# **CES Committee Meeting Minutes**

**Date: March 7th, 2024**

**Time: 9:00am -10:30am**

1. **Introductions**

Liz Moen, Sue Rosendahl, Karen Brown, Jennifer Crotteau, Molly Link, Chu Xiong, Kristen Mortenson, Bill Church, Jeria, Yei, Sandra D., Loriane McCarty, Linda Hall, Teri Lazaretti, Carla Schweich

1. **Coordinated Entry Workplan - Approved**
	1. Reviewed goals, strategies, and timeline: CE redesign and HSS referral model
	2. Edit/Develop Committee Responsibilities:
		* All committee members agree to be present and participate, review plans, provide input
		* Agree to request other team members attend when their expertise is relevant
		* Agree to speak up respectfully and share opinions
	3. Edit/Develop Connection to CoC:
		* Improve overall system performance
	4. Edit/Develop Support Required:
		* HUD TA
		* Approval from Directors Council and Governing Board
	5. Edit/Development Measure of Success:
		* Have a CoC approved plan to re-design CE, supported by all membership
		* Have a CoC approved plan with identified HSS partners to make referrals to HSS in the CE process
2. **2023 CE HMIS Data Review**
	1. Rapid Resolution (RR) entries/exit destinations takeaways:
		* New name for Rapid Resolution – “Problem Solving”?
		* Purpose of RR is to have access points have problem solving conversations with clients who may not be eligible or prioritized for housing opportunities
		* Carver and Dakota – missing RR data due to underreporting or not recording RR in HMIS
		* 2023 RR Entries – white households make up the highest % (57%)
		* 2023 RR Exit destinations – 68% of households are exiting to housing with no subsidy
			+ Problem-solving works
			+ How can we expand this intervention?
	2. Priority Pool entries, wait times, exit destinations
		* We housed 162 more HHs in 2023 than 2022
		* Telethon effort in October helped with the backlogged and exited more people than prior years
		* 2023 CE: Entries 985, Exits 1063, Housed 615
		* Racial makeup differs depending on HH type – youth families are the most diverse
		* Average # of days in the priority pool – 194 days for families, 286 for single adults
		* By county # of days in Priority Pool: Washington least # of days, Scott county had the most
		* Referral outcomes – 50% successful, 41% unsuccessful, 6% unresolved, 3% missing
		* Providers are reporting higher success rates after the telethon in October

Molly’s Note:

For the slide that noted Scott County as having the longest wait times on the list, Molly mentioned that it could be because Scott County has more resources for those who are waiting on list while homeless (hotel stays/support services, meals, other resources). These resources would possibly enable households to be more reachable and remain on list longer before dropping off or moving out of the community.

* 1. Reasons for Denials:
		+ 22% client refused program
		+ 19% client disengaged
		+ 16% ineligible
	2. Provider Perspectives on Denials:
* Client Denials:
	+ Clients agree to things during the assessment to resolve the housing crisis as quickly as possible such as willingness to live anywhere. After explanation and details about the program, they are no longer interested
	+ Preferences change
	+ Clients get discouraged after getting denied from housing
* Provider Denials (16% are ineligible):
	+ Information is self-report and not always accurate or omitted such as; custody arrangements, criminal history

Question: What can we do to reduce denials? How can we get a higher % of people to follow through with referrals?

* Provide specific info on programs
* “Do you really need the housing if…” Ask the clients, what are their deal breakers?
* Hennepin Co assessment asks if there are any areas or cities that you would prefer not to live in
* Recognize that there is an element of when a housing solution is offered that could destabilize the household – location, takes my money
* Consider using social media as a form of contact
* Goal planning and more connection to people while they are in the pool, increase engagement
	1. Priority Pool Exit Destinations
		+ 57% exit to housing of some kind
		+ 32% unknown – clients are ghosting assessors, whereabouts unknown, unknown is not always negative as the client may have figured something out but can’t count that, telethon removed households, providers report that people are unreachable and are removed
	2. Exit Destinations by Household Type
* 83% adult families are most likely to be exited to housing, but least likely to be exited with a CE resource 36% (possibly because families have other resources that might not be obtainable to other population types)
* Single youth are least likely to be housed (youth don’t get as much support as families, inconsistency with follow-up/case management, inability to maintain housing)
	1. Exit Destination by Race
		+ Native lowest % to exit to housing 41%, highest group exited to unknow destination 47%
1. **Major take-aways for today:**
* CE Workplan has been created
* Statistics – positive improvements (exits to housing, equity, exits to unknown is not alarming, trend is going in the right direction, optimism, people are getting into housing, more openings, more participation)
* Would like to see a breakdown of exits to PSH, Housing Support RRH, HSS
* Strong advocates of Rapid Resolution
* July 1st 2024 – new HMIS software
	+ We lost some critical information from the assessment with previous changes
1. **TA Prep – how CE is currently working**
* We will work with TA before new HMIS software, implement CE changes after new HMIS software
* TA will be approved before next meeting
1. **Review Actions/Next Meeting**
* April Meeting – discuss and develop CE redesign proposal
* Use May meeting as a listening session for Dusty

Parking Lot

HSS and Step 1 – training?

Full CE policy review

Telethon report