

Coordinated Entry System (CES)

Prepared for South Bay Coalition to End Homelessness
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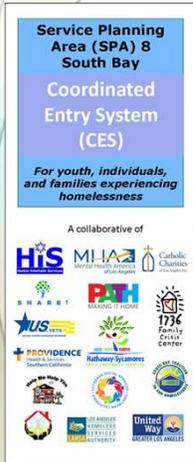
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Outline

- Coordinated Entry System Purpose
- CES Basics
- Services, Eligibility
 - Accessing CES
 - Street Outreach
 - Prevention
 - Interim Housing
 - Permanent Housing
 - Referrals to System Partners' Homelessness Programs
- Closing Remarks

South Bay Coordinated Entry System (CES)



- LA County's backbone for providing key services
 - Street outreach, case management, housing resources, legal services, benefits enrollment (SSI, LA County benefits), job placement, etc.
- Began in 2014, now in its fifth year
- Funded through Measure H
- Collaborative of several community based organizations
- Brings County and Federal resources to South Bay

CES Basics

- Because of their unique characteristics, separate systems for:
 - "Single" Adult Individuals (ages 18 and above)
 - Youth (ages 24 and under) often referred to as Transitional Age Youth (TAY)
 - Families (with minor aged children, or pregnant with first child)
- CES Assessment given to ID and "Triage" needs
 - Called the VI-SPDAT, or Vulnerability Index - Service Prioritization Decision Assistance Tool
 - "Acuity Score" helps to suggest best permanent housing option
 - Different assessment for each system, but very similar

CES Basics

- CES eligibility in part based on Average Mean Income (AMI)
- AMI determined by HUD, updated annually
- Most homeless services requires 30-50% AMI

FY 2018 Income Limits Summary: Los Angeles County, CA								
Income Limits Summary for each fiscal year are found on United States Department of Housing and Urban Development's (HUD) website at: https://www.huduser.gov/portal/datasets/il/il2018/2018summary.odn								
AREA MEDIAN INCOME (AMI)	HOUSEHOLD SIZE							
	1	2	3	4	5	6	7	8
0-30% Income Limits Annual Household Income	\$20,350	\$23,250	\$26,150	\$29,050	\$31,400	\$33,740	\$38,060	\$42,380
31%-50% Income Limits Annual Household Income	\$33,950	\$38,800	\$43,650	\$48,450	\$52,350	\$56,250	\$60,100	\$64,000
51%-80% Income Limits Annual Household Income	\$54,250	\$62,000	\$69,750	\$77,500	\$83,700	\$89,900	\$96,100	\$102,300

Accessing CES

- Walk in to Access Center (see Tri-Fold Brochure)
- Several system partners refer to CES: DMH, DHS, etc.
- **Special Instructions for Families: Call "211"**
 - Operator will refer to closest CES Family Solutions Center (FSC)
 - "211" staffed 24/7, 365 days a year
 - *Walk-in's to FSCs ok, but much better to call "211"*
 - Can make an appointment with FSC
 - 211 can offer referrals to emergency shelters

Current CES Family client caseloads about 1:75

CES Street Outreach

- We know 80% of those experiencing homelessness will not find their way to an access center, so we must go to them
- The vast majority of those on the streets are individuals
- Outreach teams well trained to help families, TAY, and other special populations such as Veterans (make immediate referrals to partner agencies)
- Families with minor aged children typically are rarely found on the streets in South Bay. When they are encounter, they are referred to CES-Families
- TAY also are allusive, though unfortunately we are seeing more on the streets

CES Street Outreach

Over 40 SPA 8 dedicated outreach staff

- Outreach Teams:
 - Generalists: LAHSA Homeless Engagement Teams (HET), CES teams
 - Multi-Disciplinary and Specialized Teams: DHS “E6,” DMH (formerly known as SB-82), Vehicle Dweller Teams
- Teams coordinated by CES Regional Outreach Coordinator, Alex Michel
- All these teams work proactively, visiting hotspots, encampments on regular basis
- Also work reactively from LA-HOP.org requests

LA-HOP.org: Homeless Outreach Portal

- Launched in July, report homeless via centralized online portal
 - Not for families, instead call “211”
 - Common access point for everyone: law enforcement, city staff, community members
 - Portal identifies multiple calls made about same person or encampment
 - Consistent street outreach team deployed based on these reports
 - Outcomes tracked and publicly reported
 - Can also call “211” if no internet access



Call “911” for medical emergency or to report criminal activity

CES Prevention Services

- Goal to keep person or family housed where currently living, or relocate to another unit if rent too high
- Services include rental assistance, utility arrears
- Eligibility: typically receiving 3-Day Eviction Notice, behind in rent 2-3 months, “couch surfing” (doubling-up)
- Complete “Prevention Screening Tool for eligibility
- Sometimes a challenge to verify and document hardship

CES Legal Services

Partnership with Legal Aid Foundation of Los Angeles (LAFLA)

- Referrals to LAFLA through CES case manager
- Services provided include (not complete list)
 - Eviction prevention
 - Expungement of criminal records
 - Birth Certificate advocacy
 - Landlord/tenant dispute resolution
 - Government benefits (not SSI, VA, or CAPI)
 - Reasonable accommodations
 - Minor immigration issues (U Visas, VAWA, etc.)
 - Professional licenses and identification
 - Whatever else to end or prevent homelessness or remove barriers to housing

