August 8, 2024

Presented by

Coalition for the Homeless
of Houston/Harris County

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Coordinated Assessment in Houston

What's Possible in Ending Homelessness

COALITION FOR THE HOMELESS

ClientConnect

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Introductions

Meet the Team

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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

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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

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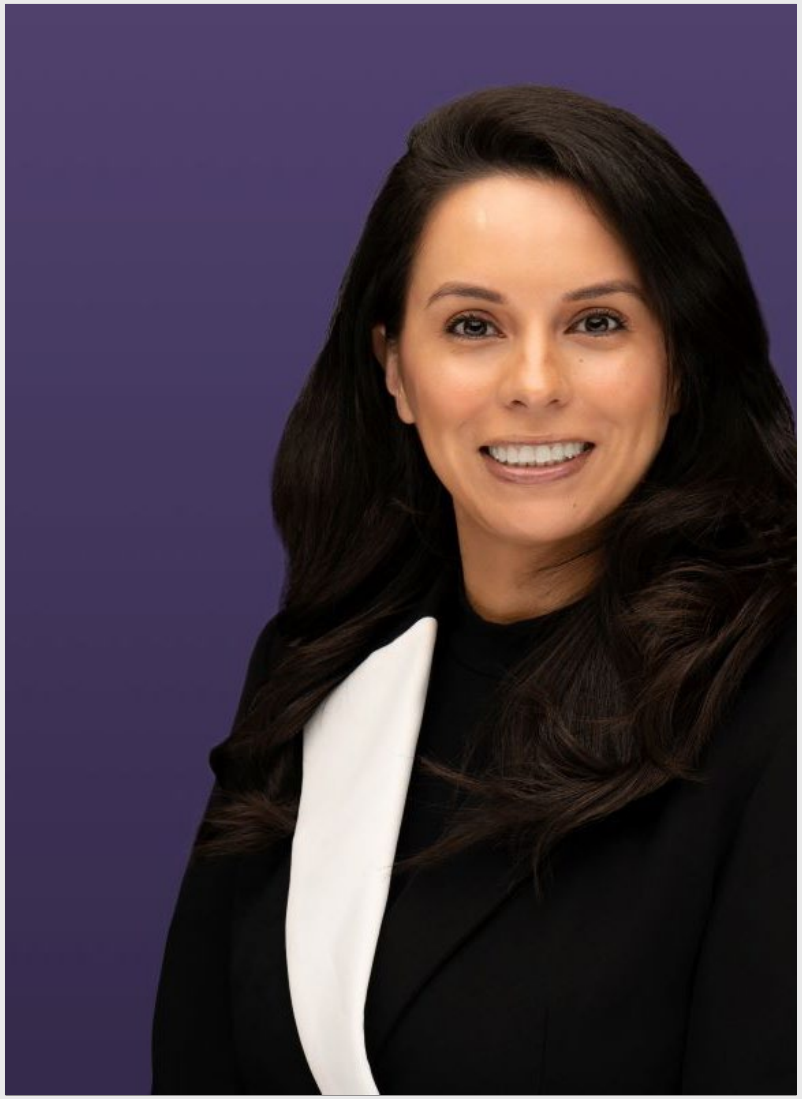

Renee Cavazos

VP of HRS Planning and Implementation

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

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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

