Three County CoC & Safe Housing Alliance (SHA - formerly known as NASH)

**Second Planning Meeting: Coordinated Entry Expansion for Survivors, Meeting Notes**

**Thursday, April 7th, 2022 @ 3-4:30pm**

**Present:** Wyanet Tasker – SHA; Michele LaFleur – CoC; Shaundell Diaz, Three County CoC; Teri Koopman – CoC, Lynn Wanamaker – Safe Passage; Erin Forbush – SN; Erin H – EFC; Alaina mango – Safe Passage; Becky Lockwood – Salasin Project; Kelly Broadway – CCRT; Jane Ralph – Construct; Gilad Meron – Resilience HUB CAPV; Jay Levy – Eliot CHS; Trina Brewington – Two Rivers CHD; Heather Roy – DTA; Morgan Aronson, Tapestry Health; Danielle Hartman, CHD ICAPP

**Planning goals**

* Provider engagement and strengthened partnerships.
* Training and understanding of the CE system, to support/create processes for the expansion project goals and meet the specific needs of populations with a history of violence.
* Possible housing partnerships for future CoC funding applications.

**Meeting notes:**

***SHA: Discuss the current system.***

* + When considering best practices, what concerns do you have about the way the 3 County CE system currently works for survivors? (What’s going well, and what concerns do you have in terms of (accessibility, safety, effectiveness, etc?)
		- Best practices noted- Berkshires there is a lot of support from the Elizabeth Freeman Center, strong responsiveness of the housing programs and intimate partner violence issues

Concerns:

* + - dissociative experience – has to call a Boston number for DHCD and must wait and then the person she is speaking to might not even know Franklin County. problematic
			* true across the three county region..no local state office systems.
			* major process – not emergency assistance! Continues trauma.
		- CoC is usually serving “individuals” experiencing homelessness versus families
		- there are people in hotels locally who are running out of money and there isn’t anywhere safe for them to go.
		- People sometimes go back to abusive relationships.
		- Documents/eligibility is very difficult – not always about safety.
		- May not want to engage police.
		- EA system doesn’t serve individuals.
		- Negative Experiences in Shelters – one type of access doesn’t meet the needs of all.
			* safety concerns come up
			* what is that process

Safety:

* + - CE vulnerability assessment process (regions best kept secret)
			* training suggests time, safety, trauma informed
			* and trust already built to make the dialogue take place.
			* Need DV risk assessment

Survivor experience:

* + - The more trauma someone is experiencing, the less able someone is to process..so assessors being able to do this processing along side is important.
		- Survivors able to “know who their people are.”
			* Crucial advocate supports can do pieces alongside victims/survivors
			* Flexible
			* There has to be safety otherwise could be re-traumatizing
			* Access to warm, empathetic, supporting advocates to make folks feel safe