CES Interim Housing

- **Interim Housing includes:**
 - **Crisis Shelter Programs:** sometimes called Emergency Shelters, provide up to typically 90 day stays; includes motel stays
 - **Bridge Housing Programs:** temporary shelter for people who typically have a housing plan, provide up to typically 120 day stays; offers higher level of case management
 - **Recuperative Beds:** for people discharged from hospitals who still need medical care
 - **Transitional Housing:** provides 12-18 month stays, generally for domestic violence survivors and TAY (especially for “aged out” foster youth)

CES Interim Housing

- Access is by systematized referral system
 - For the participating beds in CES System
 - Use of a common form submitted to county agency overseeing specific program (e.g., DHM, DMS, LAHSA, etc.)
 - CES case manager completes and submits this form

CES Crisis Shelter

- CES case managers also work closely with non-publicly funded programs
- LAHSA Homeless HET assists with finding shelter throughout County
- Winter Shelter Program operates December through March – South Bay’s located in Long Beach (pickup site in San Pedro)
- For Families: FSC’s can issue motel vouchers, typically until shelter bed is available or can move into permanent housing

There is a severe lack of South bay emergency shelter beds

CES Permanent Housing

- Short-Term (measured in months) rental assistance (“Rapid Re-Housing” (RRH)), or Housing Voucher program (measured in years) often with supportive services (like “Section 8”), or Shared Housing
- Measure H “D7” Program formerly referred to as Housing For Health: supportive housing for frequent hospital users
- Move-In Assistance for supportive housing (expanding to RRH)
- Landlord Incentive Programs offered through HACoLA, HACLA
- Coming soon: “Shallow Subsidies”

CES Permanent Housing

- Develop housing plan with case manager; they assist in finding rental unit
- Include looking at avenues to increase income
- For supportive housing, “Matcher” identifies people in the system most vulnerable who meet housing criteria
- For supportive housing: chronically homeless, acuity score of 8+

CES Refers to Other Programs

- Veteran families (VA administered): 211 Operator screens, refers to nearest SSVF program (Supportive Services for Veteran Families)
- Substance Use: SAPC (LA County DPH administered): Substance Abuse Prevention & Control Help Line
- CBEST (LA County administered): Countywide Benefits Entitlements Services Team) - Federal SSI and SSDI enrollment program, Lutheran Social Services SPA 8 partner

CES Refers to Other Programs

Whole Person Care: Federal Medi-Cal Waiver \$1.2 Billion, 5-year program

- Individuals touched by incarceration, including high-risk justice-involved youth
- Perinatal High-Risk Woman: MAMA's Neighborhood, Ph # 844-37-MAMAS (844-376-2627)
- Mental Health High Risk
- General Referral Ph #: 844-804-5200
- Aligned with Measure H programs including CES

Domestic Violence/Intimate Partner Violence

- South Bay CES DV Regional Coordinator
 - Carielle Escalante, Cescalante@rainbowservicesdv.org
 - Provides a bridge between CES and DV systems
- South Bay DV Agencies
 - Rainbow (RRH, Emer Shelter, Transitional Housing)
24 Hr Hotline: 310-547-9343
 - 1736 (RRH, Emer Shelter, Transitional Housing)
24 Hr Hotline: 562-388-7652
 - CPAF: Center for the Pacific Asian Families (Emer Shelter, Transitional Housing)
24 Hr Hotline: 1-800-339-3940

CES Youth

- Additional South Bay Youth partners (partial list):
 - Sanctuary of Hope (Hawthorne office): transitional program, RRH
 - Good Seed (Long Beach): 24/7 drop in center, housing services
 - Hathaway-Sycamores, First Place for Youth: programs for “aged out” foster youth
- Other Youth Services:
 - Family Reunification (part of CES Youth)
 - “Connect LA”: strengthen relationships with adult mentor or family, Melissa Velasquez, mvelasquez@hscfs.org

CES Collaborative Working with Local Government Bodies

- CES involved with creation of City Homelessness Plans
- Provide ongoing support at city-level homelessness task force meetings
- Strategic planning with South Bay Cities Council of Gov't, LA City CD15, SD 2 & 4

CES Collaborative Working with Faith Based Organizations

- CES partnership with Beacon Light Mission, Doors of Hope
- Referrals with Family Promise of the South Bay, Communities Child
- Strong relationships with individual churches, for example:
 - San Pedro United Methodist Church: generously hosts meetings (case conferencing, homeless coalition)
 - St. Andrews Presbyterian: hosted regional outreach event, provides table for CES outreach staff at its meal programs
 - St. James Catholic and First Methodist Church (RB): provides table for CES outreach staff at its meal programs

South Bay CES Outcomes

SPA 8 CES FY17-18 Housing Outcomes for individuals and family units (reported by Harbor Interfaith*):



- Rapid Re-Housing (i.e., short-term rental assistance): 248
- “Matched” to a Permanent Supportive Housing (i.e., long-term rental subsidies): 245
- Prevention: 72

(More Prevention funding FY18-19)

** Other SPA 8 agencies received Measure H funding but whose outcomes are not included (PATH, 1736 FCC)*

Closing Remarks

- South Bay CES is successful because of its highly collaborative, tight knit working relationship among all the funded and non-funded agencies
- Invitation to join South Bay CES