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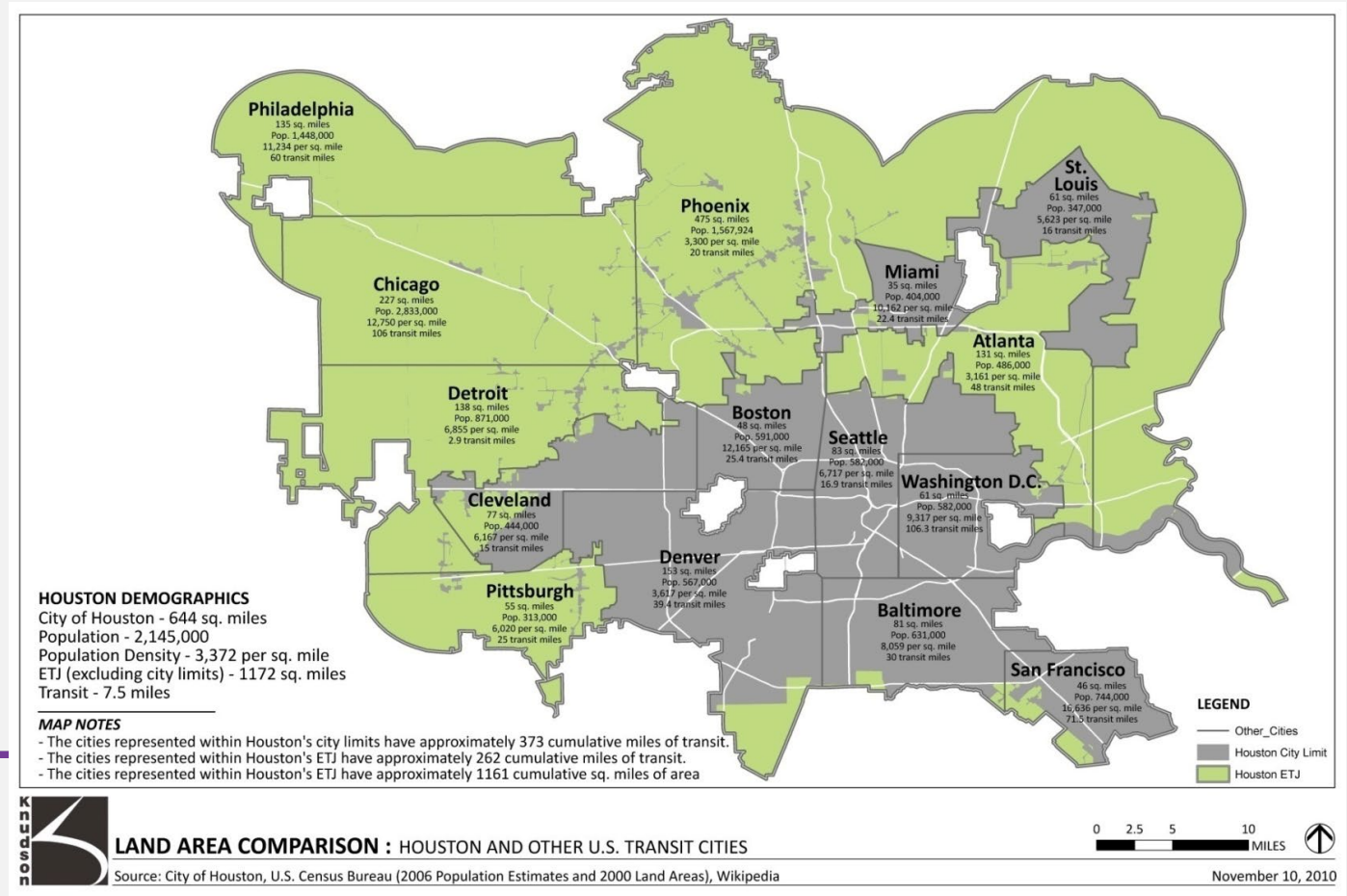
The Big Challenge: Size of Area

