Welcome
SD Housing for the Homeless Consortium Quarterly Meeting
AmeriCInn Chamberlin, SD

December 6, 2017
Agenda

- Introduction of attendees
- PIT/HIC information and training
- Lunch
- CES progress update discussion
- 2018 Legislative Day planning
- Town hall
Housing Inventory Count (HIC)

- Purpose
- Requirements
- Methodology
- Organization
- Training
HIC Purpose

- Point-In-Time count of projects that provide beds and units dedicated to serving persons whom are homeless
- Provide accurate information on shelter and housing capacity on the night of the count
- Organize capacity/inventory according to program type
- CoC required to submit HIC data to HUD via HDX website
- Information helps to identify needs and gaps
HIC Requirements

- Organization Identifiers - name of organization providing homeless services
- Project Identifiers - project name for each distinct project
- Status - whether the project is remains active or should be closed
- Project type - (emergency shelter, transitional housing, etc.)
- Accurate listing of beds, units, and population served, HMIS and non-HMIS beds
HIC Methodology

- Review past HIC for accuracy
- Obtain information on all known homelessness housing services providers within the state.
- Update HIC list with contact information for each project
- Contact each project and provide HIC form for completion
- Provide guidance to projects to accurately complete forms
- Obtain completed HIC forms from each project
- Review forms for accuracy
- Enter HIC data into HDX
- Work to ensure HIC and PIT forms match
HIC Organization of Efforts

- State organized by 4 CES regions, 2 cities, VA
- CAP agency reps, Rapid City and Sioux Falls area regional leads, and VA are in leadership positions and obtain forms for their area
- DV HIC reports will pass directly to SDHDA
- HIC information checked for accuracy and data entered into HDX
<table>
<thead>
<tr>
<th>Agency Name:</th>
<th>Agency Code: ______________</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is your Project:</td>
<td>[ ] Site-Based – Single Site  [ ] Site-Based - Clustered/Multiple Sites  [ ] Tenant-Based</td>
</tr>
<tr>
<td>Project Site Address:</td>
<td>(If multiple sites enter the address where most beds/units are located)</td>
</tr>
<tr>
<td>Contact Name:</td>
<td></td>
</tr>
<tr>
<td>Phone Number:</td>
<td></td>
</tr>
<tr>
<td>E-mail Address:</td>
<td></td>
</tr>
<tr>
<td>Counties Served:</td>
<td></td>
</tr>
<tr>
<td>Is your project HUD McKinney Vento Funded?</td>
<td>Other Federal Funding Sources?</td>
</tr>
<tr>
<td>[ ] Yes  [ ] No  [ ] Yes  [ ] No</td>
<td></td>
</tr>
<tr>
<td>If Yes, what is the Funding Source</td>
<td>(ex: ESG-Emergency Shelter/ESG-Homeless Prevention/CoC- PSH/CoC-RRH/RHY/HOPWA/VA-GPD/VA-SSVF/etc.)</td>
</tr>
</tbody>
</table>

**Target Population A**
This is the target populations served by your project. If your project intends to serve a specific populations and/or if at least three-fourths (75%) of the clients served by the project fit the project group descriptor. If your project serves more than one population please mark “none of the above”.

- [ ] SM – Single Males 18 years old and over
- [ ] CO – Couples only – No children
- [ ] HC – Households with Children
- [ ] SF – Single Females 18 years old and over
- [ ] SMF – Single Males and Females 18 years old and over
- [ ] SMHC – Single Males 18 years old and over and Households with Children
- [ ] SFHC – Single Females 18 years old and over and Households with Children
- [ ] SMF+HC – Single Males and Females 18 years old and over plus Households with Children
- [ ] YM – Unaccompanied Males under 18 years old
- [ ] TF – Unaccompanied Females under 18 years old
- [ ] YMF – Unaccompanied Males and Females under 18 years old
- [ ] None of the above

**Target Population B**
Mark if the majority of the people (75%) you serve fall under one of these specific sub-populations. If your project service more than just one, please mark “none of the above”.

