

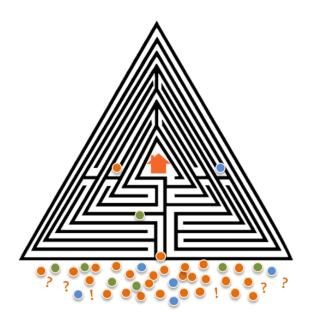
SPA 8 Coordinated Entry Systems ALL POPULATIONS CONVENING

Monday, January 28th, 2019 8:30am-12:30pm

Torrance Memorial Hospital

COORDINATED ENTRY SYSTEM

Without CES

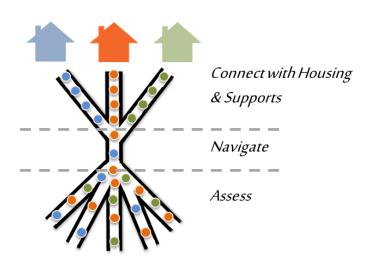


Each

organization

doing it all

With CES





Each organization

doing what they

do best

THE TRUTH ABOUT CES

CES IS

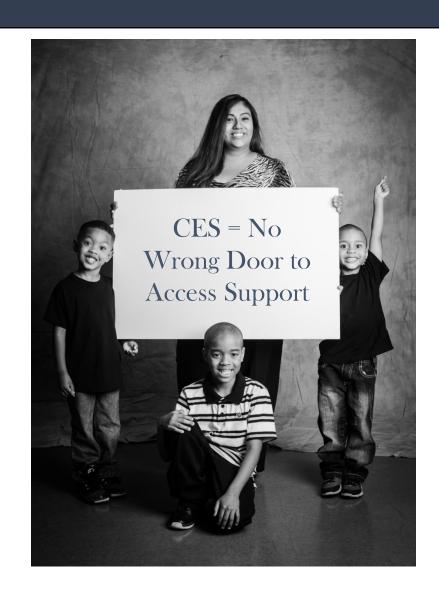
- A collaborative framework connecting persons experiencing homelessness to the best resources to meet their needs.
- A process for matching someone to appropriate housing interventions and diverting those who can self-sustain.

CES IS NOT

- A system that creates new housing resources
- o A giant waiting list
- o A computer system
- A housing application
- A system owned by a singular agency
- o A program
- An instant fix
- o A rigid system

CES WORKS

- Housing the most vulnerable, most likely to die without stable housing
- Prioritizing frequent users of public emergency systems
- Diverting Persons with less severe needs to less intensive programs
- Information sharing through HMIS and case conferencing
- Coordination and strategic SPAwide collaboration

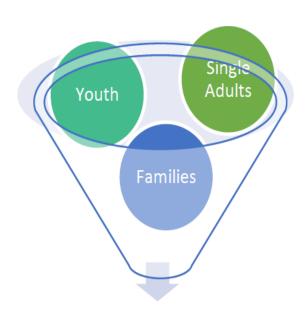


CES SYSTEMS

 Three CES systems in place in LA CoC

 Harbor Interfaith is the SPA & lead for Families, Adults, and Transitional Age Youth

 Not every agency will utilize every system, but can still refer clients to appropriate resource



Coordinated Entry System

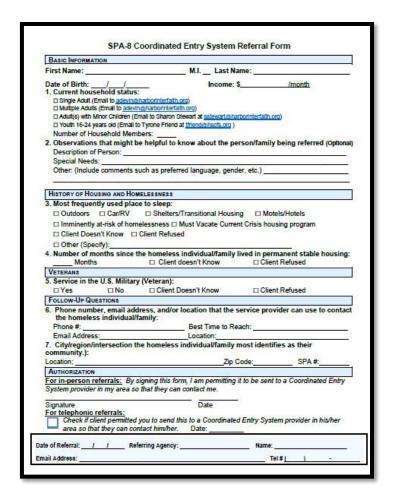
CES Survey & Recommended Housing

- Homeless adults are assessed with the CES assessment.
- The CES Survey is a triage based tool.
- o CES Survey is **not** a housing application
- The survey gives a score between 1-17
- Adults who have previously been assessed do not need to be assessed again.
- o If the score does not seem appropriate, there is an option for a score revision worksheet or utilization of the Full SPDAT.