Look at what could fit within Houston!



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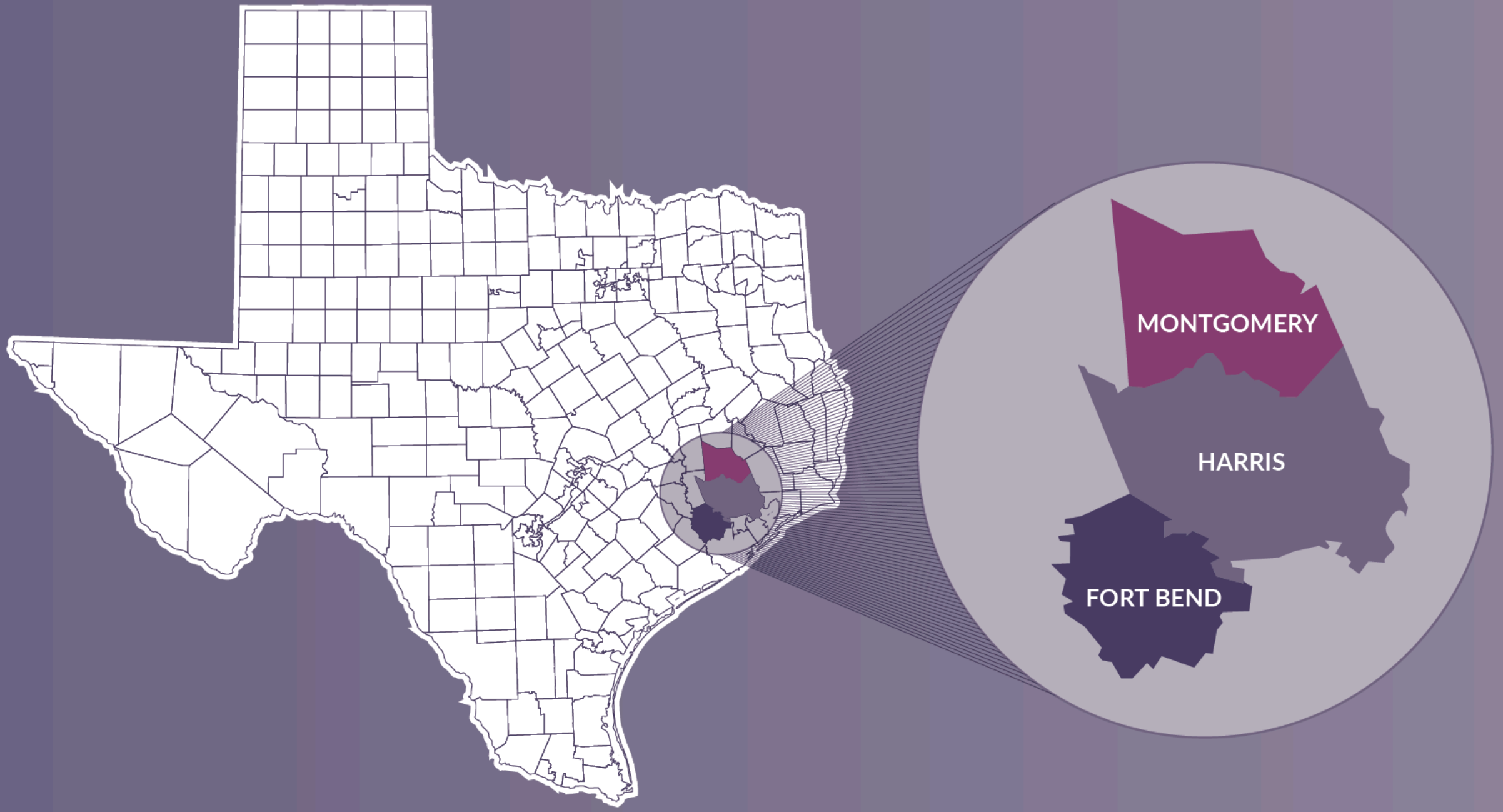
Houston’s Size of Area

