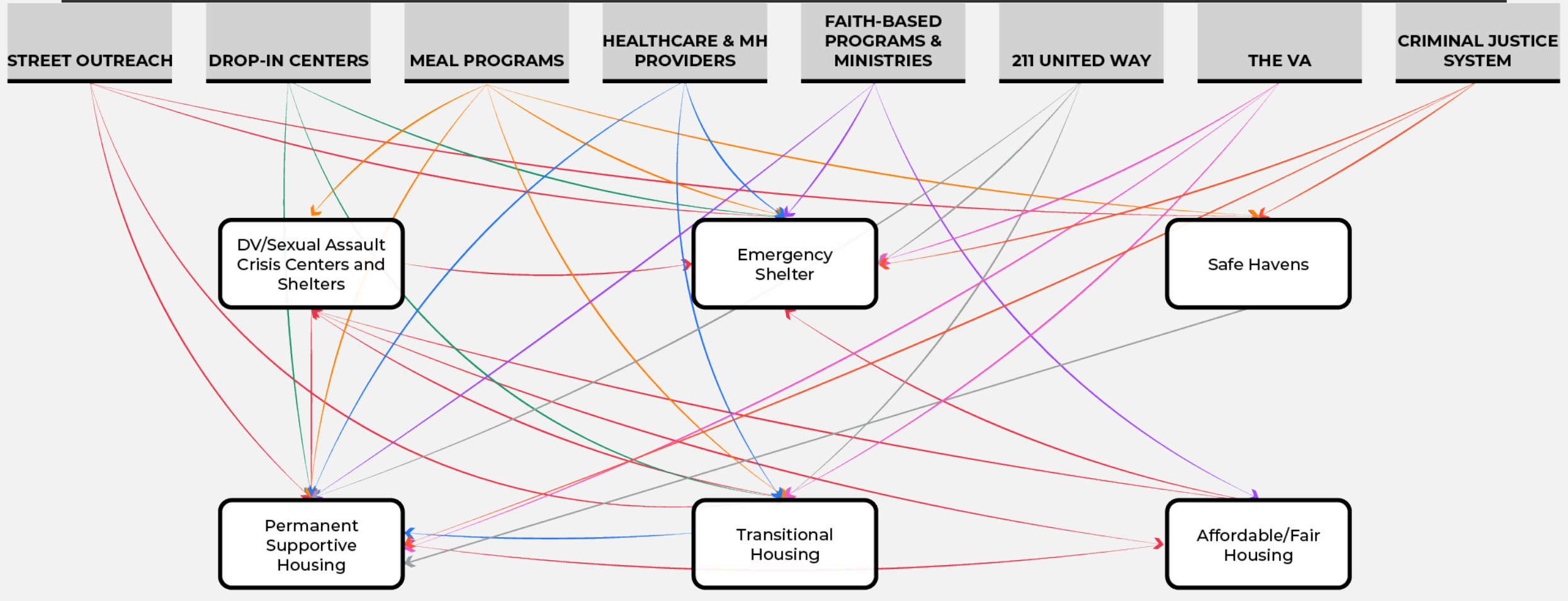


Housing Secretary Robert F. McDonald, U.S. Housing and Urban Development Secretary Thomas E. Perez, Congresswoman Sheila Jackson Lee, and Houston Mayor Sylvester Turner. Photo courtesy of the US Department of Housing and Urban Development

