

CES All Populations Minutes – July 16th, 2019

1. Welcome / CES Adults and Youth Overview

- Breanna Jaijairam

- Thank you to Torrance Memorial Medical Center for hosting and for providing breakfast
- All presenters contact information is provided on the agenda
 - Please hold questions for presenters until the end of the meeting
- All Pops Purpose – discuss changes and updates, and exchange contacts, in the SPA 8 system
 - Frequency – 2/yr
- Access to the CES System – Broken down into Regional Hubs
 - Northern Hub – Led by Saint Margaret's Center
 - Harbor Hub – Led by Harbor Interfaith Services
 - Beach Cities Hub – Led by Harbor Interfaith Services
 - Long Beach Hub – Led by Mental Health of America Los Angeles
- Youth Overview
 - System for 16-24 year-old youth who are emancipated
 - Offers housing and supportive services
 - All under philosophy of providing safety and support to youth to prevent them from aging into adult chronic homelessness
 - Prioritizes clients using the 'Next Step Tool'
 - Different Services offered by different organizations, but Access/Assessment sites are:
 - Harbor Interfaith Services
 - Saint Margaret's Center
 - Sanctuary of Hope
 - The Good Seed
 - Unique Programs:
 - Independent Living Program (ILP): Transitional housing for post-Foster Care/Probation system youth, no costs, except 30% of income expected to go to savings account
 - Youth Rapid Re-housing (YRRH): Mid-range acuity, with short-medium term stabilization in tenant-based housing
 - Youth Permanent Supportive Housing – Vouchers: Shelter + Care, HACOLA B8

2. CES Families Overview

- Sharon Stewart

- Most in the audience already familiar with the Family System
- One important distinction: Family must have specific ties to the SPA to receive services, including where:
 - They became homeless
 - A parent is currently employed
 - A child currently attends school

- Can Serve a variety of custody scenarios, as long as there is one, unemancipated minor in the family
- Served by 3 Hubs:
 - Harbor Hub – Led by Harbor Interfaith Services
 - Northern Hub – Led by PATH, at Saint Margaret’s Center
 - Long Beach Hub – Led by Catholic Charities, at the Multi-Service Center
 - DV Provider – 1736 Family Crisis Center – Clients have choice of whether to access Families or DV system
- Case Conferencing – every 2nd and 4th Tuesday of the month at 2pm
 - Focuses on highest acuity clients

3. 2019 Homeless Count Overview

- Nancy Wilcox

- Thank you to everyone who participated in the PIT count
 - Especially those who were on the Special Teams
- Count totals the population at a Point in Time (PIT)
 - Does *not* measure flow into/through the homeless service system
- SPA 8 Trends are not always reflective of those in the LA CoC
- Spa 8 #s from the count don’t include numbers from the Long Beach CoC
 - SPA 8 population experiencing homelessness substantially higher when Long Beach Count #s are included
- Overview –
 - Majority not living in Emergency Shelter
 - Of those who are, majority are Families
 - ~75% of Families are Sheltered
 - Of those unsheltered:
 - 35% are living on the street, outside of a makeshift shelter
 - 47% are living in vehicles (# up 14% from 2018, compared with a 5% rise in LA CoC)

4. SPA 8 Matchers Update

- Flora Garcia and Marina Umana

- Matching – the process of directing a notification of housing resource availability to a client who matches the resources criteria, ranked by acuity
- Process/Terms:
 - Identified for Match – Client fits resource profile
 - Match in Progress – Resource communicated to client
 - Match Confirmed – Client *wants* the resource, and is working with Housing Provider
 - Public Alerts – Entered into Clarity for system-wide notification of clients’ status
- Tips and Tricks!
 - For Housing Providers:
 - Input resources into Myorg with the correct criteria
 - Inform the Matcher if the Case Managers are unresponsive

- For Case Managers:
 - Keep the Point of Contact updated every 90 days
 - Reply to emails from the Matcher/Housing Provider within 48 hours
 - Make sure client is document ready
- Types of Housing Resources
 - Project based
 - Tenant based
 - System specific (i.e. Families, Youth)
 - Certificates / Vouchers
- Matching Disclaimers: Matchers *do not*
 - Match to Shelters
 - Arrange meetings/transportation/interviews for clients – all handled by Case Manager or Housing Provider
 - Contact clients
 - Match by request or recommendation – all matches are from the Community Queue

5. NEW Programming: Problem Solving

- Alex Devin

- Best thought of as old-school, case management approach – learn your clients' story, don't just tick off the boxes
 - Finding alternative solutions for clients outside of the system's resources
 - Response to inadequate resources for volume of clients
- Roll out includes:
 - Training – Provided by a firm out of Cleveland, with enough trainees can be conducted in SPAs (or hubs) instead of in DTLA
 - Staffing – funds for 80 problem-solving specialists in 2 years positions, at FSCs, Access Centers, DPSS offices and DCSF offices
 - Financial Assistance –
 - \$40k to each Access Center
 - Remainder in central pool managed by LAHSA, released directly through requests in HMIS
 - For one-time, limited assistance