Or even …


MONTGOMERY
HARRIS
FORT BEND

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

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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**

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The Way Home

Reality in 2011

- ✓ **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

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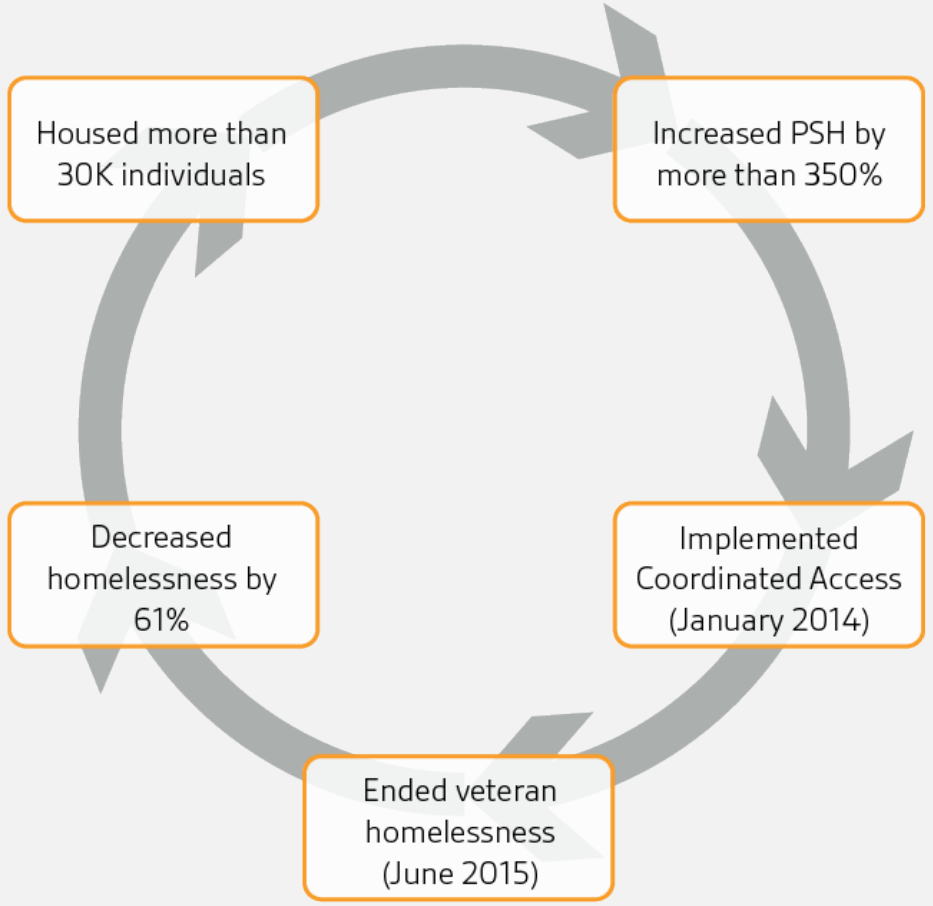
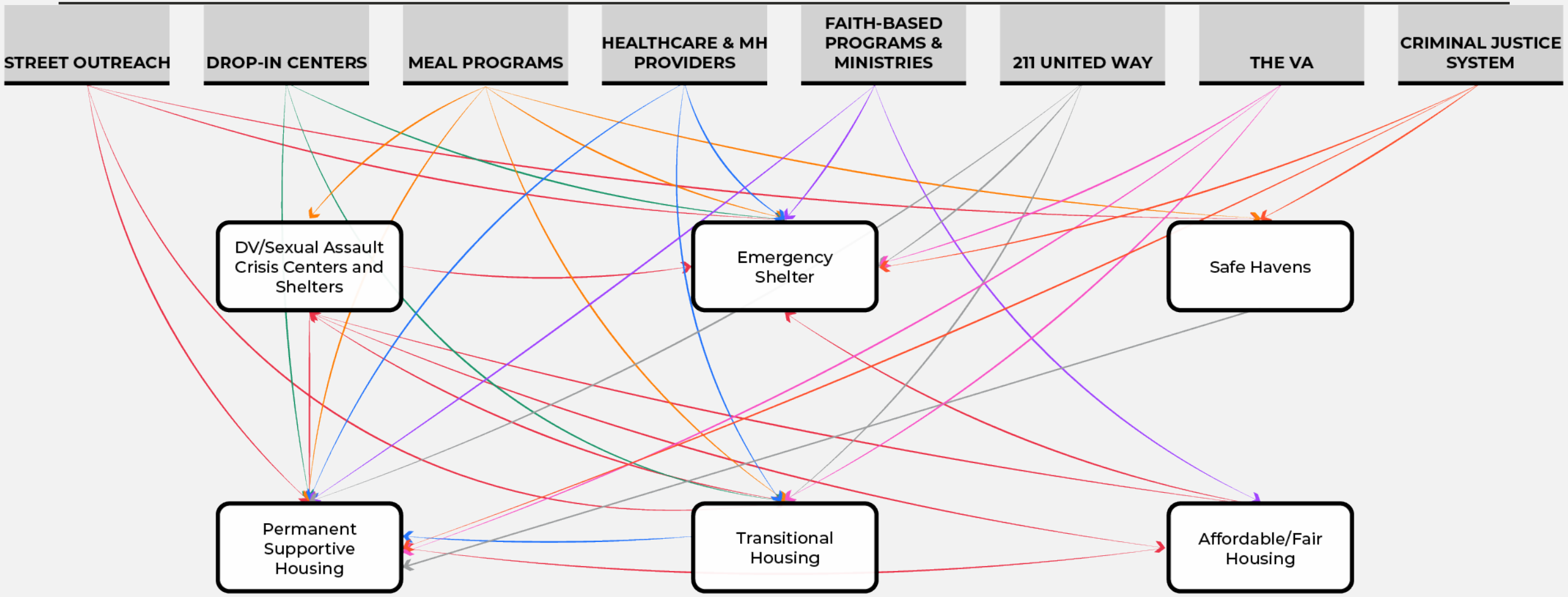
Houston Today