Scoring Summary			
Domain	Subtotal	Results	
B. Basic Information	/1	Score:	Recommendation:
D. History of Housing & Homelessness	12	0-3	Diversion and support services
E. Risks	/4	4-7	Short-term housing with support services
F. Socialization & Daily Functions	/5		
G. Wellness	/5	8+	Long-term housing with support services
Grand Total:	/17		

Referrals to CES Adults, Families, Youth

- Referring persons into CES is simple.
- Download CES Referral from HaborInterfaith.org
- Complete form with Persons needing assistance.
- Send form to appropriate system based off "Current Household Status"



Long Beach VA **Dustin Halliwell, LCSW**Coordinated Entry System Coordinator

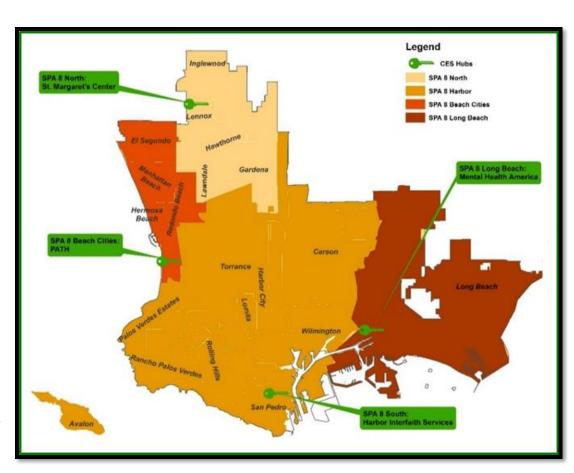
Little Company of Mary Wellness Center 470 N. Hawaiian Ave., Wilmington, CA **Rafael Garcia**

Community Outreach Supervisor

Councilman Joe Buscaino – 15th District **Gabriela Medina**District Director

CES Regional Hubs - Adults

- The South Bay is divided into four regional hubs.
- There is a lead organization for each Hub.
- **1. Southern Region** Harbor Interfaith
- 2. **Beach Cities** PATH
- 3. Northern Region St. Margaret's Center
- **4.** Long Beach Mental Health America

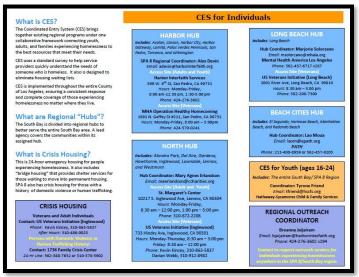


CES Accessing Regional Hubs

Harbor Interfaith Services

- o SPA 8 CES Brochure
- Contains Contact Information for:
- Families
- 2. Adults
- 3. Youth (TAY)
- 4. Domestic Violence
- 5. Veterans
- Download at www.harborinterfaith.org





CES Case Conferencing for Adults

- Meetings are held on the 1st and 3rd Mondays of the month at rotating locations.
- Future Meetings can be found on:

http://ceslosangeles.weebly.com/spa-8-bulletin-board.html

To be apart of our mailing list and receive CES notification please contact:

Breanna Jaijairam bjaijairam@harborinterfaith.org

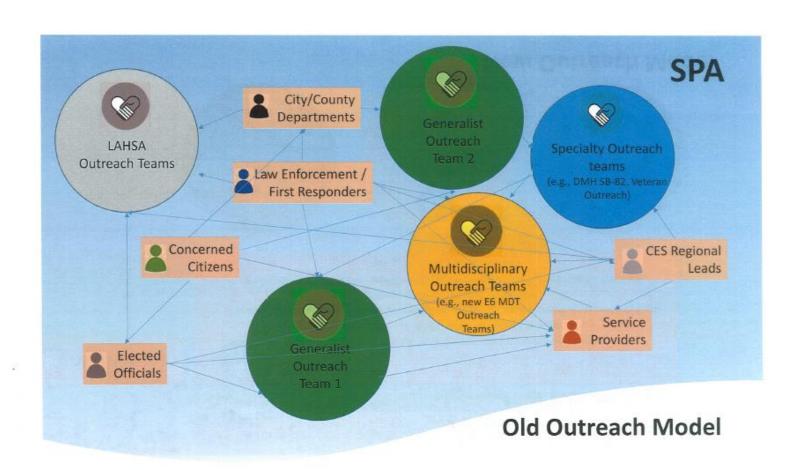
SPA 8 CES Regional Coordinator for Individuals

Outreach Coordination - Who Are We?