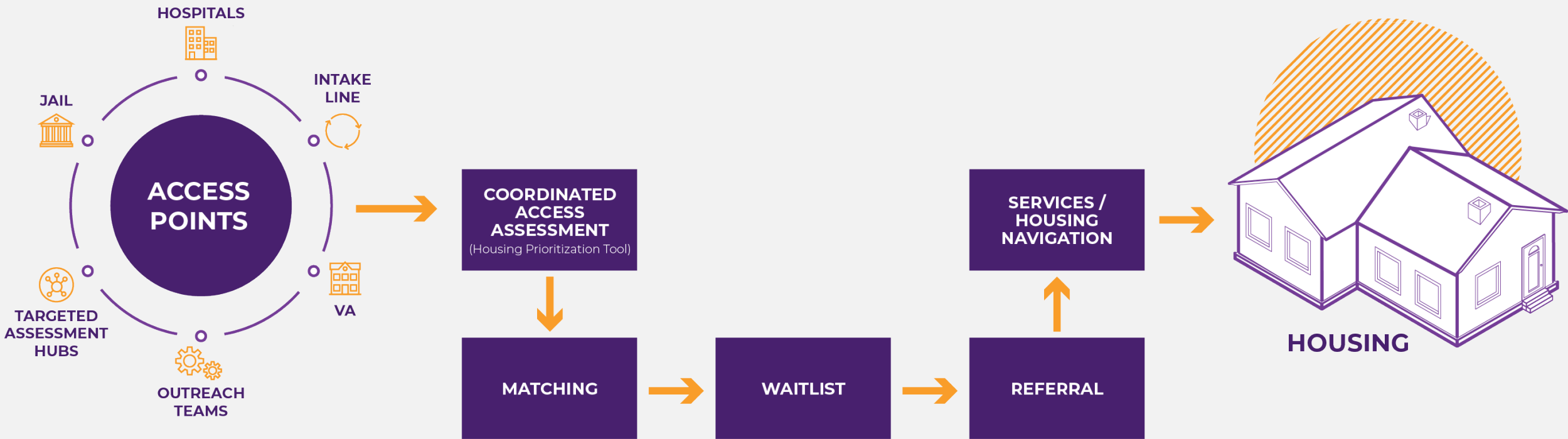
Houston is the largest city in the Nation to Create System to House any Homeless Veteran