Previous Access to Housing



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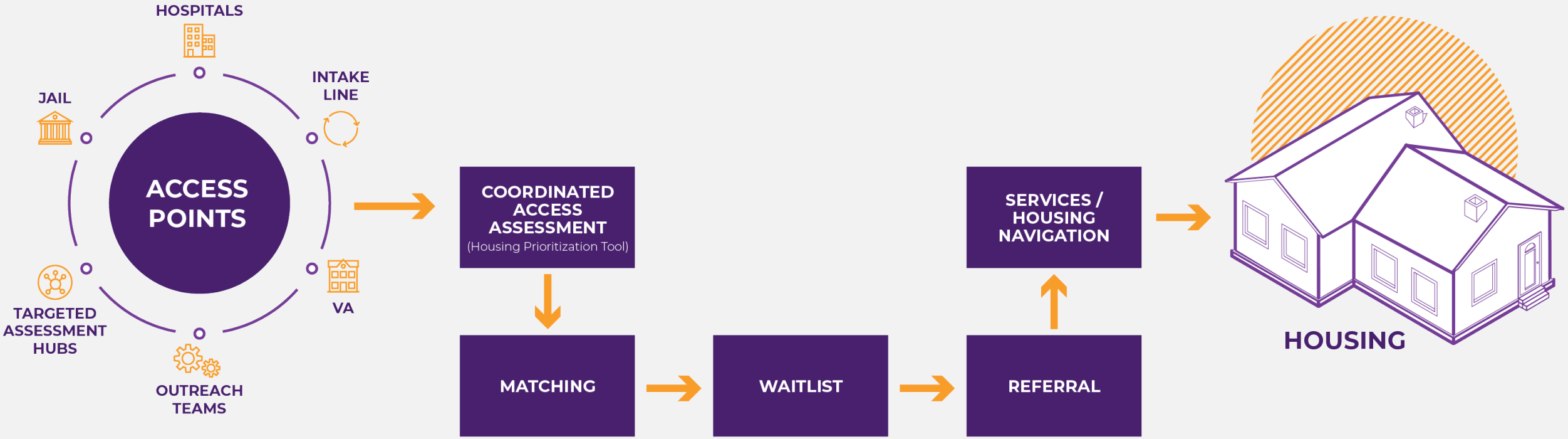
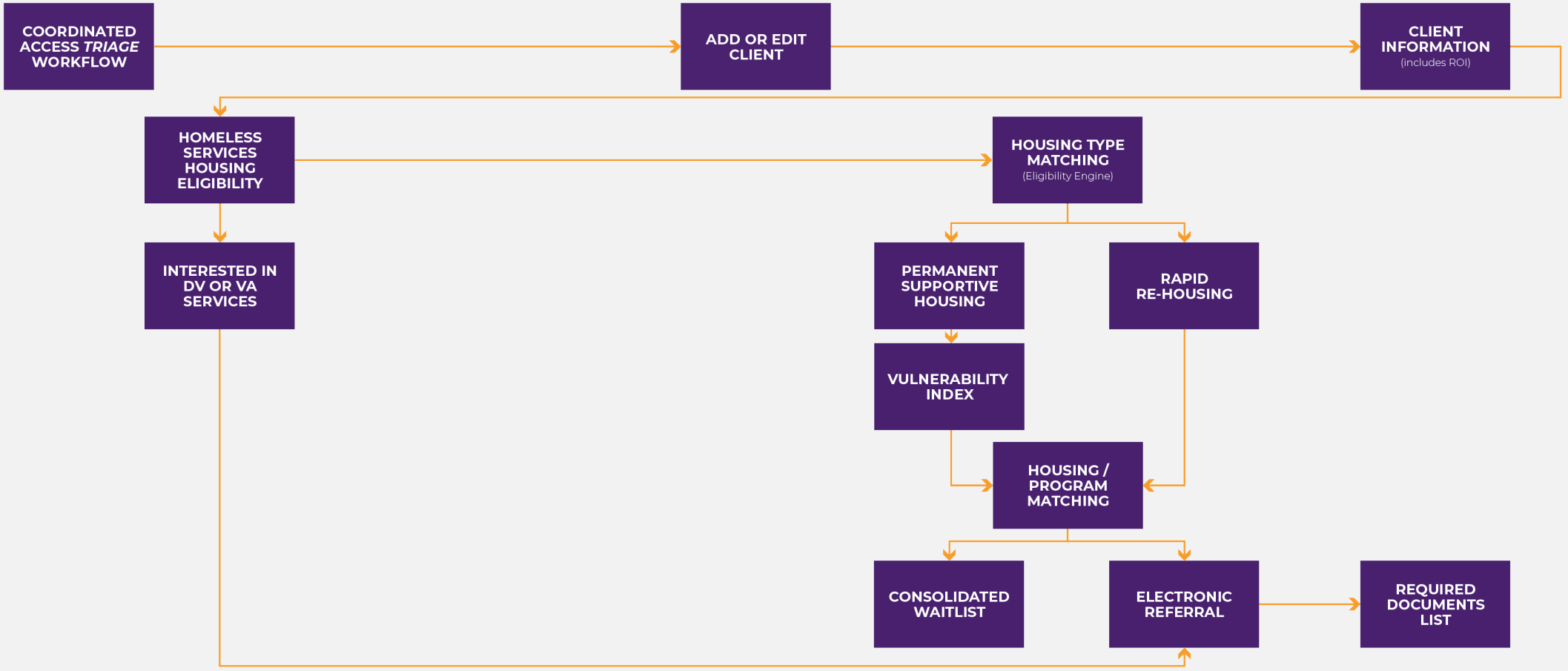
Current Access to Housing