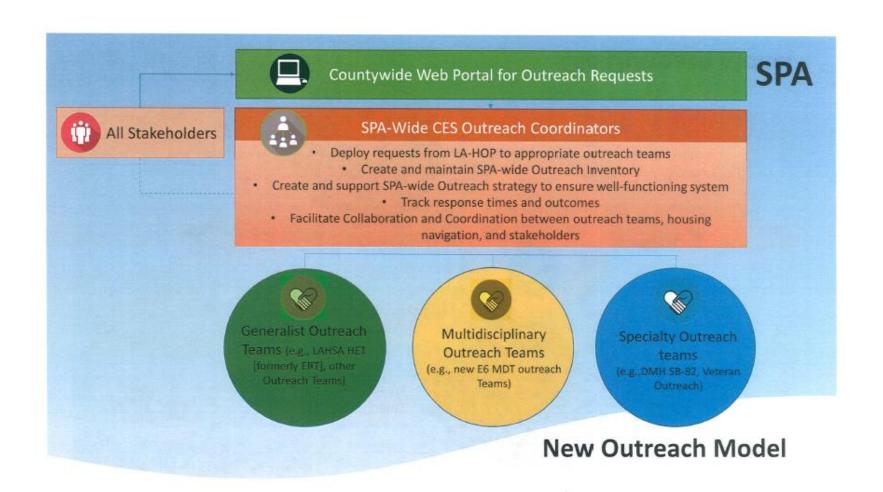
- Coordinate all existing outreach teams to best respond to the needs throughout SPA 8.
- Each city and community has different needs and resources.
- Work with outreach teams to establish ongoing proactive outreach efforts.
- Work collaboratively to assess needs and respond appropriately & effectively.



Outreach – Before



Outreach Coordination – After & Future



Outreach – What Do We Do?

- We connect individuals sleeping in places not meant for human habitation to services such as:
 - Emergency Shelter
 - Identification (State ID, birth certificate, SS Card)
 - Mental Health Services
 - CES Assessments
 - Etc.

All services are person centered.

We start with where the client wants to start and work from there.



- A County-wide, web-based portal designed by the Los Angeles Homeless Services
 Authority (LAHSA) in close collaboration with the Los Angeles County Health
 Agency, the Los Angeles County Homeless Initiative, and our broader outreach
 family to
 - 1. Ensure constituents can easily submit request for homeless outreach
 - 2. Educate our community about what outreach teams can and cant do
 - 3. Support the unique needs of outreach teams to respond to these requests

Outreach Request Submitted



Step 1: SPA Outreach Coordinator

- · Receives and reviews the request
- · Designates a priority level
- · Assigns request to most appropriate outreach team
- Notes any other information for the Team



Step 2: Team Lead

- Receives request from Outreach Coordinator
- Reviews and accepts the request
- Assigns to appropriate team members
- Notes any other information for Team Members



Step 3: Team Member

- Receives request from Team Lead
- Fulfills outreach request
- Fills out post-deployment survey

Outreach – South Bay Housing & Health Fairs

"One stop shop for services."







Next Housing & Health Fair:

Tuesday, 2/26/2019 from 10am-2pm

Lennox Constituents Center 4343 Lennox Blvd, Inglewood, CA 90304

Outreach — How Do You Contact Someone?

Please contact: Alex Michel SPA 8 Regional Outreach Coordinator

Phone: **424-276-3602** Ext. **353**

Email: amichel@harborinterfaith.org



CES Matching - Adults

Matching IS

- Housing Providers Notify Matcher of available units & Certificates/Vouchers
- Matcher utilizes CES Assessment Data in HMIS or Case Conferencing to "match" persons to available units
- Matches are based off unit requirements
 and acuity scores 8+ (9 for Families)
- Persons with highest acuity are prioritized.
- Persons connected with Case managers are easiest to match.

