BREVARD HOMELESS COALITION
Coordinated Assessment
Meeting Notes

Friday, March 18, 2016
9 AM – 10:36 AM

Suntree Office Tower
6905 N Wickham Rd
Melbourne, FL

Members Present

Ibis Berardi
Nicole Bertran
Mark Broms
Rob Cramp
Maria Del Reisgo
Keith Heinly
Erica Jackson
Jennifer Jones
Guy Klenke
Heather O'Neal
Tara Pagliarini
Phebe Powell
Joni Pugh
Rosa Reich
Susan Rushin
Kristin Snyder

Call to Order

Keith Heinly called the meeting to order, sharing that there is much to cover. He stated that it's all about what we can do, not what we can't do! He asked the members to please leave any negativity at the door. Our focus is on the consumer, not on any agency. No one program is more important than any other, and everyone has a part To play in this process. Keith provided 4 X 8 cards to note and questions or comments that members may not have the opportunity to share during the meeting.

Highlights

Keith provided a brief overview of our accomplishments as a committee:

- Established Coordinated Assessment Committee
- Identified Targets and Goals
- Developed Coordinated Assessment Structure
- Integrated Prevention and Shelter Diversion
- Incorporated Service Prioritization Decision Assessment Tool
- Established the Coordinated Housing Assessment Team
- Identified Additional Staffing Needs for Coordinated Assessment

As much of a struggle as it has been, we are more advanced than most counties in Florida. Some counties have stronger collective impact, but we are ahead on structure of coordinated assessment. Rob Cramp confirmed these comments as he participated in technical assistance training in Tallahassee for homeless providers and realized the same.

Target Populations

- Reach functional zero for Veteran Homelessness by end of 2015 (Completed except waiting for USICH approval)
- Reach functional zero for Chronic Homelessness by end of 2017
- Reach functional zero for Family Homelessness by end of 2020

Each target will require a different approach to be effective in each of them.

PROCESS:

Coordinated Assessment Structure

- Centralized Intake/Diversion – Guy Klenke was hired by 211 Brevard to provide this service
- Local intake centers in north, central, and south Brevard are currently being developed.
- Outreach – We want to identify one agency to serve as the lead for outreach.
- Local outreach teams in north, central, and south Brevard are being developed.
- Emergency Shelter Network (Bridge Housing) – Tara Pagliarini with Family Promise of Brevard is the lead.
- Coordinated Housing Assessment Team (CHAT) led by Mark Sexton with Family Promise of Brevard.
- Case Management Services – Mark Broms is focusing attention on identifying these services.
- Mental Health/Substance Abuse Services – Mark Broms is focusing attention on identifying these services.
- Supportive Services – BHC Provider Agencies

Data and HMIS Needs

Our HMIS system needs to collect and report out on the outcomes relevant to coordinated assessment, which is included in Guy Klenke's responsibilities. We need to create the capacity to identify bed availability in real time. Matt Barringer at City of Titusville has a team of individuals working on developing this program. Guy also trains people on data and HMIS procedures Involved in the coordinated assessment process.

Brevard Homeless Coalition Contracts

BHC will begin changing grant contract language to ensure that as many partners as possible are participating in the coordinated assessment process (CoC, ESG, TANF, Challenge, Private); develop incentives to participate in coordinated assessment, including tying receipt of funds to participation; and a performance-based contracting process. Funding will be based on outcomes and not on beds filled.

PRACTICE:

Developing a Local Outreach/Intake Team

Ibis Berardi with the City of Titusville Social Services shared that Councilman Barringer and BHC came together to discuss how to address chronic homelessness in Titusville. Once someone was identified to complete the VI-SPDATs, then the message was sent out to the community. The process was easier to develop because we had the backing of the elected leadership. The word was spread that there is one point of contact in Titusville. The Titusville PD has entered into partnership with the City of Titusville Social Services to provide the outreach services. They will bring the homeless individuals to receive assistance from Ibis Berardi instead of taking them to the county jail. This provides an option for law enforcement and saves taxpayer dollars. The VI-SPDAT is usually completed on the second visit. The first meeting is for general assessment and diversion. The City of Titusville Social Services has accepted the challenge of housing five chronically homeless. Ibis would like to evaluate their performance in six to eight months. It is difficult to address needs out of area. The VI-SPDATs are submitted to the Coordinated Housing Assessment Team. One advantage to the Titusville plan is that many services are located in one facility. They are appealing to the private sector to provide more permanent affordable housing.