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

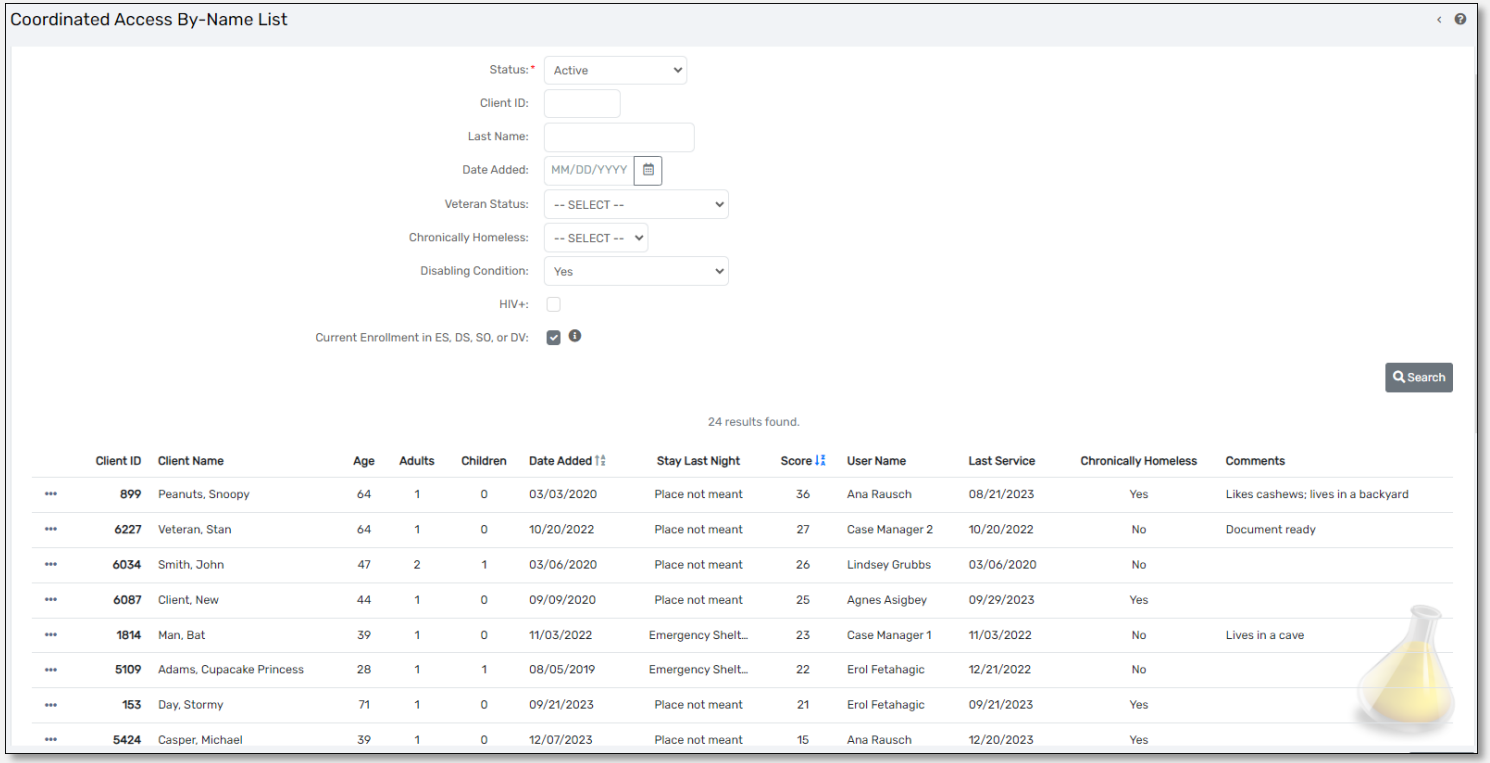
CA Navigators

- 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

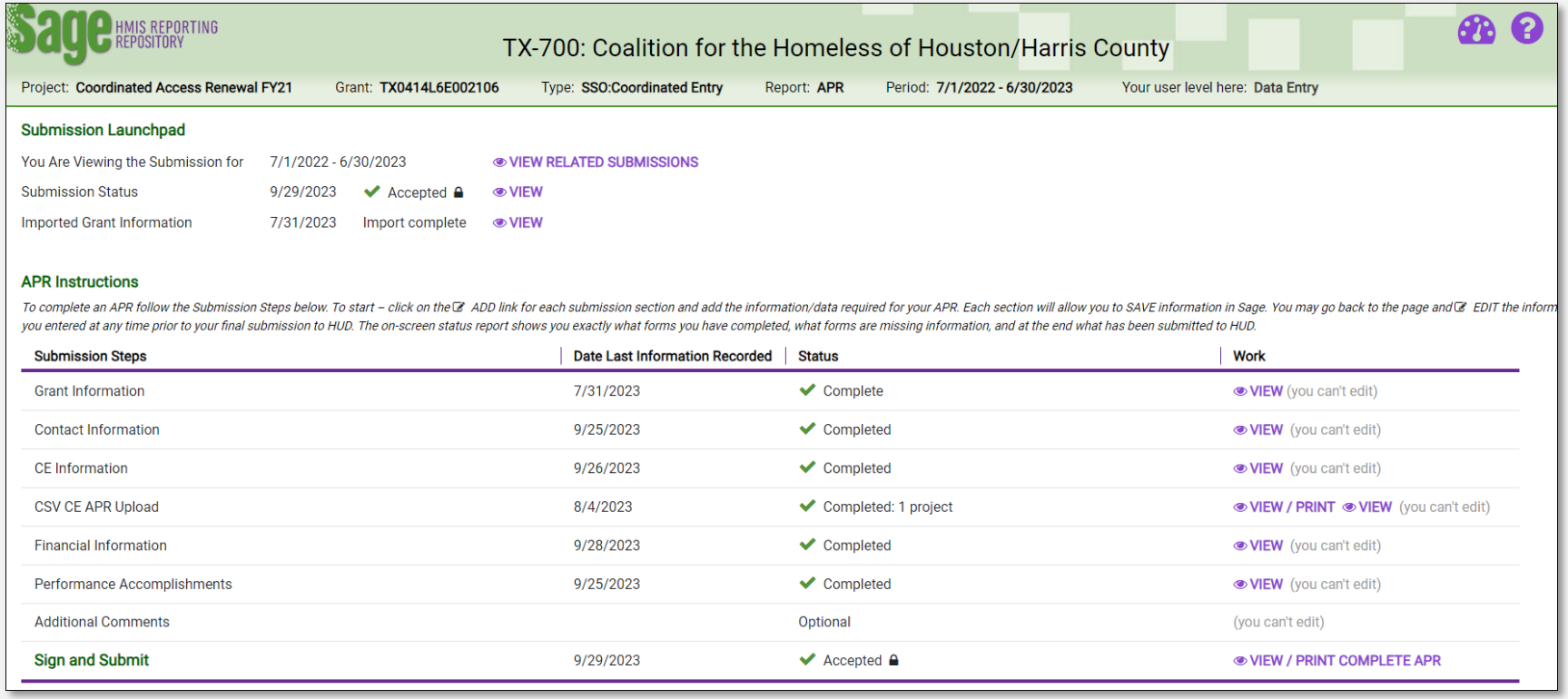
How Did We Build it?



