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CES Refinement Process

February 2020

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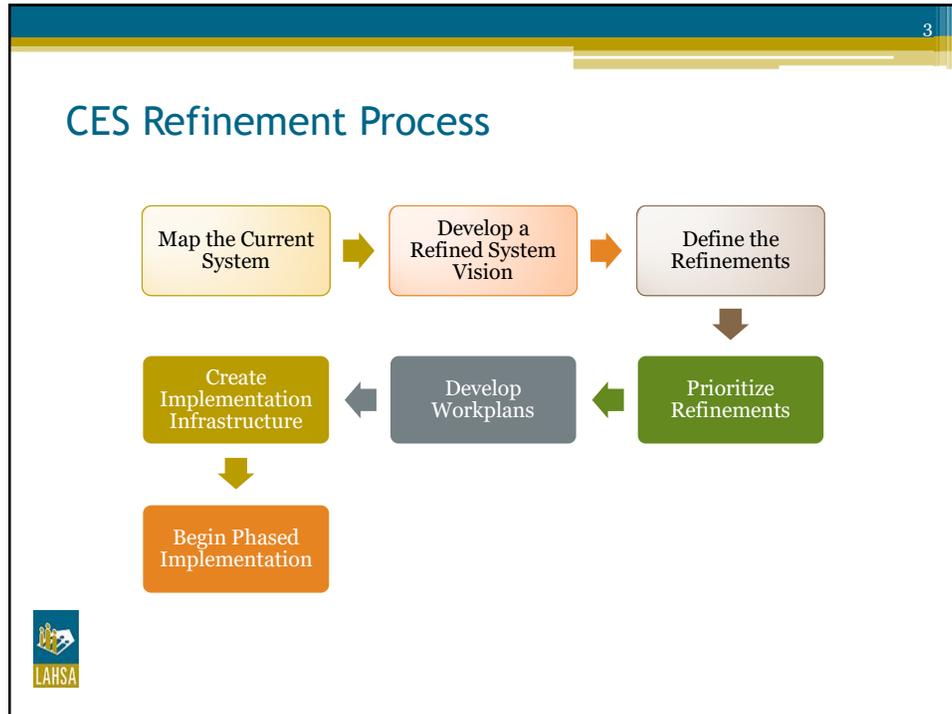
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Coordinated Entry Outcomes

- Align our housing and other resources AS A SYSTEM to meet the needs of the those that are experiencing housing instability
- Match people to the right intervention to end their experience with homelessness
- Assist people in exiting our system as quickly as possible



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CES Refinement Workshop Design

- 7 days of workshops
- Adult, Youth, Family and Family Co-Located Services
- Approximately 360 participants
- CES infrastructure staff, CES staff supervisors, system partners (e.g. DCFS, DMH, LACOE, etc.), people with lived experience, and LAHSA staff

Workshop Objectives:

- Identify challenges faced by providers, agency staff, system partners, and households experiencing homelessness when utilizing the current CES
- Generate solutions to the identified challenges
- Produce a refined system design that will serve as the next iteration CES
- Produce workplans to drive the implementation of refinement and redesign recommendations

A LAHSA logo is located in the bottom left corner of the slide.

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Common Themes/Participant Recommendations

Standardize or achieve more consistency in CES processes and client experience

- Generalized consistency of steps in the process and client experience
- Access Centers
- Dedicated Assessors
- Refine and standardize phased assessment process

More intentional management of the inflow into the Homeless Response System and CES

- Upstream electronic triage tool
- Massive expansion of Problem Solving/Diversion internally and externally



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Common Themes/Participant Recommendations

More intentionality in assessing and matching to achieve throughput

- Development of a lower service need pathway that supports self-resolution
- Scaling moderate service need and higher service need exit pathways
- Dedicated Housing Navigation

More comprehensive management of inventory

- Actively managing inventory in real time
- Push versus pull system function



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Next Steps & Community Engagement

Socializing & Pre-Implementation:

- Consulting Team reports released in January
- Socialization and Pre-Implementation Sessions
 - Expand on system visions
 - Expand on recommendations
 - Organizing phased implementation

