SOUTH BAY COALITION FOR THE HOMELESS
General Meeting
Wednesday, July 9, 2014, 10:00 – 12:00 pm
San Pedro United Methodist Church
580 W. 6th St., San Pedro

Attendees: Guest Speakers: Marina Flores (Community Solutions), Shari Weaver (Harbor Interfaith Services (HIS)), Grace Weltman (Communities in Motion).
Others: Veronica Aguilar (DMH Harbor/UCLA), Mary Bartel (Project Needs), Karen Ceaser (SP Neighborhood Council), Elizabeth Eastlund (Rainbow Services), June Eicker (Beach Cities League of Women Voters), Robin Fitzgerald, Shobha Gautam (DMH – Harbor/UCLA), Ed Gonzalez (1736), Tahia Hayslet (HIS), Felecia Howard (US Vets), David Howden (Corporation for Supportive Housing), Kessara Kieng (DPSS), Misty Jesse (St. John Fisher Church), Jessy Needham (Center for Pacific Asian Families), Emma Ogley-Oliver (Marymount CU), Dede Orneles (Community’s Child), Alma Ramos (Alliance for Housing & Healing), Bill Roberson (San Pedro United Methodist Church), Elaine Ruggerio (Harbor Community Clinic), Jeremy Sidell (PATH), Mark Silverbush (Chair), Jimmie Simpson (Toberman Neighborhood Ctr.), Paul Stansbury (NAMI So. Bay), Irma Valdez (Community’s Child), Norma Vargas (Richstone Family Center), Nancy Wilcox (St. Peter’s By The Sea Church).

1. Welcome & Introductions. Mark Silverbush opened the meeting at 10:08 am by reviewing the Coalition’s three mission components of education, coordination, and advocacy. Introductions of the attendees were then made.

2. Minutes Review & Approval. The June Minutes were approved without change.

3. Featured Speakers: Coordinated Entry System (CES)

Providing background on CES was Marina Flores from Community Solutions, one of the key agencies leading this effort in LA County along with United Way Greater Los Angeles. She has a long background working with those who are homeless and formed the Service Planning Area (SPA) 7’s homeless coalition in East LA.

She first explained that the idea of “coordinated” systems is not a new concept to LA. This idea began with the Homeless Management Information System (HMIS), which collects client demographic, services accessed, and housing data that can be used for better case management. “Project 50” (2007 Skid Row project that brought together 24 different organizations to house 67 people) and the recognition of the cost savings from using the “housing first” model came next. Recently, HUD at the national level and the Housing Authority of the City of Los Angeles (HACLA) at the local level have joined this dialog. Los Angeles is one of the first cities in the country implementing these coordinated systems. Because we are “ahead of the curve,” we are also at the forefront for designing new solutions.

Before CES, the type of services a client received was based on going “through the right door” and being able to find the right provider for their needs. Often overlooked would be those living in a riverbed or those who did not want to go to Skid Row.
CES is sometimes referred to as the “match.com” for those who are experiencing homelessness. First knowing everyone by name and then understanding their needs are two key system components. This is vital to maximizing the use of limited resources so they are given to those clients who are well matched to them. CES also simplifies the path to housing by coordinating the resources so all the options are available to the client, not just a few that a particular agency has connections to.

There are three elements to CES: (1) “Assess.” CES is using a common assessment called the VI-SPDAT, or Vulnerability Index & Service Prioritization Decision Assistance Tool. The VI was first developed by Community Solutions and examines issues surround one’s vulnerability. The SPDAT takes this one step further and recommends the appropriate housing for the individual. There is also a common vocabulary starting to be used throughout the county. For instance, housing “navigators” are case managers who provide a strong support level to their clients. (2) “Assist.” The navigators help get their clients the documents needed for the housing placement. (3) “Assign.” CES then provides the back-end mechanism to recommend the most appropriate housing option for the individual. Clients have their choice of what part of the county they want to live.

CES is making more housing resources available to traditionally under-resourced areas such as SPA 8. Since it is a countywide system, clients have access to other housing beyond our regional boundaries. More importantly, resources from agencies such as the Department of Mental Health, Department of Health Services, HACLA, and others are adding housing assets that will only be available through CES.

CES has also given others more visibility into our limited resources. There are “policy” and “systems” teams comprised of high-level members from influential county public- and private sector agencies involved with this program. The Home for Good Funders Collaborative fiscal resources will be used to build out CES throughout the entire county.