- [ ] Domestic Violence
- [ ] HIV/AIDS
- [ ] None of the above
Emergency Shelter Programs - Current Inventory
(Beds and Units available for occupancy on or before January 23, 2018)
If you have Emergency Shelter beds that are new or under development, complete page 5 and/or 6

Your Agency Is:
- Emergency Shelter (Staying less than 6 months)
- Hotel/Motel Vouchers (Include only vouchers paid for by charitable organizations – if paid by individual, do NOT include)
- Emergency Shelter for Homeless Youth Only
- HHS-funded Runaway and Homeless Youth Basic Center Programs (HHS-RHY)
- Seasonal Emergency Shelter (only available when it is cold outside)
- VA-Funded Emergency Shelter for Homeless Veterans (HCHV/EH and HCHV/RT)

Are These Beds:
- Facility Based Beds
- Voucher Beds
- Other Beds

Facility Based: Beds (including cots or mats) located in a residential homeless assistance facility dedicated for use by persons who are homeless.
Voucher Beds: Beds located in a hotel or motel and made available by the homeless assistance project through vouchers or other forms of payment.
Other Beds: Beds located in a church or other facility not dedicated for use by persons who are homeless.

With Children - (Beds and units intended for households with (at least) one adult and one child)
Total Beds: ________
Total HMIS Beds: ________
Total Units (Bedrooms): __________

Without Children - (Beds and units that are intended for households with adults only)
Total Beds: ________
Total HMIS Beds: ________
Total Units (Bedrooms): __________

Veteran Beds – (Beds that are dedicated to house homeless veterans and their families ONLY)
Total Beds: ________
Total HMIS Beds: ________
Total Units (Bedrooms): __________

Homeless Youth Beds: (do not include ward of state or foster care beds)
TOTAL BEDS FOR YOUTH under 18 ONLY
Total Beds: ________
Total HMIS Beds: ________
Total Units (Bedrooms): __________

TOTAL BEDS FOR YOUTH 18 to 24 ONLY
Total Beds: ________
Total HMIS Beds: ________
Total Units (Bedrooms): __________

Overflow Beds – (Identify only the total number of overflow beds on the night of the count) __________

Seasonal Beds – (Identify only the total number of seasonal beds available on the night of the count): ________
If you have seasonal beds, what are the start date and end date when they are available:
Start Date: __________
End Date: __________

How many people were in the above beds on the night of the count? __________
(For everyone listed, you must have a completed homeless survey)
Point-In-Time Count (PIT)

- Importance
- Requirements
- Methodology
- Organization
- Training
PIT Count Importance

- Critical source of annual data on homeless
- Number and characteristics of people whom are homeless is obtained
- Data is used to measure homelessness on local and national level
- PIT count helps policy makers and communities
  - Measure progress
  - Identify strengths in services
  - Identify gaps
  - Increase public awareness
  - Enhance system planning and program development
PIT Count Requirements

- CoC required to complete a count of homeless persons within the geographic area of the CoC at least biennially
- PIT counts are required to be completed to receive maximum points allowed in the CoC program competition each year
- PIT and HIC sheltered count of persons must be equal
- Sheltered and unsheltered people are counted in PIT
- Folks in emergency shelters and transitional housing are counted as homeless sheltered
- People sleeping in public places and spaces not meant for human habitation like cars are unsheltered
Methodology/Organization

- The state organized by 4 CES regions, 2 cities, VA
- Rapid City and Sioux Falls are also organized within the regions
- VA is helping to cover tribal areas within regions
- CAP agencies, city leads, and VA communication and planning is key
- The PIT committee has been meeting bi-monthly to organize efforts
- SIMTECH Solutions has been contracted to provide mobile app, and command center for PIT count
- The goal is to have paper PIT surveys be the exception and the electronic surveys to be the rule
PIT Count Training

• Simtech Solutions, Mobile App-Counting us
  • Test count name, SD2018Test
  • Setup key: SDTest

• 2018 SD PIT count name, SD2018
  • Setup key: SD2018

• http://pointintime.info/support/simtech-resources/
• http://pointintime.info/countingus-mobile-app/
• https://counting.us/
Counting Us

The **Counting Us** app was developed by Simtech Solutions to help automate the data collection requirements of the annual homeless census to meet the Federal requirements and address local policy needs. Download the app from either Google Play or the App Store, register an account, and use the project key of "DEMO" to get started.

Key features of the Counting Us app include:

- Works on all major devices and operating systems & can also be run from a web browser:
Counting Us
Because Everyone Counts

Choose Count
Or select from existing counts:

SD 2017 Test
SD 2018
SD2018Test
South Dakota 2017
Counting Us
Because Everyone Counts

Get Started!