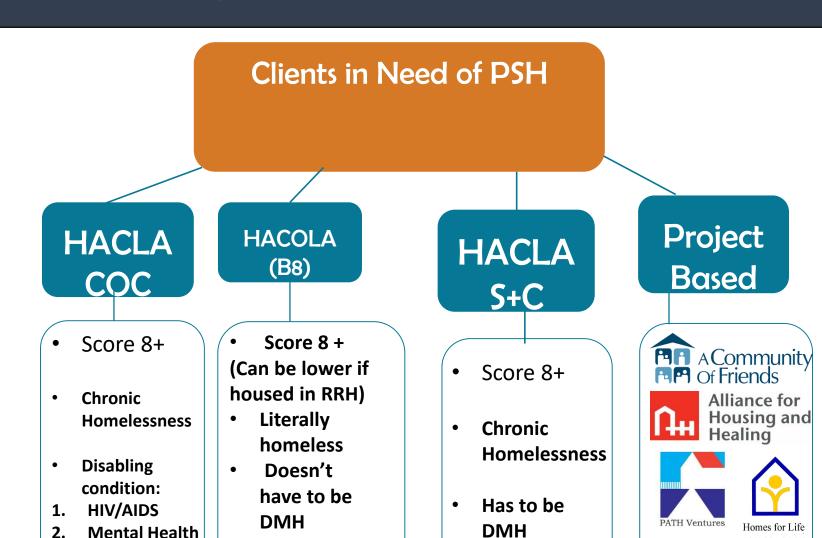
Matching IS NOT

- Client or Case Management initiated
- For Rapid Rehousing Programs
- For Lower acuity connections
- A housing application
- o A guarantee

How can case managers or outreach workers assist with matching?

- o Ensure that client's CES Assessment is in HMIS and accurate
- List yourself or another person as <u>Point of Contact</u> on the program profile page as all matching is done through the point of contact.
- Assist clients in being doc ready (Ex. ID, SSC, Income varication) and upload docs in clarity
- Keep client contact info & location up to date (phone number, email, & emergency back ups)
- o Connect clients to appropriate services if needed (DMH, Interim beds,...)
- Make sure lower acuity clients are connected to short term assistance provider

Matching Resources

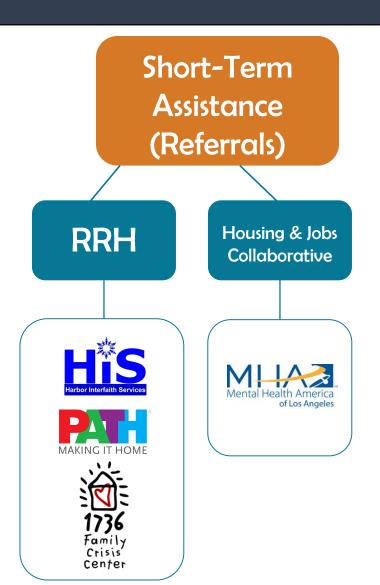


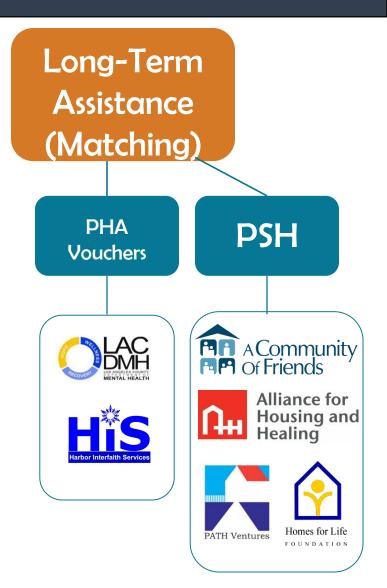
Connected

connected

Chronic Illness

Housing Resources - Adults





Referral - Short-Term Assistance

Rapid Rehousing



Send Referrals To:

• Catherine Hetzer – <u>chetzer@harborinterfaith.org</u>



Send Referrals To:

• Isela Hernandez – <u>iselah@epath.org</u>

Housing and Jobs Collaborative



Send Referrals To:

- Erika Magdaleno emagdaleno@mhala.org
- Marjorie Solorzano <u>msolorzano@mhala.org</u>

Matching – Who do you contact?