The housing approval process with these county agencies is also being streamlined through CES to cut days or weeks off the traditional process.

**Shari Weaver** spoke next about the SPA 8’s CES implementation. Her agency, Harbor Interfaith Services (HIS), will be our region’s team lead, with Shari serving as the “SPA-Wide Coordinator.” She likened CES to a hospital triage system where the most critical patients are helped first. As a region, CES is bringing all the agencies closer together as we are working on the same system. Additional layers of support services from the community will also be a part of CES over time.

SPA 8 is divided into four “hubs” that will focus on finding and assisting those who live in these sub-regions:

1. **North Hub** led by St. Margaret’s Center’s Mary Agnes Erlandson. Included in this sub-region are the cities of Inglewood, Lennox, El Segundo, Hawthorne, Lawndale & Gardena.

2. **Harbor Area Hub** led by HIS’ Shari Weaver, focused on these cities: San Pedro, Wilmington, Harbor City, Harbor Gateway, Lomita, Torrance, Carson, Rolling Hills Estates, Rancho Palos Verdes, Palos Verdes Estates, & Rolling Hills.

3. **Long Beach Hub** led by 1736’s Ed Gonzales, covering the entire City of Long Beach.
4. Beach Cities Hub that encompasses Redondo, Hermosa, and Manhattan Beach (the lead is TBD).

We have two other funded partners: U.S. Veterans Initiative, who will be providing outreach and case management for Veterans, and SHARE! (Self Help & Recovery Exchange). SHARE! will be providing the “housing matcher” & supportive services after housing placements. There are several non-funded partners already identified (see attached presentation). An important function of CES is to expand this partner list within each hub.

CES will also offer an array of established supportive services: intake and crisis intervention; benefit enrollment; employment, financial, and housing assistance; food; counseling; immigration; transportation; and more. The Department of Public Social Services (DPSS), Veterans Affairs, and other government workers are already out-stationed part-time at collaborating agencies, where they provide benefits enrollment.

SPA CES Team will always strive to identify and include other layers of supportive services. As our work is being implemented we will continue to add identify and add valuable layers of services to improve the quality of life of each person we are serving & ultimately move them towards independence.

There are several ways Coalition members can help CES: (1) Help spread the word about the program; (2) Help recruit volunteer and identify “hotspots” in your community; (3) Hold donation drives for items we can use for outreach engagement.

To round out the CES discussion, Nancy Wilcox, who was the SPA 8 “Scale-Up” pilot project team lead, recapped highlights from this program. SPA 8 had two teams focused on the SPA’s center of independence. Inglewood and the Harbor Area. The team assessed 200 individuals, far surpassing its goal of 70. It found four times the number of unsheltered individuals in Wilmington than were found during Homeless Count 2013. She also went over some demographic information, but cautioned these statistics just reflect the pilot communities and not the entire county (please see the attached presentation).

Nancy then gave some personal reflections, starting with how she felt CES was a catalyst for us to develop a well-coordinated system such as Long Beach’s Multi-Service Center. CES has provided much needed visibility to both the homelessness problem and the under-resourced needs of our region. Most importantly, it has provided a substantial, tangible framework that will long outlast the direct CES funding. Many of the CES goals directly parallel the mission elements of our Coalition.

The VI-SPDAT was covered next. Nancy handed out copies of this assessment instrument and explained the scoring. Clients get a score of 1-20; these then get grouped into four priority buckets for general housing consideration: Priority 1 individuals are candidates for affordable housing; those assessed as Priority 2 are often matched with rapid re-housing options with short-term supportive services; Priority 3’s & 4’s are placed in permanent supportive housing, which offers long-term services. Jeremy Sidell reminded us that we need to be careful about labeling people with a score because a number does not define them. Nancy added that one of the functions of the VI-SPDAT is to know those who are homeless by their name and to build the relationship to understand their situations.
The following questions were asked during these presentations:

1. *For victims of domestic violence, how are they connected to resources through CES while maintaining confidentiality since the CES client data is stored in a global database?* Marina acknowledged this program policy is still being developed.

2. *What in the system will prevent people from exaggerating their homelessness situation?* Clients always will have to meet the eligibility criteria for the housing. Their assigned navigator will also know the clients’ background.