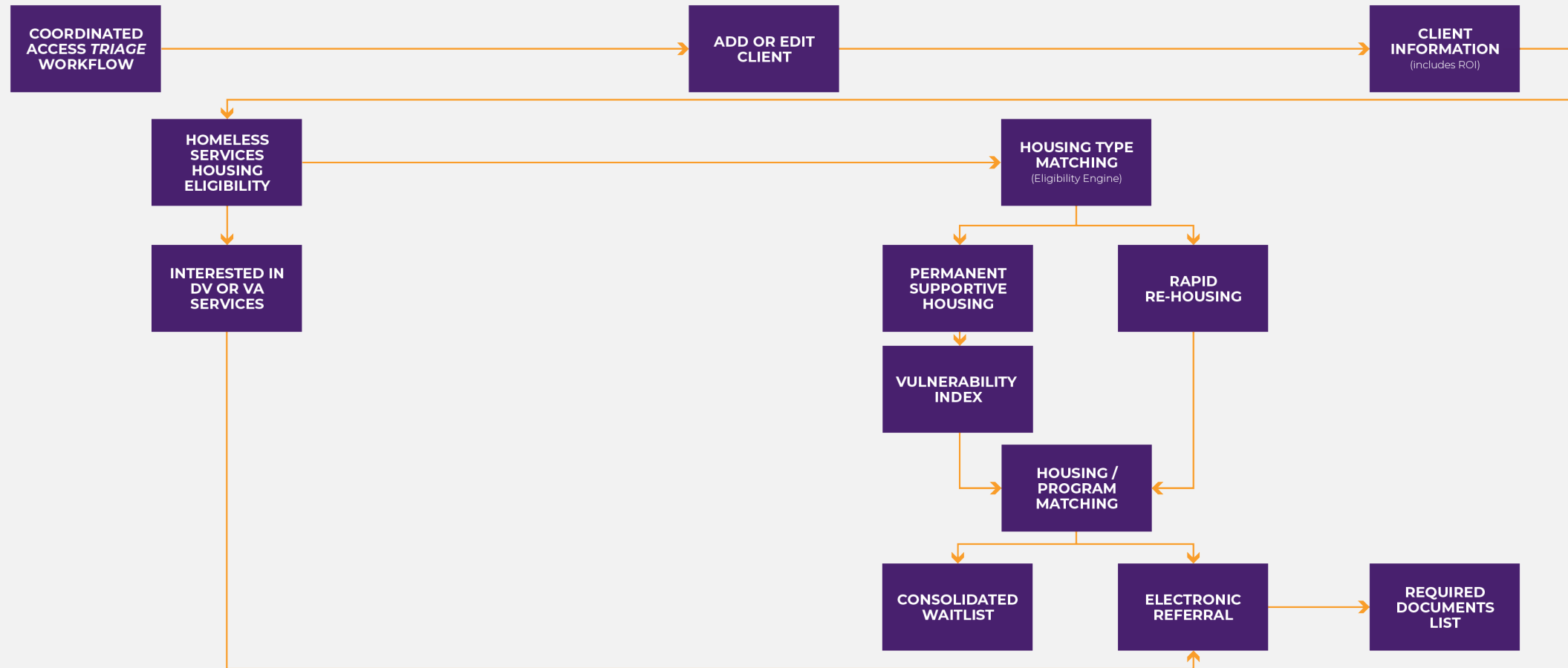
Previous Access to Housing



Current Access to Housing



First CA HMIS Workflow



How Did We Support It?

Access points (AKA Hubs)

- Go to where the people are!!
- Two main ones

CA Assessors

- Existing partner staff paid with federal dollars

CA Navigators

- CoC SSO Grant

Workgroups

- CA
 - To create the tools, questions, assessments, locations, etc.
 - Staffed with partners
- Transition Team
 - Day to day monitoring of the action on the ground, hours, staffing, etc.
- PSH
 - How to create the first by-name list
 - How to create system forms
- RRH
 - How to add families
 - How to manage funding stream requirement

How Did We Build it?

Coordinated Access By-Name List

Status: Active ▼

Client ID:

Last Name:

Date Added:

Veteran Status: -- SELECT -- ▼

Chronically Homeless: -- SELECT -- ▼

Disabling Condition: Yes ▼


HIV+: ☐

Current Enrollment in ES, DS, SO, or DV: ☒

Search

24 results found.

Client ID	Client Name	Age	Adults	Children	Date Added ↑↓	Stay Last Night	Score ↑↓	User Name	Last Service	Chronically Homeless	Comments
*** 899	Peanuts, Snoopy	64	1	0	03/03/2020	Place not meant	36	Ana Rausch	08/21/2023	Yes	Likes cashews; lives in a backyard
*** 6227	Veteran, Stan	64	1	0	10/20/2022	Place not meant	27	Case Manager 2	10/20/2022	No	Document ready
*** 6034	Smith, John	47	2	1	03/06/2020	Place not meant	26	Lindsey Grubbs	03/06/2020	No	
*** 6087	Client, New	44	1	0	09/09/2020	Place not meant	25	Agnes Asigbey	09/29/2023	Yes	
*** 1814	Man, Bat	39	1	0	11/03/2022	Emergency Shelt...	23	Case Manager 1	11/03/2022	No	Lives in a cave
*** 5109	Adams, Cupacake Princess	28	1	1	08/05/2019	Emergency Shelt...	22	Erol Fetahagic	12/21/2022	No	
*** 153	Day, Stormy	71	1	0	09/21/2023	Place not meant	21	Erol Fetahagic	09/21/2023	Yes	
*** 5424	Casper, Michael	39	1	0	12/07/2023	Place not meant	15	Ana Rausch	12/20/2023	Yes	




- Initial Buildout: All under the same roof!
- Workflow Design & Redesign
- Multiple Waitlists or one By-Name List?

Introducing the FY2020 CE Data Elements

- CE Data Standards Rollout
- CE Enrollment Requirement
- CE APR



TX-700: Coalition for the Homeless of Houston/Harris County



Project: Coordinated Access Renewal FY21 Grant: TX0414L6E002106 Type: SSO:Coordinated Entry Report: APR Period: 7/1/2022 - 6/30/2023 Your user level here: Data Entry

Submission Launchpad

You Are Viewing the Submission for 7/1/2022 - 6/30/2023 [VIEW RELATED SUBMISSIONS](#)

Submission Status 9/29/2023  Accepted  [VIEW](#)

Imported Grant Information 7/31/2023 Import complete [VIEW](#)

APR Instructions

To complete an APR follow the Submission Steps below. To start – click on the  ADD link for each submission section and add the information/data required for your APR. Each section will allow you to SAVE information in Sage. You may go back to the page and  EDIT the information you entered at any time prior to your final submission to HUD. The on-screen status report shows you exactly what forms you have completed, what forms are missing information, and at the end what has been submitted to HUD.

