Southwest Regional Homeless Coalition Meeting

May 6, 2015

In attendance: Andrew Romines, Smoky Mountain LME/MCO; Sarah Lancaster, Smoky Mountain LME/MCO; Cheryl Wilkins, Mountain Projects, Inc.; Anna Rogers, Mountain Projects, Inc.; Christina Smith, Jackson Neighbors in Need; Jeremy Parton, Haywood Pathways; Ashley Freeman, Reach of Macon County; Matt Gaunt, Hawthorn Heights; John Curtis, Buffy Queen, Reach of Haywood, Margaret Mathier, Reach of Clay, Matt Guant, Hawthorn Heights, Mindy Rathbone, Open Door, John Curtis, Ariana DeToro-Forlenza, VA, Robert Bourke, Macon New Beginnings, Allbre Edwards, ABCCM, David Boyd, Smoky Mountain LME/MCO, Sarah Lancaster, Smoky Mountain, LME/MCO, Kristi Case Cherokee Indian Hospital Authority, Anise Terry, Reach of Cherokee:

The Coordinated Assessment for the Southwest Regional Homeless Coalition was officially approved this month. The Coordinated Assessment is a Three Part Assessment Tool used in determining customer eligibility for various housing programs and services available in the community. Part 1: Prevention and Diversion uses the paper Emergency Response Screening (2 page) Tool that was given out by Andrew. If clients are diverted through the ER Screening Tool, then they should not be entered into HMIS since they do not fall under HUD’s definition of literally homeless. Part 1 video training tool from the N.C. Balance of State (BoS) was shown. Access to Part 2 training video: VI-SPDAT and Part 3 training video: Case Management tool can be found on through the following links:

Please find links below for the Balance of State Coordinated Assessment tool training. Every person using the Prevention & Diversion screen, VI-SPDAT and/or case management tool must watch the individual training for that part of the assessment tool. If you are administering all three parts of the tool, be sure to watch all three trainings. Or watch the trainings for the part(s) of the tool you will use.

* Prevention & Diversion screen (10 minutes): <http://prezi.com/q5gxammz2mij/?utm_campaign=share&utm_medium=copy&rc=ex0share>
* VI-SPDAT (1 hour 15 minutes): <http://prezi.com/v2egqy7u8ucn/?utm_campaign=share&utm_medium=copy&rc=ex0share>
* Case management tool (14 minutes) - <https://prezi.com/hsau1ja5v5-8/case-management-tool/?utm_campaign=share&utm_medium=email>

The group discussed how our regional coalition can improve upon the client/customer experience and process of the Coordinated Assessment. Who are our customers and what voice do they have regarding the spoken and unspoken wants? What are the needs, wants, concerns and expectations of the Balance of State, our staff and service providers and the community at large? These items were discussed at length and then narrowed down to what was most Critical to Quality (CTQ) and most Critical to the Customer (CTC). It was discussed as to how these needs and wants stack up to our current CA/Coordinated Assessment and what can we do to improve? What should be changed? What problems do we face? Two main barriers were found to be delaying a successful CA process: the lack of funding for clients on initial deposits for housing and the 14 day wait period of continuous homelessness whether sheltered or not sheltered. The group discussed possible changes to these concerns that would benefit the client.

Analysis completed by Andrew on the VI-SPDAT scores show a trend of scores rising as time went on. A further discussion of reasons and education of the process will be discussed at the next meeting. A second VI-SPDAT assessment can be administered if the client requests this or disagrees with the first initial outcome or score. As it stands, the motel-based shelter models can perform the VI-SPDAT on day 1 and it was determined that those clients that have been denied shelter stay can be referred immediately to Meridian for a walk-in assessment.

Agency Updates:

* Smoky Mountain LME/MCO Permanent Supportive Housing (S+C or Shelter Plus Care): 42 on PSH and 7 slots available. Through the period of 1/1/15-4/30/15, 20 vouchers, 4 actually housed, 11 lost vouchers for various reasons and only 20% housed. Problem identified that turnaround time in too lengthy to get someone housed. Initial deposits still an issue.
* Reach of Clay County: 7 sheltered, 1 family
* Reach of Cherokee County: 1 family, 2 shelter residents and 1 transitioned into apartment
* Hawthorne Heights: 5
* Haywood Pathways Center: 22 total, 17 men and 5 ladies
* Reach of Macon: 4 families, 7 people/5 kids, 1 single spot available. Breaking ground soon on new facility with 10 rooms
* Reach of Haywood: 4 adults, 2 children, 2 placed in housing
* JNIN: Closed the cold-weather shelter. Working on the new shelter. Clients can be transitioned over to MPI/Cheryl for RR if a VOH/Verification of Homelessness letter is done as well as the VI-SPDAT.
* Bob: 1 family, 10 men
* Rapid Rehousing Funds (RR) from Mountain Projects: $50,000 available

**\***The next Regional Committee meeting will be **June 3, 2015** at the **United Community Bank community room located at 145 Slope St Bryson City, NC from 10:00 a.m. to 12:00 p.m.**

**A new Regional Lead will need to be elected at this meeting.**