Coordinated Entry System (CES)

Prepared for South Bay Coalition to End Homelessness
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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

## CES Basics

**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](https://www.huduser.gov/portal/datasets/il/il2018/2018summary.odn)

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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 encountered, 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