Submission Steps	Date Last Information Recorded	Status	Work
Grant Information	7/31/2023	 Complete	VIEW (you can't edit)
Contact Information	9/25/2023	 Completed	VIEW (you can't edit)
CE Information	9/26/2023	 Completed	VIEW (you can't edit)
CSV CE APR Upload	8/4/2023	 Completed: 1 project	VIEW / PRINT VIEW (you can't edit)
Financial Information	9/28/2023	 Completed	VIEW (you can't edit)
Performance Accomplishments	9/25/2023	 Completed	VIEW (you can't edit)
Additional Comments		Optional	(you can't edit)
Sign and Submit	9/29/2023	 Accepted 	VIEW / PRINT COMPLETE APR

How Does It Work?

E-mail

To "Friendly Haven TEST" worker@haven.org CC

Subject Incoming Referral

The message will be sent from [Erol Fetahagic \(efetahagic@homelesshouston.org\)](mailto:efetahagic@homelesshouston.org)

B *I* U Rubik

This email is to inform you that Coordinated Access is referring [Adams, Cupcake Princess](#) (HMIS ID - 5109) to Friendly Haven TEST.

The client provided the contact information listed below:

Home phone - 832-552-1234
Cell phone - 713-300-2222
Email address - yummy@gmail.com

Please log into HMIS, and update the referral outcome.

Thank you,

Erol Fetahagic
efetahagic@homelesshouston.org

Send

- Current CE Users: 230
- People housed through the CE during the last year: 2,340
- Referrals and Events
- Analyzing performance


An aerial photograph of a complex highway interchange in a city, with a purple gradient overlay. The text 'Coordinated Entry Now: Community Distinctions' is written in white, bold, sans-serif font. A thick white vertical bar is positioned to the left of the text.