 ***CoC: Deep dive presentation of the CE Expansion Project.*** *(see attached slides)*

* + Some Components of DV Expansion Project
		- Housing Navigation
		- Connection-intersection of homelessness and DV
		- Alternative CE processes/Model of Access
		- Addressing data collection and reporting
		- Innovation for improving Core Components of Coordinated Entry System
		- Ensuring/improving Equal Equitable access for survivors and limiting re-traumatization for survivors
		- Identifying and addressing additional needs
		- Advocacy for the needs of this population
		- Continuous quality improvement
	+ Coordinated Entry System
		- Alternative Model of access development
			* Access
				+ Individualized points of access
			* Assessment
				+ Additional assessment tools for this population
			* Prioritization
				+ Separate By Names List
			* Referral
				+ Case Conferencing specific to the needs of survivors
	+ Cross CE Systems Partnership Development
		- Victims Service World
			* Safe Passage (DV)
			* NELCWIT (DV)
			* Elizabeth Freeman Center (DV)
			* The Salasin Project (DV)
			* PLE
			* Others
		- The Housing World
			* Coordinated Entry Partners
			* Shelter and Housing Providers
			* Municipal reps
			* The COC’s
			* The Western Mass Network to End Homelessness
		- Combined systems
			* Cross trainings
			* Shared goals
			* Housing navigation partnerships
			* Prevention and diversion work
			* Improving access
			* Sharing best practices
			* Partnering housing applications
	+ COC and Match Funding Uses
		- Assessment of service needs
		- Case management services
		- Child care
		- Food
		- Housing/Counseling Services
		- Outreach services
		- Transportation for staff and survivors
		- Paying PLE for their expertise in system development
		- Operating costs
		- Other!
	+ Data Collection and Reporting
		- HMIS Systems Engagement
			* Planning for a comparable database to meet HUD’s reporting and systems performance measures
			* De-aggregation and coding for safety measures
		- Current work-arounds for survivors
			* Coding in the data system if entered by non-victims service providers
			* Discussion of needs outside of case conferencing for coded survivors on the BNL
			* When opportunities arrive in case conferencing, discussions/nothing identifiable is shared
	+ CQI – Process and framework to track and evaluate progress in achieving goals
		- Assessment (Needs Assessment)
			* Community Needs and Resources, Data
		- Planning (Planning Process)
			* Community Needs and Resources, Data
		- Implementation
			* Services and Strategies Produce Results
		- Achievement of Results (Need to create plan)
			* Observe and report progress
		- Evaluation (Plan Revisions)
			* Analyze Data, Compare w/Benchmarks
		- Have not done a community Service Needs Assessment
	+ Timeline Question
		- This is an ongoing process
			* Coordinated Entry System requires yearly evaluation
			* This year worked w/C4 and MHSA CE Systems
				+ Racial Equity Response
				+ Provided information on how moving forward to implement systemic changes
		- Funding starts in July
			* Lots of planning ahead
		- This group
			* Come up w/process to place housing navigators
				+ Based of assessment of needs

***SHA: Discuss/brainstorm:*** to better serve survivors, what changes or enhancements are needed in your own and in each other’s sector?

* + JAM board activity to get thoughts https:

//jamboard.google.com/d/15PZj2pQ3FWZm4YXH4bWwOi8e2neA1qFvLs\_oV3jIH88/viewer?f=2

***SHA: Review necessary decisions to be made for next steps.***

* + Navigator positions: location and accessibility
		- Who will employ and house them?
			* Victim Services Providers?
			* Co-located with VSP & Shelters?
		- How can they be available to all three counties?
			* 3 counties
			* Large rural areas - How can the model ensure accessibility
			* What will trigger a referral?
				+ With the navigators do outreach
		- Who will they be serving and with what services provided?
			* Housing navigation?
			* Supportive services for housing retention?/warm hand offs?
			* Assessments?
	+ Referral, assessment, and data-sharing within necessary VSP privacy protections
		- Access and Assessment can be different for survivors in CE
			* Who will conduct it?
			* Training needed & who is providing it?– should be periodic. (for both navigators, VSP, homeless and housing providers, CE staff)
			* Referrals are limited (info shared is more limited.)
			* VSP will be very limited in what they can share
			* Need for firewalls to limit access in data collection and reporting
			* Housing assessment – same or different tool?
				+ Trust building
			* Case conferencing – how does matching work without violating confidentiality laws?

***CoC: Plan Next Steps.***

* + **next meeting to be held on Thursday, April 28th, from 2:30-4pm**
	+ Individual meetings with SHA, if interested please let us know!
	+ Topics for upcoming/next meeting(s)
		- Circling back to questions posed on jamboard – processes to make some of that stuff happen
		- Language/cultural unpacking/defining terms & comfort levels
			* What do we mean by safety?
			* What do we mean by assessment?
			* Acronyms in DV world and in housing world – jamboard activity
		- Create a training needs assessment/survey
		- Begin to outline the work of navigators