Q: For the jail CA access point: are you only assessing folks meeting Cat 1 and 4 Homeless Definition or anyone being discharged?

A: We had a jail diversion supportive housing project that worked with our largest mental health provider. They would train their staff to do assessments in the jails and then call our intakeline to do assessments. It was for people who were homeless prior to going to jail and would be homeless after, and who were working with the MHMRA provider.

Q: How did you get funding into your CES system for your access sites?

A: So, initially, we did not get funding. We repurposed staff from organizations that were funded through ESG and were already doing ESG intake. We went to the funders for the city and the county, and with their permission, we then we went to the actual organizations and asked them to repurpose their staff. Then we just hadthem do assessments for the entire system.

Q: What assessment do you use? And who is your HMIS vendor?

A: We use a locally developed assessment and vulnerability tool. For our HMIS vendor, we use Eccovia's ClientTrack.

Q: Is there functionality around sending the referral notification email to all key contacts for the client such as case managers, assessors, shelter advocate, and client?

A: Yes, you can add as many emails as you want, as well as CC.

Q: Do you all use the built in referral from in ClientTrack to track referral acceptance rates and the length of time from referral to acceptance etc.?

A: We pull queries that show this information so that we can make sure partners are doing what they're supposed to.

Q: **What services are counted in frequent service utilizer? Also, how is that calculated?**

A: A "frequent" client is one who has had 5 service months in the past year and is not currently housed.

Q: **How are housing referrals made for the DV population on the priority list?**

A: In general, they would be handled the same as for anyone else in our continuum of care: The referral is made to the housing provider and then the housing provider works backwards to contact the client. There are of course limits here to protect the identity of the clients. We do have emergency contact information listed—it could be friends or family, their domestic violence case manager, etc.—but the referrals are done the exact same way.

With the DV system, communication is basically one-way. We can refer to the DV shelters, but they cannot refer back because they can't reveal client identities. We do have a few ways to refer clients—there is the local main DV shelter phone number, which can be provided to the client, or the assessor can make that call on their behalf. The issue is mostly just getting the information back from the DV shelters, due to data security and privacy concerns.

Q: **How did you manage to increase your housing supply by so much so quickly within that 10-year period?**

A: For instance, we went through a process of removing or eliminating the CoC fund for transitional housing programs and reallocated those dollars to permanent supportive housing, which enabled us to create new housing slots. We also have homeless preferences in place with both of our housing authorities. We looked at our CoC-funded PSH projects—for example, if you had a PSH project or if you were serving 50 people and you were paying rent for 50 people and providing services for them, we enabled that project to enter into a grant amendment moving the rental assistance to supportive services so that they could serve 100 people, and then we got housing choice vouchers or section 8 vouchers to pay the subsidy. That was one way we were able to increase our PSH slots. And then with our 5-year strategic plan, there was some local home and disaster dollars that were used for rehab, for some existing properties. We have a large SRO provider thatwe partner with, and with them, we put project-based vouchers for individuals experiencing homelessness at those properties, and then we paired those with new permanent supportive housing programs.

We also work to bolster our narrative on the Notice of Funding Opportunity (NOFO), working on a system-wide level to improve our scoring so we added coordinated entry to our scoring, just things that made us so that we could score high on the NOFO which enabled us to get more CoC bonus projects, so we don't get any support (Houston is a revenue cap city), so we don't receive local dollars for homelessness. The bulk of our resources if through the CoC, so that is why we focus so heavily on improving our CoC process.