6. NEW Programming: Shallow Subsidy

- Jorge Garcia

- Program offered by the Salvation Army
- Purpose – prevent clients from returning to homelessness
 - Specific to those who have successfully exited RRH but still require assistance but little to no case management
- Criteria: (a few of many)
 - Exited a RRH program
 - Severely rent burdened
 - Earning <50% AMI

- Connected to program via a Referral Form with Salvation Army
 - NOT Matched through the CES SPA 8 Matchers

7. Spotlight on Outreach/Housing Navigation (Harbor Hub)

- Larmar Avila

- Purpose of outreach: meet basic needs and build trust with people who don't access traditional services
 - Method – Meet people where they're at: Geographically, emotionally, mentally
- Notable Advice:
 - Build a team around your clients based on the steps they need to take/services they require
 - Be an advocate for your clients while navigating gov't depts, landlords, etc.
- Success Stories: [→Heartwarming Pictures Here←]

8. SPA 8 Outreach Coordination

- Breanna Jaijairam

- Current Outreach Coordinator, Alex Michel, is leaving role Thursday, July 18, 2019
 - Breanna will assume responsibilities until the position is filled
- LA-HOP: funnels outreach requests from public → Coordinator → Team Leader → Outreach Team
 - Team must make at least two contact attempts; 1st within 72 hours of LA-HOP request
 - 'Was Contact Made' slider must be answered
- Care Coordination will be the new method for coordinating around most vulnerable clients
 - Purpose: Create care plans for immediate, medium and long term for a Hub by-name list
 - Frequency: Meetings 2x/month for each Hub

9. 'A Bridge Home' Updates

- Gabriela Medina

(Presented after 10. Lease Up LA)

- Bridge Home Program is temporary (with no time limit), emergency housing with 24/7 case management, security and storage
- Location Updates:
 - Watts - Scheduled for 8/27/2019 opening, operated by Salvation Army
 - San Pedro – Waiting on Federal Highways approval, operated by PATH
 - Wilmington – Lease drafted for review by Port of Los Angeles, operated by USVets
- Navigation Center adjacent to LAPD Harbor Division: scheduled to open January, 2020, offering storage, public restroom, and case management
- Lomita/McCoy Hotspot – moving forward with motel rental pilot program based off of Whittier model

10. Lease Up LA / Mediation

- Two programs offered by PATH to improve outcomes in private rental market

- Lease Up LA
 - Live Web portal that connects vacant units with service providers
 - Offers incentives to landlords who participate in the program, and offer units to people experiencing homelessness
 - Landlords contacted by customer service-oriented recruitment team
- Mediation Services
 - Licensed mediators resolve conflicts between landlords and tenants
 - Requests for mediation services can be made via a referral form, sent to hpp.mediatoin@epath.org
 - Not limited to clients participating in Lease Up LA

11. 1736 Family Crisis Center – RHY Outreach

- Avigal Horrow

- New Outreach Program for RHYs, started in 2019
 - Offers crisis services for TAYs on the street
 - For Youth ages 10-22
 - Includes full range of 1736's wrap around services such as: legal aid, mental health, HSPP, employment, etc.
- Active in SPAs 5 and 8 – taking referrals for TAYs from Outreach Teams
 - Will include outreach over weekends, and during night hours

12. Connect LA

- Melissa Velasquez

- Program that supports TAYs at risk of or currently experiencing homelessness to increase “connections” – relationships that can be supportive that aren't from service providers
 - Works to identify, and then (re)establish those relationships
- Offers life skill training over 6-12 months of active care, followed by 6 months of after care
- Requires a Referral Form to be completed; notification of acceptance to program in 3 days

13. CES and Domestic Violence Partners

- Carielle Escalante

- System differences between CES and DV
 - CES has uniform protocol; DV maintains localized protocols
 - CES accessed through Access Points/Centers; DV referrals through Hotline
- Challenges for the DV system
 - Lack of transparency makes information sharing difficult
 - Confidentiality requirements
 - Lack of uniformity
- Domestic Violence Referral Information Center (DVIRC) – New DV Bed inventory active since April 1st
 - Live, Daily DV bed inventory Count entered by participating shelters
 - Open to agencies who need to advertise or monitor availability

- Not all Shelters are participating yet
- Progress from LAHSA:
 - Non-HMIS Prioritization Tool for DV Service Providers
 - Danger Assessment Tools – gauge immediacy of threat to clients
 - Additional training opportunities – including safety planning
 - DV specific funding within the CES