



North Carolina Balance of State Continuum of Care

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Coordinated Assessment Exchange Meeting Notes November 8, 2016

Attendees: Anisse Avery, Melissa Eastwood, Chris Hoover, Ginny Rainwater, Monica Frizzell, Tammy Gray, Amy Steele, Thadeous Carr, Candice Rountree, Linda Mandell, LaTasha McNair

Staff: Brian Alexander, Emily Carmody

Topic: Community Housing Waiting Lists

We want to focus on the middle part of Coordinated Assessment today. Communities are charged with connecting folks experiencing homelessness to permanent housing options and putting folks in order of vulnerability based on the assessment tool. This means building and maintaining a community-wide housing waiting list.

Updates on Community Waitlists

- Linda Mandell – Pitt County – Grantees in Pitt County have switched to consolidate housing resources under one provider rather than multiple providers. This could help with the flow into the system and decrease confusion.
- Ginny Rainwater – Piedmont - All the participating providers have access to a Google document. It is very transparent. Everyone has access and can see where their clients fall on the waiting list. Right now, they are prioritizing the list based on the highest number scored on the VI-SPDAT. They have a large waiting list so it can take some time for placement which makes it difficult to give clients a timeline for housing. They are going to revisit the waiting list order next month to see if there are other priorities the community needs to consider. Emily Carmody mentioned that communities should be looking at the written standards to help with those priorities.
- Thadeous Carr – Alamance – They have one waiting list kept by him. Alamance is averaging housing individuals from 36-40 days and families 50+ days. Many folks are self-resolving before they come up on the list. The biggest challenge is connecting with people who need to be outreached on the streets that may need housing.
- Chris Hoover – Burke – They are using Google Drive/Forms to share information. Each agency is entering their own assessments into the waiting list. Different agencies will be doing the assessments and enter the information into a central list. They could place them on the list in the right order under the right intervention. Agencies then can see where their clients fall on the waiting list and know when they are coming up for housing placement. Since it is real time, it makes the quarterly reports much easier to put together.

- LaTasha McNair – Down East – They are using Dropbox for all agencies that are doing the VI-SPDAT. Because they have so many people doing these assessments, they have a very long waiting list. The list is color coded so that providers know where to put people and in what intervention. They simply need the resources to place people. They only have RRH for domestic violence at this point in their community. They have a case conferencing meeting where they review the waiting list.

Question from Thadeous: Are communities administering the assessment or treating families differently than individuals? Is there a separate list for families?

- LaTasha says that Down East does not hold a separate list, but they denote that it is an individual or family. They still order their waiting list by score.
- Monica says that Southwest goes by score. If they have two scores that are the same, they prioritize families over individuals. They also go by score first. Southwest has a prioritization schedule to help make decisions.
- Emily Carmody says that you can also look at other priorities to go along with the score: family vs. individuals, veterans vs. non-veterans, chronic vs. non-chronic

Using Other Resources to Work the Waiting List

- Linda from Pitt County says they have TANF money in the community that they bring to the table when making decisions. They make choices of who might qualify for these things as they are making placements so they can spend all the resources and make the funding go further. They have been using TANF dollars for 5-6 months. They ask the question: “What makes the most sense for this family?” TANF is a great resource to explore as another option to help families move off the waiting list.
- Having one joint housing waiting list gives the community a chance to see the full need. This creates joint pressure for the community to decide what to do. It puts the responsibility on everyone rather than one program. It is an opportunity to engage different providers, local governments, other systems about what strategies the community needs to put in place to have movement on the waiting list. This also gives an opportunity for the community to have conversations with PSH programs about move on programs. Can PSH programs partner with PHAs to provide access to long-term housing subsidies?
 - Resources to learn about move on programs:
 - http://www.endhomelessness.org/page/-/files/3743_file_Moving_on_from_PSH_Final.pdf
 - <http://www.csh.org/wp-content/uploads/2014/09/Moving-On-from-PSH.pdf>

Confidentiality

How do you manage confidentiality, especially with households experiencing domestic violence?

- Linda in Pitt County says that any person who participates in the coordinated assessment group must sign a confidentiality agreement?
- Ginny in Piedmont says that DV agencies use a code to add people to their list. When the slot becomes available, they contact the agency and the DV provider contacts the household to connect them to the housing resources.
- LaTasha says that Down East also uses a code on the waiting list to maintain confidentiality of DV survivors.



- Emily Carmody mentioned that sometimes the number of people in the household could potentially be an identifier. Sometimes it's not just the name but other things that could identify domestic violence households.

