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