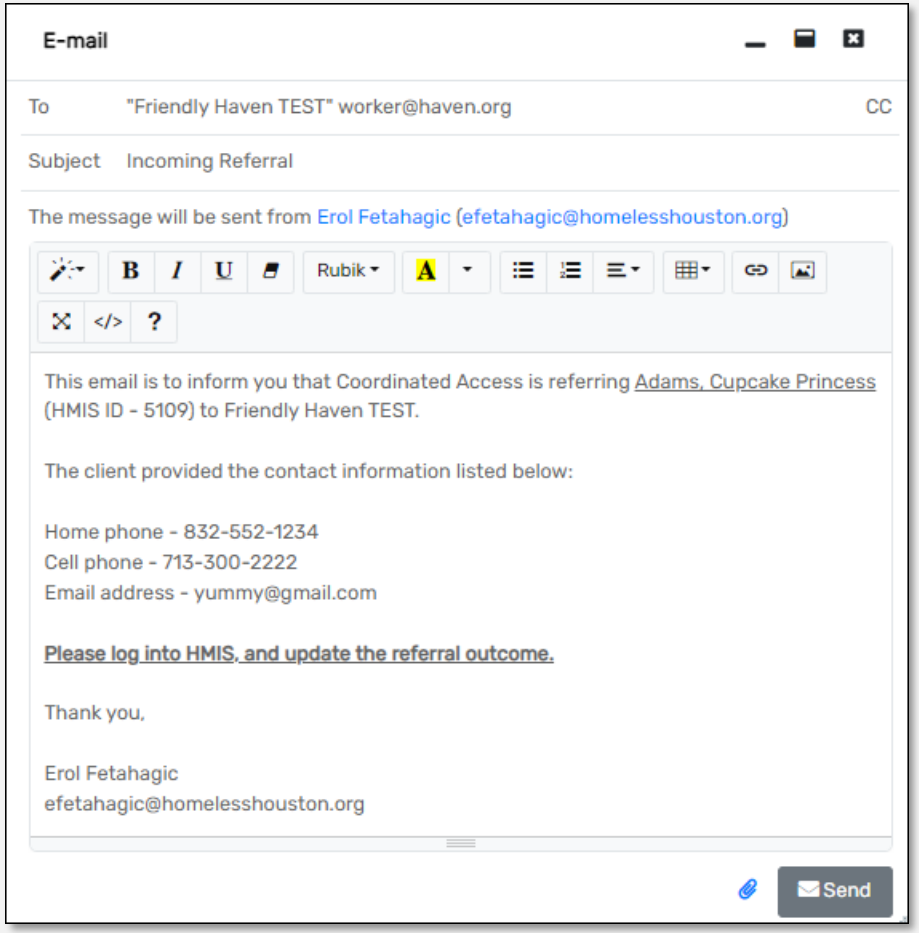
- Initial Buildout: All under the same roof!
- Workflow Design & Redesign
- Multiple Waitlists or one By-Name List?

Introducing the FY2020 CE Data Elements

- CE Data Standards Rollout
- CE Enrollment R equirement
- CE APR



How Does It Work?



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

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

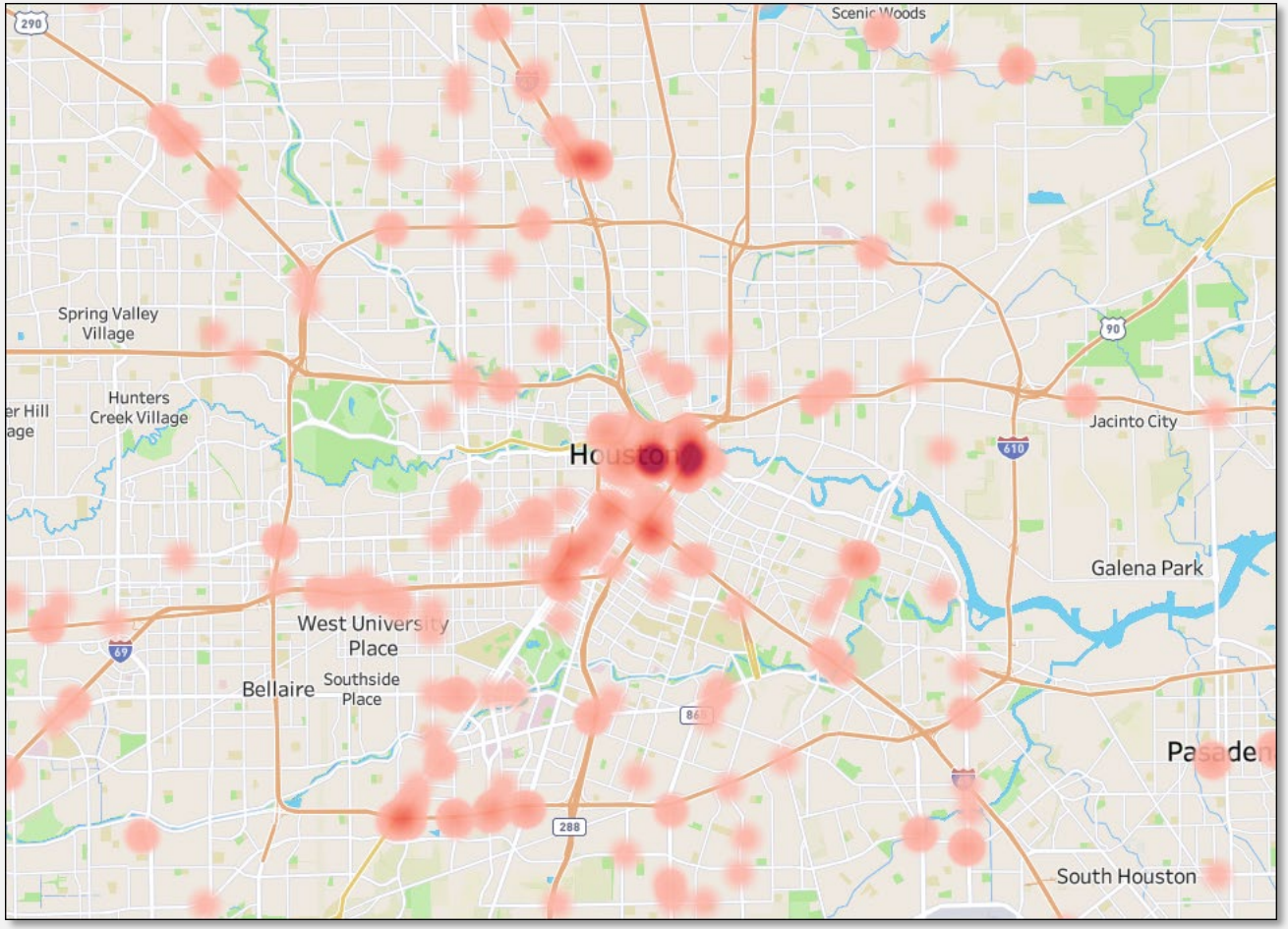
- Our assessment tool asks 16 questions in addition to the HUD required elements
- We use HMIS data to influence prioritization