Identifying Bridge Housing Availability

Tara Pagliarini with Family Promise of Brevard shared that they engage faith-based partners to provide bridge housing for families. The Family Promise of Brevard model has been working for 2 ½ years. The Emergency Shelter Network met to review what bridge housing was available and how to increase it. They are updating their list of available bridge housing facilities. Bridge housing could be a walk-in facility or it could have a process for entry. Bridge housing takes many forms. The next step is to identify what the need is in Brevard for emergency (bridge) housing. All requests for shelter will be funneled through Guy Klenke at 211 Brevard so that he can track the types of requests made. The ESN is also trying to determine what hotel funds exist in Brevard and how to develop a

pathway to those funds as a coalition. There are 500 congregations in Brevard County. One idea was to have three coordinating centers for bridge housing funds.

Identifying Case Management Services

Mark Broms with Brevard Homeless Coalition mentioned that case management services are a need that exists in Brevard. Our case management capabilities have increased dramatically in the last six to nine months. The BHC decided to focus some of the grant funds on expanding capacity. The Challenge Grant has been useful in filling gaps within our coordinated assessment process. The original plan was to hire a case manager for Eckerd, but they just received another large grant for case management through Florida CARES. Since Peace GAP has a well run program in South Brevard, the BHC will identify a case manager for central and north Brevard. South Brevard has housed about 30 chronic homeless and the Housing Authority Section 8 list has opened up again for chronic homeless. Housing availability is more of an issue in north Brevard.

The CoC grant promoted a bonus project ($122,000) focused on housing chronic homeless throughout Brevard County. Housing for Homeless is the recipient with Eckerd providing the case management support.

We have identified that we all need to know more about managing disabilities with our clients. We need to link health services and social services in our community with housing case managers. The BHC has been awarded a grant from the Space Coast Health Foundation ($20,000) to have someone serving as an interface between health care providers and housing case managers.

Support for Chronic Homeless and Families with Children

Tara provided a report from Mark Sexton on support for chronic homeless and families with children through the Coordinated Housing Assessment Team process. Mark Sexton would like to explain their current policies on these two sub-populations of the homeless. First, the very nature of coordinated assessment is to provide an objective means of coordinating the appropriate level of intervention to a household with the matching level of need, within the limitations of our available services in the county. That necessarily means that there will be households whose needs are met slower than others or not all if they are identified needing supports that are a “gap” in our Continuum of Care. His duty as head of the CHAT team is to insure that interventions are being provided uniformly within the coalition regardless of who the assessor was, where the household resides in the county, or how many times they have presented to a front line agency. They do not prioritize for the chronically homeless. They do not prioritize for families. They are served based on our available assessors and interventions. The only thing we prioritize for is those persons currently in emergency shelter, and unable to rehouse themselves, to create better flow in and out of shelter into stable housing.

When the VI-SPDAT is performed, they are able to track if a household is self-reporting as chronically homeless. This is noted in the event that an intervention restricted to those experiencing chronic homelessness becomes available. During the Full Assessment there is a section explicitly on History of Housing and Homelessness. In this section the assessor verifies any claimed chronic status within the guidelines of the HUD definition. At this time in our county, the only interventions being offered for permanent supportive housing (PSH) are for those households that not only meet the updated (as of January 2016) HUD definition homelessness and are eligible for the Brevard County Housing Authority Housing Choice Voucher (HCV). This may appear to show favor to the chronically homeless, but is actually a factor of available services. Those households identified as meeting the above standards are then offered an intervention in order of those who have been homeless the longest time. The wide majority of referrals they receive for Individuals score for PSH, but families who qualify have also been offered the same intervention when scoring PSH.

The percentage of families scoring for RRH is substantially greater than that of Individuals. This combined with the fact some of the agencies offering RRH intervention are restricted to helping families has made it appear that only families can get a rapid rehousing intervention. This is also not true. However, the number of shelters that accept families and participate in the Continuum of Care means that the CHAT receives referrals and prioritizes those assessments. This means that CHAT has been successful in moving families out of shelter and into housing, freeing up those shelter beds for other in need.