3. *Will there be a public CES marketing campaign?* DPSS and “211” will be informed about CES in each region to help spread the word about this program.

4. **Greater Los Angeles Homeless Count 2015 (HC15).** Grace Weltman of Communities in Motion is SPA 8’s representative on Los Angeles Homeless Service Authority’s (LAHSA) HC15 Advisory Committee. She has been a resident of SPA 8 for 11 years and started the Child Care Alliance of Los Angeles. She previously worked in Supervisor Ridley-Thomas’ office and at LAHSA. Her agency currently is working with the South LA Homeless TAY (Transitional Age Youth) and Foster Care Collaborative.

   January 28, 2015 is the date when our SPA will conduct the next HC. LAHSA is asking communities to take responsibility for completing the street count, youth count, shelter count, and demographic survey (previously, it planned, coordinated, and executed this effort for the entire continuum). A Regional Coordinator for each SPA will be hired; the application period is now open and interested persons are asked to apply by July 20th. HC15 is an opportunity to engage communities and coordinate with programs such as CES and Homeless Families Solutions System (coordinated entry for families). The “hidden homeless” component is being discontinued per HUD’s direction. An app has been developed to replace the paper tally sheet if communities want to use it.

5. **Agency Announcements**

   a. **NAMI:** Paul Stansbury reported that Homes for Life just had its grand opening on its newest 24-unit “Sequoia Apartment” facility in Van Nuys.

   b. **Center for Pacific Asian Families (CPAF):** Jessy Needham announced CPAF is collecting used cell phones and accessories during the next few months as a fundraiser. Member agencies are encouraged to contact her if they want a collection box for their office or congregation (jessican@cpaf.info). Phones can be dropped off at our Coalition meeting as well.

The meeting concluded at 11:55 am.

Respectfully submitted by Nancy Wilcox.
## Upcoming Meeting Dates & Locations

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<th>2nd Wed</th>
<th>Host Name</th>
<th>Address</th>
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| July 19, 2014 9:30 am – 2:00 pm | **SBCH Retreat**  
St. Peter’s By The Sea Presbyterian  
(Nancy Wilcox) | 6410 Palos Verdes Dr South  
Rancho Palos Verdes |
| August 13, 2014 | LAPD Harbor Community Police Station  
(Nancy Wilcox) | 2175 John S. Gibson Blvd, San Pedro |
| September 10, 2014 | LAPD Harbor Community Police Station  
(Nancy Wilcox) | 2175 John S. Gibson Blvd, San Pedro |
| October 8, 2014 | Project Needs @ St. Paul’s United Methodist Church  
(Mary Bartel) | 2600 Nelson Ave, Redondo Beach |
| November 12, 2014 | Harbor Interfaith Services  
(Shari Weaver) | 670 W. 9th St, San Pedro |
| December 10, 2014 | Elizabeth Ann Seton Residence  
(Catholic Charities)  
(Veronica Johnson, Wendy Young) | 2198 San Gabriel, Long Beach |
"Coming together is a beginning; keeping together is progress; working together is success."
- Henry Ford -

June 11, 2014
Where did this come from?

What exactly is CES comprised of?

Who are the different players?

How do I get involved?
History

Where'd this come from?
What comprises CES?
Roles
- Support
  - SPA Coordinator
  - Regional Coordinator Matcher

Direct Services
- Outreach
- Housing Navigator
- Supportive Service Houser

Tools
Forms
- CES Consent Form
- VI-SPDAT
- Matching Initiation Form
- Client Information Update
- Vacancy Request Form
- RUSH Application

Technology
- PMCP
- Case Conferencing Tool
- PSH Vacancy Matcher

Processes
Assess
- Engage
- Administer VI-SPDAT

Assist
- Document Collection
- Meeting Accompaniment
- Connect with other services/benefits

Assign
- Referral to Perm. Housing
- Accept/Decline
- Lease-Up Process
Processes

Assess
Engage
Administer VI-SPDAT

Assist
Document Collection
Meeting Accompaniment
Connect with other services/benefits

Assign
Referral to Perm. Housing
Accept/Decline
Lease-Up Process

Measures

• **Assess:** # of engagements resulting in completed VI-SPDATs

• **Assist:** # with complete documentation packets

• **Assign:** # of persons housed
Tools

Forms

CES Consent Form
VI-SPDAT
Matching Initiation Form
Client Information Update
Vacancy Request Form
RUSH Application