Coordinated Entry Now: Community Distinctions

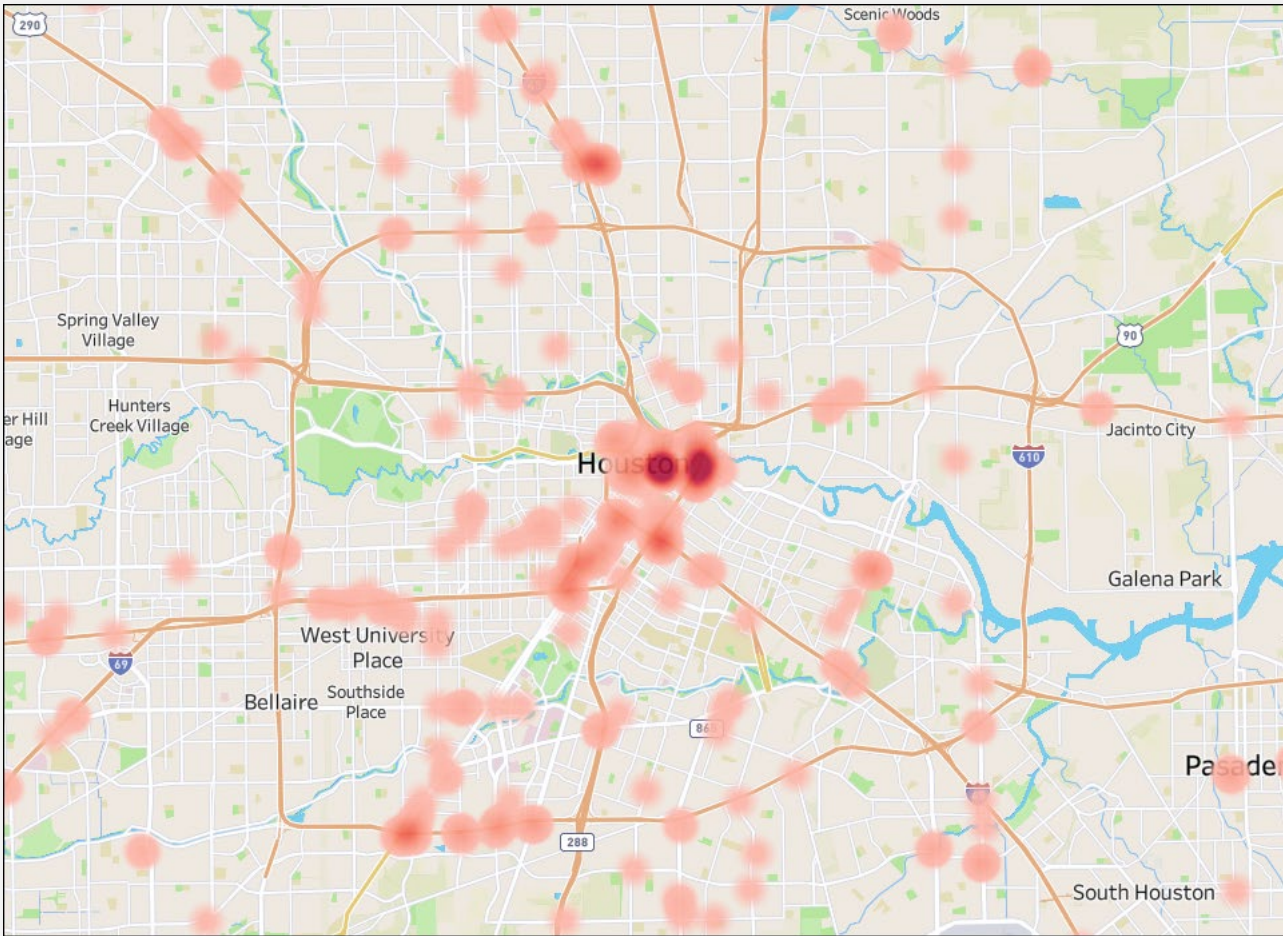
- CFTH is the CoC, CA, and HMIS lead
- Our CAS only facilitates intake for housing prioritization and referral to permanent housing or diversion.

Local Housing Prioritization Assessment Tool

- Our assessment tool asks 16 questions in addition to the HUD required elements
- We use HMIS data to influence prioritization

			
FY2024 Housing Prioritization Tool			
		Answer	Score
1	Where did you sleep last night?	Streets	4
		Shelter	2
2	Have you been homeless in the past?	Yes	2
3	How many times have you been homeless in the past 3 years?	4+	2
4	Frequent service user (calculated)	Yes	2
5	Do you or anyone in your household have a disabling condition?	Yes	4
6	How many times in the past 6 months have you accessed medical services in the ER?	1	1
		2-3	2
		4+	3
7	Do you have a serious physical health diagnosis that requires palliative care, hospice or terminal illness treatment? (Examples: symptomatic AIDS, cancer, tracheotomy, colostomy, open wounds with instructions to keep clean, end-stage renal disease, end-stage liver disease, amyotrophic lateral sclerosis (ALS or Lou Gherig's disease) terminal illness, or in hospice)	Yes	3
8	Have you ever been involuntarily hospitalized for mental health condition?	Yes	2
9	In the past year, have your drugs or alcohol usage had a negative impact on your life?	Yes	2
10	Have you ever been involved in the foster care system?	Yes	2
11	Have you ever been involved in the juvenile justice system?	Yes	2
12	How many times in the past year have you been arrested or been in jail/prison/juvenile detention?	1	1
		2-3	2
		4+	3
13	Are you homeless or do you remain homeless because someone is hurting you?	Yes	2
14	Has someone asked (or forced) you to have sex or sell anything in exchange for something?	Yes	1
15	Is someone threatening to harm you or your family if you don't do what they ask?	Yes	1
16	Do you have income?	No	1
			Max Score: 36