Contact: Jessica Lomeli

Email: jlomeli@harborinterfaith.org

Phone: 424-276-3602 ext. 350

CES Hospital Coordination

- Pilot Program with five hospital in SPA-8
- Assisting Hospital Staff in connecting homeless patients to CES.
- Prioritizing frequent homeless utilizers of hospitals to housing resources to reduce ER visits amongst both public and private hospitals

Hospital Liaison:

Jessica Bailey

Email: jbailey@harborinterfaith.org

Telephone: 424-276-3602 Ext. 298











Kaiser Permanente Harbor City – Homeless Patient Navigator

- Co-location at Kaiser Permanente in Harbor City
- Works with high frequency utilizers of emergency department services Access to DHS interim housing, board and care resources and referrals to higher level of care.
- Receives referral for patients prior to discharge, but the bulk of the work takes place after discharge
- Main goal is to place these patients in permanent supportive housing.
- Assists clients in obtaining important documentation, income, insurance benefits & etc.
- Can work in collaboration with other social workers, outreach workers & etc.



Redondo Beach

Outreach & Housing Navigation

Lila Omura

Collaboration

- Redondo Beach Police Departments Top 10
- Direct Referrals
- Yellow Slips
- Outreaching w/Mayor of Redondo Beach
- City Prosecutors Office for Repeat Offenders
- St Andrews Church
- Intake/Filling in the GAPS



Client Collaboration Success Story

Prevention (Individuals & Youth)

- For clients who are at imminent risk of becoming homeless as defined by LAHSA
- Must be able to prove unavoidable financial difficulty
- Client income must be below 50% AMI (\$33,950 annually)
- For financial assistance (Prevention):
 - Client must prove forecasted self sufficiency
 - Client must score 19 on targeting tool
 - Assistance for maximum of 6 months

Diversion (Light Touch Assistance)

- For clients who qualify as being at imminent risk of becoming homeless but cannot score 19 on the targeting tool or cannot forecast and prove self sufficiency
 - Assistance not to exceed 1 day
 - Legal Aid referral
 - Landlord negotiation
 - Help connecting to community resources

Century villages at Cabrillo

Permanent Supportive Housing

Harbor Interfaith Services
Janet Martinez

Our Residents

At capacity with 13 residents

❖5 women

❖8 men

Cumulative 138 years of homelessness



Life AT CVC

CVC Community

A former 26 acre US Naval housing site, CVC houses over 1000 individuals and families.

- Recreational areas: basketball court, volleyball court, and playgrounds.
- ❖ Social Hall, patios, and BBQ pits
- Convenience store and thrift store
- Community gardens
- Outpatient health clinic

BUILDING 6

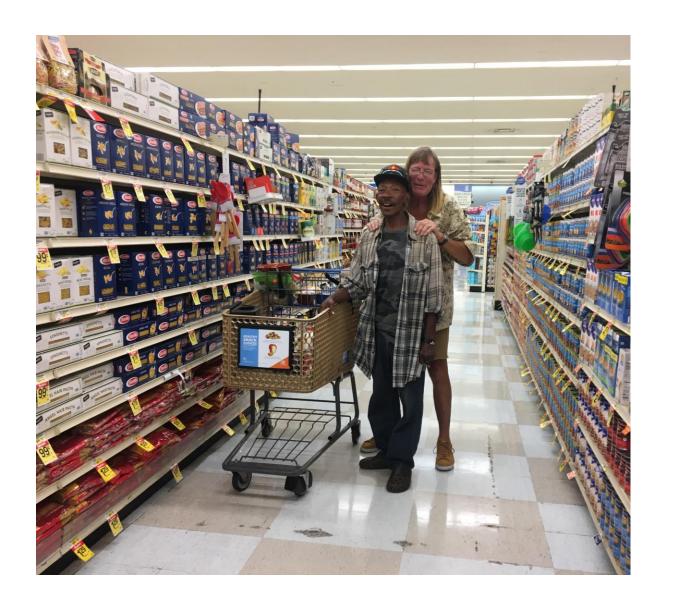
- ❖ 9 bathrooms- wheelchair accessible
- ❖ 2 kitchens
- 2 sets of washers and dryers
- ❖ 13 single bedrooms
 - Mini fridges





Team Effort

- **❖** Harbor Interfaith Services
- **❖** Multi Service Center
- **❖** HEART Team
- **❖** Long Beach Police Department
- Chronically homeless list created by the collaboration of these agencies to house the most chronically homeless individuals into PSH CVC
- Outreached months prior to building being opened in April 2018



Alvin & & James



HOUSE MOTHER, DEBRA



Mikey Mike, Lucy & Peter

Our Mission

The mission of Harbor Interfaith Services is to empower the homeless and working poor to achieve self-sufficiency by providing support services including shelter, transitional housing, food, job placement, advocacy, childcare, education, and life-skills training.