Technology

PMCP
Case Conferencing Tool
PSH Vacancy Matcher

Forms

- **VI-SPDAT**: for triage & housing recommendation
- **Matching Initiation Form**: to signal that a client desires housing placement & provide basic data regarding housing eligibility & preferences
- **Client Information Update**: to update information on either of the forms above
- **Vacancy Request Form**: to input housing opportunities and the correlating requirements for them
- **RUSH Application**: Common application for all rental subsidy types @ HACLA and soon HACoLA
What it means

- No need to know all the right people
- No need for each building to maintain waiting lists
- No need to worry about inefficient uses of system resources
- No need to memorize all program requirements

What it doesn’t mean

- Yes, entry requirements for each unit/service are still honored
- Yes, CES still flows through existing community providers
- Yes, client choice is still honored
- Yes, regional associations and coordination is still encouraged
- Yes, this is meant to serve non-chronically homeless persons too
Data

What have we found?
PHASE I
Mar. ’13- July ‘13
Skid Row
2 Teams

Assess
134
601
2,561

Assist
134
103
449

Assign
37
56
119
PHASES OF CES: PILOT

PHASE II
Aug. ‘13- Nov. ’13
Skid Row
1 Team

Assess
134
601
2,561

Assist
134
103
449

Assign
37
56
119
PHASE III
Nov. ‘13 – Feb. ‘14
7 Communities

Assess
134
601
2,561

Assist
134
103
449

Assign
37
56
119
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<th>Total</th>
<th>% of Total</th>
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<td>307</td>
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<td>Limited-Term Supportive Services &amp; Rental Subsidy</td>
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<td>77%</td>
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<td>Recommended</td>
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<tr>
<td>PSH Recommended</td>
<td>1,109</td>
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<tr>
<td>Totals</td>
<td>4,575</td>
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Contacts
Who's Involved in This?
David Howden (CSH)
Keon Montgomery (LA Family Housing)
Jennifer Hark-Dietz (PATH)
Reina Turner (DMH)
Corrin Buchanan (DHS)
Carlos VanNatter (HACLA)
Marueen Fabricante (HACoLA)
Maria Brown (PATH Ventures)
Raymond Fuentes (Skid Row Housing Trust)
La Shelle Waters (SRO Housing Corp.)
Julie DeRose (St. Joseph Center)
Barbara Earhart (Dept. of VA)
Eun-Young Cho (LAHSA)
Terry Simons (ACOF)
Milo Peinemann (New Directions)
SPA Systems Policy Support Funders

Maria Funk (DMH)
Peter Lynn (HACLA)
Christine Marge (UW)
Cheri Todoroff (DHS)
Emilio Salas (HACoLA)
Michelle Wildy (VA)
Emily Williams (LAHSA)
Aileen Getty Foundation
Annenberg Foundation
California Community Foundation
Cedars-Sinai
City National Bank
Conrad N. Hilton Foundation
Corporation for Supportive Housing
Downtown Business Association
Enterprise Community Partners
Goldman Sachs
J.P. Morgan Chase
Kaiser Permanente
Snak King
The California Endowment
The Carl and Roberta Deutsch Foundation
UniHealth Foundation
United Way of Greater Los Angeles
Weingart Foundation
W.M. Keck Foundation

City of Los Angeles
City of Pasadena
City of Santa Monica
City of West Hollywood
L.A. Housing and Community Investment Dept.
Housing Authority City of Los Angeles
Housing Authority County of Los Angeles
L.A. County Department of Health Services
L.A. County Department of Mental Health
L.A. County Department of Public Health
V.A. Greater Los Angeles Healthcare System
Thank You!
Coordinated Entry System (CES)

9 July 2014
CES SPA 8 First Year Goals

Place 200 Chronically Homeless Individuals into Housing

• 150 higher acuity ("3" or "4")
• 50 lower acuity ("1" or "2")
• 80 Veterans
• Assess (or "VI-SPDAT") 900+
• Divided SPA 8 into 4 Regional “Hubs”
• Each focuses on finding and assisting clients in their region
• Each headed by agency deeply rooted in that region
CES SPA 8 Collaborative Implementation