Access and Operations in a large CoC



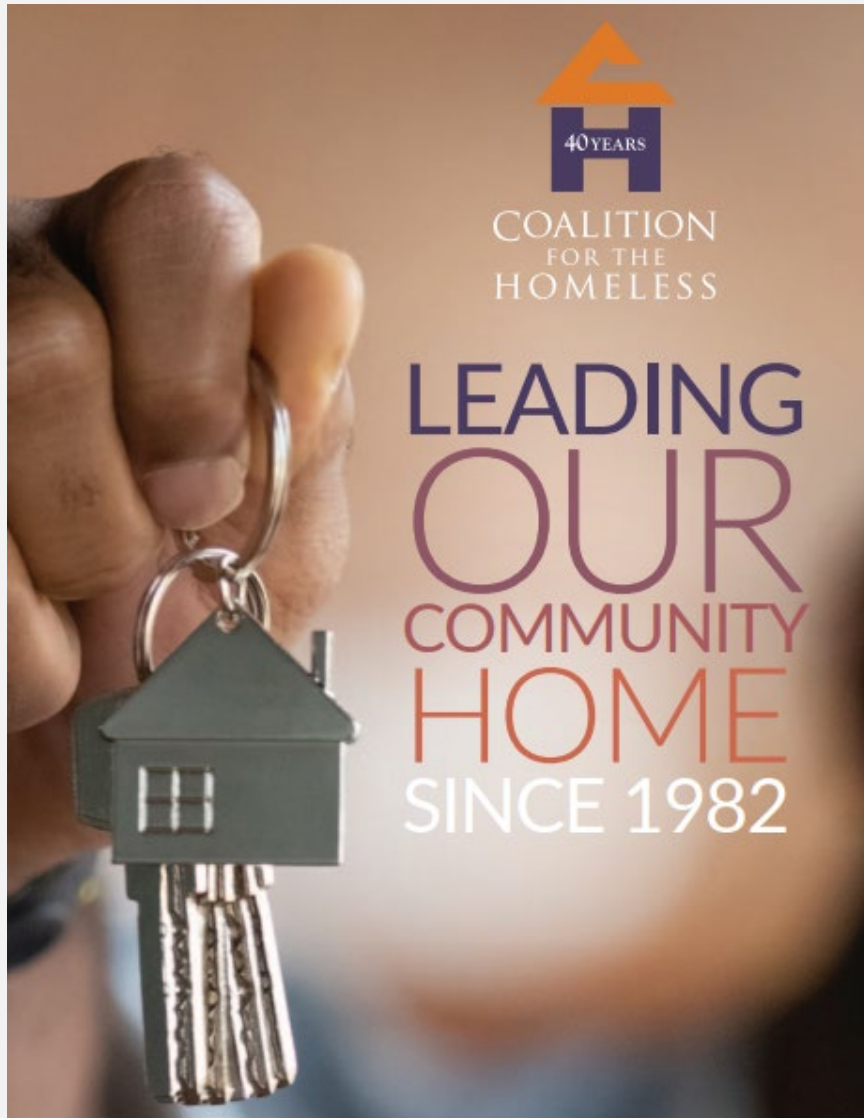
- We offer a multifaceted approach to address access
- Meeting the needs of the unsheltered

What's Next for Coordinated Entry?

- Our Coordinated Access system is continuously evolving to meet the needs of our community.
- We are always assessing and reviewing gaps within our CA system to improve efficiency and effectiveness.
- Over the past year, our CA system has undergone significant revamps, and more improvements are on the horizon.
- Our CA system must adapt and change continually to meet the evolving needs of our system.

Community Engagement

- Community engagement is crucial to the success of our Coordinated Entry system.
- We actively seek the involvement of our community partners in CE workgroups.
- We analyze Point-In-Time (PIT) count data to ensure we have a comprehensive understanding of our system's gaps.



Importance of Consumers

Consumers are at the heart of our Coordinated Entry process

Questions?



The Way Home