Change Count
<table>
<thead>
<tr>
<th>Question</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Where are you sleeping on the night of the count?</td>
<td></td>
</tr>
<tr>
<td>What is your first name?</td>
<td></td>
</tr>
<tr>
<td>What is your last name?</td>
<td></td>
</tr>
<tr>
<td>What are your initials?</td>
<td></td>
</tr>
<tr>
<td>What is your date of birth?</td>
<td></td>
</tr>
<tr>
<td>What is your age?</td>
<td></td>
</tr>
<tr>
<td>If still hesitant, estimate their age range</td>
<td></td>
</tr>
<tr>
<td>What is your gender?</td>
<td></td>
</tr>
<tr>
<td>Are you Hispanic/Latino?</td>
<td></td>
</tr>
</tbody>
</table>
Do you have a physical disability?

Is this a long-term disability that impairs your ability to hold a job or live independently?

Do you have a developmental disability?

Do you have AIDS or an HIV related illness?

Do you receive disability benefits?

Are you a veteran?

Are you currently experiencing homelessness because you are fleeing domestic violence, dating violence, sexual assault or stalking?

Notes

Submit Survey

Save Draft
SDHHC Quarterly Meeting
Lunch Break
Coordinated Entry System (CES)

- Information & core elements
- Progress
- Implementation strategy
- Change management
CES Information & Core Elements

- **HUD Exchange**
  - Information, guidance, support, answers, resources for homelessness/CES
  - [https://www.hudexchange.info/](https://www.hudexchange.info/)
  - It is recommended that everyone involved in SDHHC have an account in HUD Exchange and register for email updates

- **Coordinated Entry Core Elements include**
  - Access, Assessment, Prioritization, Referral
  - [https://www.hudexchange.info/resource/5340/coordinated-entry-core-elements](https://www.hudexchange.info/resource/5340/coordinated-entry-core-elements)
CES Implementation Progress

- SDHHC continues services with CSH for consultation on implementation
- CSH provided: SD Design Lab, SD Phase I Implementation Work Plan
- HUD resources and other CoC input and experience accessed
- Access to working documents found on http://www.housingforthehomeless.org/services/coordinated-entry-system.html
- Work groups (5) have been meeting to address goals based on CES timeline
  - CES
  - HMIS
  - Veteran
  - Marketing/Pipeline/Landlord/Membership/Budget & Finance
  - CoC Grantee
<table>
<thead>
<tr>
<th>CES Implementation Task</th>
<th>Due Date</th>
<th>Completed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Develop Implementation Structure</td>
<td>10/05/17</td>
<td>10/05/17</td>
</tr>
<tr>
<td>Create initial CES Budget</td>
<td>10/05/17</td>
<td>10/05/17</td>
</tr>
<tr>
<td>HMIS initial Eccovia CES conversations</td>
<td>10/10/17</td>
<td>10/10/17</td>
</tr>
<tr>
<td>CSH conference call review current CES implementation structure</td>
<td>10/11/17</td>
<td>10/11/17</td>
</tr>
<tr>
<td>1st Meetings of Established Work Groups (5)</td>
<td>10/20/17</td>
<td>10/19/17</td>
</tr>
<tr>
<td>CES Regional Leads (4) Identified/Accepted</td>
<td>10/20/17</td>
<td>10/17/17</td>
</tr>
<tr>
<td>CES Manual P&amp;P Process; Begins</td>
<td>10/18/17</td>
<td>10/18/17</td>
</tr>
<tr>
<td>Oct. SDHHHC Quarterly Meeting-Review Implementation/ initial work groups/timelines/action steps</td>
<td>10/25/17</td>
<td>10/25/2017</td>
</tr>
<tr>
<td>CES Regional Plans Created/Initial Access Points finalized</td>
<td>11/09/17</td>
<td>11/09/17</td>
</tr>
<tr>
<td>CES Self-Assessment tool use begins use</td>
<td>11/01/17</td>
<td>11/01/17</td>
</tr>
<tr>
<td>Dec. SDHHHC Quarterly Meeting</td>
<td>12/06/17</td>
<td>12/06/17</td>
</tr>
<tr>
<td>SD CES Manuel 1st Draft P&amp;P, SOP</td>
<td>12/01/18</td>
<td>12/01/17</td>
</tr>
<tr>
<td>HMIS Build-Out Complete Phase 1</td>
<td>12/21/18</td>
<td></td>
</tr>
<tr>
<td>HMIS Build-Out Complete Phase 2</td>
<td>01/16/18</td>
<td></td>
</tr>
<tr>
<td>CES Manual P&amp;P Completed</td>
<td>12/21/17</td>
<td></td>
</tr>
<tr>
<td>Functioning Wait list (BNL) Operational</td>
<td>12/21/17</td>
<td></td>
</tr>
<tr>
<td>CES Physical Access Points Running in 4 Regions</td>
<td>01/09/18</td>
<td></td>
</tr>
<tr>
<td>211 Helpline Call Center Access open</td>
<td>01/16/18</td>
<td></td>
</tr>
<tr>
<td>CES Implementation HUD Due Date</td>
<td>01/23/18</td>
<td></td>
</tr>
</tbody>
</table>
CES Core Element: ACCESS