Hub 1 ~ North: St. Margaret’s Center
Mary Agnes Erlandson, lead

Hub 2 ~ Harbor Area: HIS
Shari Weaver, lead

Hub 3 ~ Long Beach: 1736 FCC
Ed Gonzales, lead

Hub 4 ~ Beach Cities: TBD
CES SPA 8 Collaborative Implementation

Providing Veterans outreach, case management

Providing “matcher” admin, supportive services after housing placements

Other Non-Funded Partners:

South Bay Coalition for the Homeless, City of Long Beach/Multi-Purpose Center, South Bay NAMI, Mental Health America, Service Area 8 Dept. of Mental Health, DiDi Hirsch, City of Inglewood, PATH, Homes for Life, Cloudbreak, Harbor View House, Alliance for Housing & Healing, United Homeless Healthcare Partners, LA County Sheriff, Hawthorne Police, several area landlords
CES SPA 8 Regions
Your Vital CES Role

• Help spread news about CES’ coordinated approach
• Refer clients to appropriate hub
  – Contact outreach workers
• Work with Regional Leads to expand collaborative out to community stakeholders
• Help recruit volunteers to help with large-scale assessments (e.g., hot meals)
• Provide outreach “goodies”- (socks, sunscreen, bottled water, granola bars)
SPA 8 “Scale-Up” Overview

• “Scale-Up”: Nov 2013 to Mar 2014
• SPA 8 Focus:
  – “North”/Inglewood
  – “South”/Harbor Area
  – Completed 200 assessments (~3900 countywide)
  – Housed 7
Demographics of Who We Assessed

Countywide:
- 25-35 yr: 22, 12%
- 36-50 yr: 504, 38%
- 18-24 yr: 261, 19%
- <18 yr: 202, 7%
- >60 yr: 249, 7%

SPA 8:
- 25-35 yr: 16, 8%
- 36-50 yr: 1484, 38%
- 18-24 yr: 17, 9%
- <18 yr: 10, 5%
- >60 yr: 50, 26%
Demographics of Who We Assessed

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<tr>
<td>Male</td>
<td>55%</td>
<td>64%</td>
</tr>
<tr>
<td>Female</td>
<td>45%</td>
<td>36%</td>
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<tr>
<td>Vet’s</td>
<td>9%</td>
<td>12%</td>
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<th>SPA 8</th>
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<tr>
<td>&lt;1 yr</td>
<td>8%</td>
<td>21%</td>
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<tr>
<td>1-2 yrs</td>
<td>46%</td>
<td>29%</td>
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<tr>
<td>3-5 yrs</td>
<td>24%</td>
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<tr>
<td>6-10 yrs</td>
<td>10%</td>
<td>14%</td>
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<tr>
<td>&gt;10 yrs</td>
<td>12%</td>
<td>11%</td>
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Nancy’s CES Reflections

• “Catalyst”
  – Impetus to develop capability like Long Beach’s Multi-Service Center
  – Collaboration within our SPA

• Greater visibility of SPA 8’s needs
  – Access to countywide resources

• “Coordinated” systems are the framework that will long outlast the funded programs
  – Directly parallel’s many SBCH goals
Assessment Tool: VI-SPDAT

VI-SPDAT: “Vulnerability Index & Service Prioritization Decision Assistance Tool”

• “VI” developed by Community Solutions
• “SPDAT” developed by OrgCode
  – Based on wide body of research
  – Used nationally in over 100 communities
VI-SPDAT Instrument

• 56 Questions to assess vulnerability
  – History of Homelessness
  – Risks
  – Socialization & Daily Functions
  – Wellness (physical health, substance abuse, behavioral health)
• Additional demographic questions
• Self-Reporting
VI-SPDAT Score

- Ranges from low of 1 to high of 20
- For CES, normalized to 4 “priorities”
  - “1” = Score of 1-4
  - “2” = Score of 5-9
  - “3” = Score of 10-13
  - “4” = Score of 14-20
Scale-Up Acuity Percentages

• We talk of *high acuity* persons with priority of “3’s or 4’s” – candidates for PSH

• Distribution of VI-SPDAT priorities:

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<thead>
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<tr>
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<td>15%</td>
</tr>
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<td>2</td>
<td>54%</td>
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</tr>
<tr>
<td>3</td>
<td>32%</td>
<td>32%</td>
</tr>
<tr>
<td>4</td>
<td>4%</td>
<td>7%</td>
</tr>
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