Youth COORDINATED ENTRY SYSTEM



Regional Coordinator: Chris Jenne **Contact:** <u>cjenne@harborinterfaith.org</u>

Youth COORDINATED ENTRY SYSTEM

Youth CES is a regionally coordinated, client centered system. It streamlines access to developmentally appropriate housing and support services for youth and young adults, ages 16-24 experiencing homelessness and housing instability in Los Angeles County.

Youth CES aims to streamline the process to:

- 1. Provide safety and support for youth in crisis
- 2. Get youth off the street as quickly as possible
- 3. Prevent homeless youth from becoming chronically homeless adults.

CES – Youth/TAY

Lead Agency: Harbor Interfaith

Regional Coordinator: Chris Jenne **Contact:** <u>cjenne@harborinterfaith.org</u>

- YRRH Program
- Referral to ALL Program
- Clothing closet
- Food
- Hygiene



Sanctuary of Hope

Ishmine Caldwell

Hope Connections 13245 Hawthorne Blvd. Suite 202 Hawthorne, CA 90250

- Youth Specific Agency
 - Housing Navigation
 - Life Coaching
- Employment Preparation
 - Educational Support



Good Seed Drop In Center

Jonathan Thompson

1230 Pine Ave
Long Beach 90813
thegoodseedLLB@gmail.com
(562) 712-5836

- Showers
- Clothing
 - Meals
- Employment
 - Bus Fare



Youth/TAY CES Housing Resourses



Youth Transitional Housing

• The Independent Living Program (ILP) Transitional Housing:

- provide a safe and supportive 24hour residence
- for youth who have emancipated from Foster Care or Probation and who are ILP eligible.
- No cost to the youth for this program, however most programs require youth give 30% of their income, which will be set aside in a savings account.

Transitional Living Programs in SPA 8:

- Hathaway-Sycamores
- United Friends of the Children
- Sanctuary of Hope
- Divinity Prophets
- Rich Stone

Youth Extended Foster Care

- All foster youth and some probation youth in California have the option to remain in care until they are 21 years old, according to a law called **AB12**.
- While in extended foster care youth are eligible to enroll in SILP. SILP Placements receive the Basic foster care rate of \$923.00/month + applicable clothing allowance.
- If they have minor children while in extended foster car they will also get \$923.00/month for each child the youth has in their custody

Youth Rapid Rehousing

Agencies For YRRH in SPA 8

- Sanctuary of Hope
- Harbor Interfaith Services
- St. Margaret's Center (Coming Soon)

Who Does YRRH Serve & How

- Serves mid-range acuity youth, ages 18-24
- Short to medium term financial
- Assists with identifying and stabilizing youth in tenantbased scattered site, permanent housing
 - Includes shared and family reunification

Youth Permanent Supportive Housing

- Long term, community based housing that has supportive services for homeless persons with disabilities.
- In 2018, SPA 8 was awarded two batches of 10 Shelter+Care vouchers specifically for Youth.
- HACOLA B8 Vouchers were matched to Youth in need of PSH

Youth/TAY Assessment Sites

South: Harbor Interfaith

599 W. 9th Street San Pedro, CA 90731 (424) 276-3602

North: St. Margaret's Center

10217 S Inglewood Ave, Inglewood, CA 90304 (310) 672-2208

North: Sanctuary of Hope

13245 Hawthorne Blvd, Hawthorne CA 90250 (424) 374-8038

Long Beach: The Good Seed

1230 Pine Ave., Long Beach, CA 855-968-8452

Youth Care Coordination Meetings

- 1st Monday of the Month: Joint Case Conferencing with CES Adults
- 3rd Tuesday of each Month: YCES Specific Case Conferencing
- In this meeting youth are connected to appropriate resources available, including mental health, housing, and all other supportive services.
- There is discuss on housing vacancies that youth may be able to be matched to.



Youth Family Reconnection – Connect LA

Connect LA (CLA)

Goal: To support youth residing in LA County who are at imminent risk of or currently experiencing homelessness to increase permanent connections and access to stable housing.