Implementation & Experimentation:

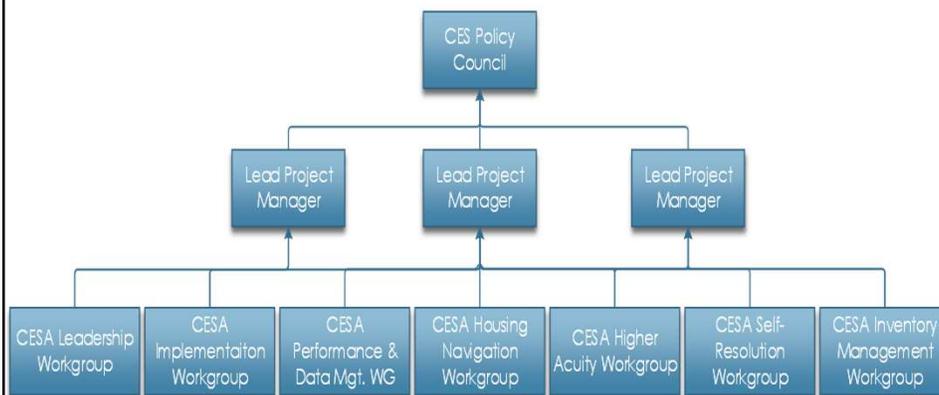
- Development of an Implementation Infrastructure
 - Identify Project Management Leads to guide implementation and experimentation
 - Organize workgroups made up of relevant stakeholders to drive the work of implementation



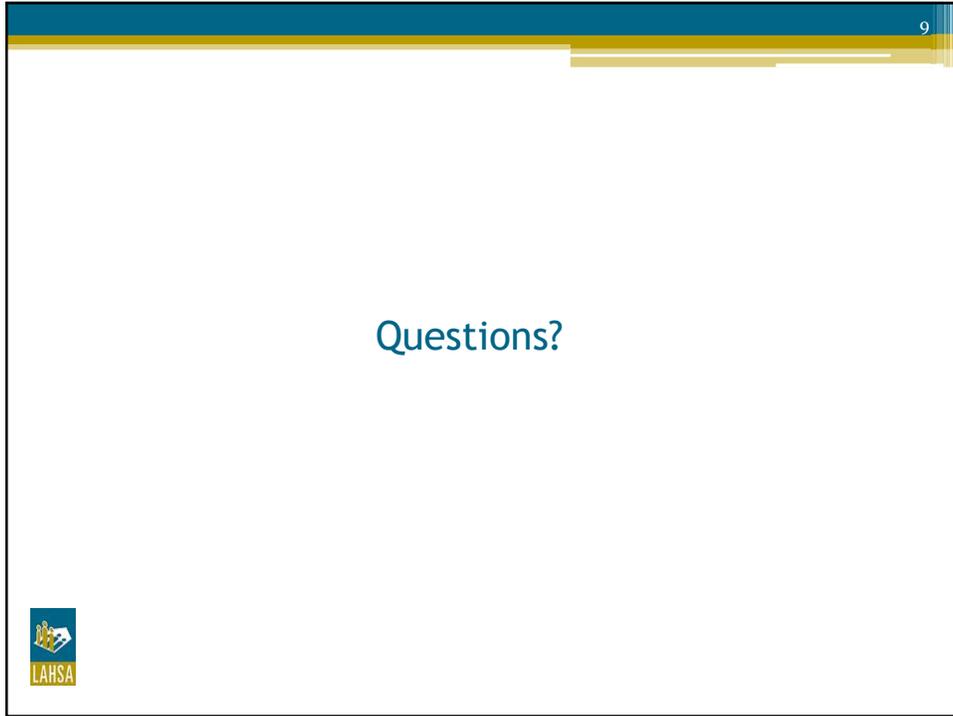
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Sample Implementation Infrastructure



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Questions?



The slide features a blue header bar with a yellow underline. The number '9' is positioned in the top right corner of the header. The main content area is white and contains the text 'Questions?' in a blue font. In the bottom left corner, there is a small logo for LAHSA, which includes a stylized building icon and the text 'LAHSA' below it.