- The engagement point for persons experiencing housing crisis
- The point at which people enter CES

- CES access plan incorporates Access Hubs
  - Access Hubs are physical locations and a call in center
    - Physical locations are planned in the 4 CES regions
    - Call in center is available statewide
  - Folks entering CES follow a standardized work flow
CES Core Element: Assessment

- Folks that have accessed CES are assessed
- Assessments are completed during the work flow process
- Included in assessments are universal data elements, determination of literal homelessness, various deferral options, chronic assessment, VI-SPDAT, and additional eligibility screening questions
CES Core Element: Prioritization

- During assessment processes, needs and level of vulnerability are documented for purposes of determining prioritization.
- Prioritization helps to manage inventory and services and ensures that those with the greatest need and vulnerability receive the supports they need to resolve housing crisis.
- As clients flow through the standardized intake and assessment processes, the work flow and data entered serves to prioritize people for housing options appropriate to their needs and qualifications.
- Prioritization results in placement in housing waiting list.
CES Core Element: Referral

- Referral is the result of CES
- Persons are referred to housing and services in accordance with the documented prioritization guidelines in CES Policy and Procedures Manual.
- The referral system involves persons being placed on housing waiting list
- Housing offers occur via the case conferencing model on regional and state level and are overseen by CES Program Manager
Provider Receives Email Notification of Referral

Find Client in HMIS

In Case Management, Open Referrals

Select CES Housing Referral

Select Referral Outcome

Acknowledge receipt of referral and time stamp

Attempt to Connect to Client

Document
Appointment on Referral Outcome

Client Does Not Show

Close Referral w/ a "No Show" Denial

Client Attends

Close Referral w/ a "Unable to Contact" Denial

No Contact Made

Appointment Scheduled

Client Denied

Close Referral w/ a "Deny"

Insert a Drop Down Box of Allowable Reasons for Denial

Client Accepted

Close Referral w/ a "Accept"

Complete Program Enrollment
SOUTH DAKOTA HOUSING FOR THE HOMELESS CONSORTIUM
COORDINATED ENTRY SYSTEM
POLICY AND PROCEDURE MANUAL
Table of Contents

I. Purpose
II. Definitions and General Policies
III. Roles and Expectations
IV. Specific Policies & Procedures
   1. Access
   2. Assessment
   3. Referral
   4. Case Conferencing
V. Fair Housing, Regulatory, and Statutory Requirements
VI. Prioritization and Eligibility
VII. Evaluation and Updating Manuel
VIII. Appendices
CES Implementation Progress

- HMIS work flow and policy manual submitted to Eccovia for build out cost estimate for HMIS build out
- Policy and Procedure Manual is being updated with additions and changes
  - Included in policy and procedures be further explanation of rolls and expectations for Access Hubs, Regional Leaders, and CES Program Manager
- CES Program Manager position planned to be filled January 1, 2018
- CES documents, resources and information to be posted to SDHHHC website
CES: Change Management

- Change management
  - Collective term for preparing and supporting individuals, teams, and organizations in making organizational change
  - CES implementation involves significant change for individuals, teams, and organizations involved in homelessness related services.
  - Our goal is to manage these changes while supporting the individuals, teams, and organizations involved
  - Our goal is not to create undue burden on those providing services but to work together with all concerned to improve outcomes for those experiencing homelessness and for those seeking to avert homelessness
SDHHC Legislative Day Planning

- Capitol Rotunda- Monday, March 5, 2018
- Planning discussion
SDHHC Town Hall

• Committee reports
• Annual Homeless Summit
  • Chamberlain, SD June 5-6, 2018
• Next SDHHC Quarterly Meeting
  • Pierre, SD Tuesday, March 20, 2018
  • Capitol Lake Visitor Center