Rosa Reich asked if the SPDAT scores will be placed on HMIS as they were originally planned. Service providers should be able to see if a SPDAT has been completed. Joni is entering the SPDATs into HMIS. Agencies should be able to input SPDATs into HMIS themselves. SPDAT was never opened to the HMIS agencies. Guy stated that he will investigate why the agencies do not have access.

Identifying Mental Health/Substance Abuse Services

Erica Jackson with Circles of Care just returned from SOAR training. There are only two people actively practicing SOAR in Brevard; Erica Jackson with Circles of Care and Robin with Peace GAP Ministries. Erica stated that we do not use HMIS fully to enable agencies to share information successfully to house clients and maintain housing. Once a client is rehoused, there are ongoing issues due to mental health and substance abuse issues. There is a gap that occurs during the referral process. Between the times the referral is made and the individual is selected for housing, we are missing the opportunity to connect them with needed services. As the PATH specialist, Erica shared that there is also a capacity issue for providing mental health and substance abuse services. Early identification of needs and front line supports would help us connect individuals with services paid through Circles of Care PATH program. Treatment should occur with admission into housing, and not later. The SOAR process helps the individual obtain the income (SSI/SSDI) and the health care needed to obtain and maintain housing. SOAR applications can be tracked to its completion. Erica currently has 52 cases of intensive case management support. The BHC has trained many members in SOAR, but they are not being completed. Erica suggested that we consider paying someone to manage this part of the process. The SCHF Pickett Grant could be used to assist in this capacity. There was also some discussion about using college interns to support the coalition needs. Tara is currently sharing a clinical social worker intern with Central Brevard Sharing Center to assist them with their current staffing issues. Many of our agencies are using interns from UCF. Erica announced that she just received her first SOAR approval that she completed while she was in training.

Identifying Supportive Services

Rosa Reich with Catholic Charities explained the importance of supportive services to help secure and sustain housing. The key to keeping them housed is with follow up. We have many agencies providing a variety of supportive services (employment assistance, household items, motel assistance, assistance from churches and church agencies, food stamp assistance). We don't have a coordinated process or coordinated funding for supportive services. Case Management is the key for providing and coordinating the supportive services. North Brevard Charities Sharing Center has a medically needy program. Case managers are connected to all available services throughout Brevard to coordinate services based on their client's needs. TANF and ESG funds need to be spent out before the end of the grant year.

Full SPDATs

There was discussion about the need for the completion of full SPDATs for applicants who have been on the list for months. The waiting period is too long for them to wait for a full SPDAT or intervention. There should be greater awareness of expectations from submission of the VI-SPDAT to the completion of a full SPDAT. It was stated in past Coordinated Assessment meetings that only a few people would complete the full SPDATs until housing opportunities and case management is available. It was recommended that the FACT team be trained on the assessments. The use of SOAR alleviates many of the issues. Mark Broms stated that there are many people available to do the full SPDATs and asked that agencies recommit to being trained and completing the full SPDATs at a rate of one a month. Agency representatives can complete the full SPDATs for other organizations. All of the SPDATs are processed through the CHAT. Susan Rushin affirmed that the CHAT process has come a long way since it began. There has been great collaboration between agencies. The case management and advocacy is key to the process.

Communications Plan

Mark Broms with Brevard Homeless Coalition mentioned that internal communication will increase with the nearly completed website. There will be a forum on the site for communication between agencies. There will also be a short section with member agency information available. For external communication the Brevard Homeless Coalition has come a long way. We have reason to feel good about what we are doing. We need to share as BHC

ambassadors within the community. Our situation is manageable. Brevard County is the envy of many because we are managing the issue of homelessness. A strong, positive message in the community will encourage donations. We can provide the reliable data to show our success. We can measure the cost savings that occur with housing the homeless. Our communication is our attitude. Rosa Reich asked about a news release to promote functional zero for homeless veterans. Mark explained that we are waiting for official confirmation from USICH after a few more questions are answered.

Coordinated Assessment Evaluation Process

Keith stated that the Coordinated Assessment Committee will need to begin considering a new chairperson since his contract will end with the hiring of a new Executive Director or at the end of June.

The committee will need to develop a process for reviewing coordinated assessment and make changes, measure outcomes, and implement the CA Consumer Evaluation Tool and the CA Process Evaluation Tool. The tools are added for your review.

Adjournment

Adjourned at 10:36 am.