The Way Home
Coordinated Access

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.

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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.

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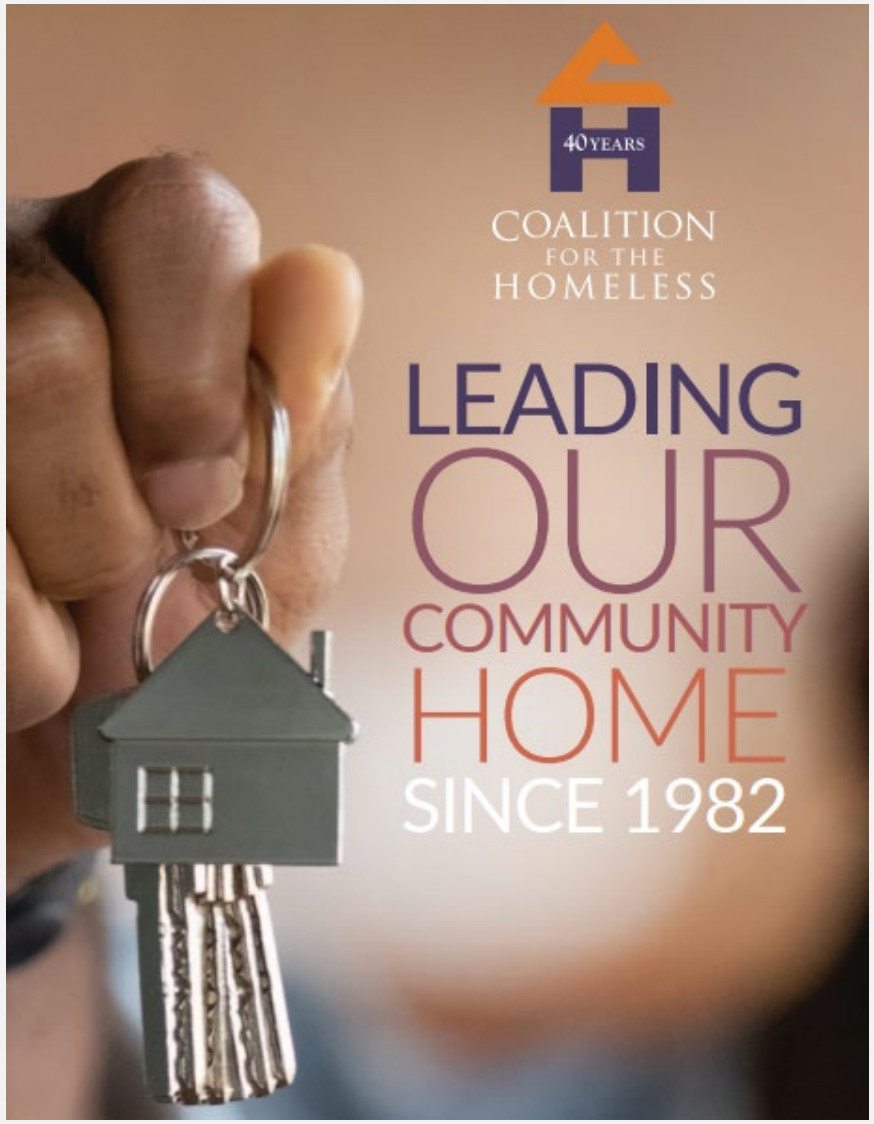

Importance of Consumers

Consumers are at the heart of our Coordinated Entry process

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Questions?

The Way Home

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