CLA seeks to support youth to achieve these outcomes by building and maintaining healthy relationships and/or reunifying with their biological or non-biological family.



South Bay Coalition to End Homelessness Nancy Wilcox Co-Chair

Rainbow Services Judy Gordon Director of Education & Volunteers

WHO DO WE SERVE?

- Adult with legal custody of a minor aged child
- Mother-to-be any stage of pregnancy
- Parents under 18 with legal custody of a minor aged child.
- Literally homeless, including living out of a vehicle.
- If housed, currently in a housing crisis and at imminent risk of losing housing.
- Income at or below 50% annual Area Mean Income.



GOALS

- Reduce the length of time families experience homelessness to less than 45 days
- No family goes unsheltered
- Coordination of community based resources to rapidly re-house families into permanent housing



Services

- Crisis Response
 - Standardized Screening using VI-F-SPDAT and Standardized Assessment
 - Access to crisis housing, motels, shelters, transitional housing
- Housing Plans
 - Rapid Re-Housing
 - Permanent Supportive Housing
- Housing Prevention/Diversion
- Housing Retention
- Access to mental health and substance abuse counseling

Financial Services

- Security Deposit
- Rental Assistance
- Rental Arrears
- Utility Set Up & Deposit Fees
- Utility Arrears
- Storage Payments
- Furnishings
- Relocation assistance to include bus tokens, bus tickets, airfare, railway fair to assist families relocate out of state

CES FOR FAMILIES - Collaborative Partners

Funded Partners

- PATH
- Catholic Charities
- 1736
- Rainbow Services

Unfunded Partners

- Interval House
- St. Margaret's Center
- Goodwill
- MHA
- Options for Recovery
- South Bay Coalition for the Homeless
- Community's Child
- Torrance Memorial Hospital
- Family Promise
- Su Casa

CES FOR FAMILIES – Harbor & Central Hub

Hub Coordinator: Sharon Stewart

Email: sstewart@harborinterfaith.org

Staffed by Harbor Interfaith Services

599 W. 9th St., San Pedro, CA 90731

Hours: Monday-Friday,

8:00 am-12:30 pm, 1:30-5:00 pm

Phone: 310-831-0589

 Areas: Avalon, Carson, Harbor City, Harbor Gateway, Lomita, Palos Verdes Peninsula, San Pedro, Wilmington, Torrance, Redondo Beach, Hermosa Beach, Manhattan Beach, El Segundo





CES FOR FAMILIES – Northern HUB

Hub Coordinator: Andrew Hyvonen

Email: andrewh@epath.org

Staffed by PATH at St. Margaret's Center

10217 S. Inglewood Ave., Lennox, CA 90304

- *Hours*: Monday-Friday, 8:30 am -12:00, 1:00 5:00 pm
 - *Phone*: 310-672-2208
- Areas: Alondra Park, Del Aire, Gardena, Hawthorne, Inglewood, Lawndale, Lennox





CES FOR FAMILIES – Long Beach HUB

Hub Coordinator: Veronique Johnson

Email: vjohnson@ccharities.org



Staffed by Catholic Charities at the Multi-Service Center (MSC)

123 E. 14th St., Long Beach, CA 90813

Hours: Monday-Friday, 8:30 am – 4:00 pm

Phone: 213-251-3432

Areas: Long Beach



DOMESTIC VIOLENCE

If the family is fleeing a domestic violence situation, contact:

1736 Family Crisis Center

24-Hour Hotline: 562-388-7652 or

310-370-5902





Case Conferencing

2nd & 4th Tuesday of the month at 2:00 p.m.

Contact:

Sharon Stewart sstewart@harborinterfaith.org

What's New

HACOLA - 300 Housing Choice Vouchers throughout CES System

Targeting:

Homeless adults, families with children, and youth in CES Needing additional help to sustain their housing

Requirements:

- Unit needs to be in HACOLA jurisdiction
- Landlord must be willing to accept Section 8
- Received 6 8 months of RRH assistance

CES for Families Marina Umana SPA 8 Matcher for Families

Legal Aid Foundation of Los Angeles (LAFLA) Javier Beltran Managing Attorney

Thank you for attending!

Please take time to network with your SPA 8 partners.