

DATE: September 16, 2019
TO: Indianapolis Continuum of Care
FROM: Coalition for Homelessness Intervention and Prevention
SUBJECT: Coordinated Entry System Refinement Workshop

The Coalition for Homelessness Intervention and Prevention (CHIP), on behalf of the Indianapolis Continuum of Care (CoC) would like to thank those that participated in the Coordinated Entry System (CES) Refinement Workshop on August 27, 2019. Thirty-two participants, representing 17 agencies, attended the full-day workshop facilitated by Clutch Consulting. Participants included CES Navigators, shelter staff and directors, Veteran providers, Domestic Violence advocates, Youth advocates, housing program staff and directors, the CES Team, the local HUD office and the City of Indianapolis. Participants openly and deeply explored the intricacies of the current system, focusing on the four components of Access, Assessment, Assignment and Accountability. The group identified challenges within the current system and immediately explored potential strategies to improve system efficacy and efficiency.

The workshop produced the following list of 17 refinement strategies to be added to the CES Refinement vertical work plan (strategies in **bold** are prioritized):

Access

1. **Refine and implement a full-time dedicated CES Assessor Team (in collaboration with Crisis/Outreach work group)**
2. Increase Assessor capacity through revised standardized training curriculum and scripts
3. **Develop and implement a CES Call in Center to improve efficiency and access**
4. **Right size Access Points in alignment with inflow data and dedicated assessor team**

Assessment

5. Develop and integrate triage in HMIS including diversion and prevention screening
6. Refine the CES assessment for the purpose of streamlining and ease of administration
7. Develop a process to manage under-reporting in CES assessments to improve accuracy of vulnerability measures

Assignment/Referral

8. Automate the use of an electronic referral outcome in HMIS
9. Create a real-time inventory management in HMIS
10. Develop and implement strategies to make locating clients in the housing process more efficient and effective



- 11. Define, implement and scale a dedicated system-wide Housing Navigation Team to quickly navigate households to available housing after assessment (in collaboration with Crisis/Outreach work group)**
12. Revise prioritization to address nuances in vulnerability
13. Build system pathways through CES to affordable housing and employment/self-resolution to end person's experience with homelessness (in collaboration with Income/Employment Work group once activated)
14. Refine the transfer process (intervention to intervention) including developing guidance on transfer process for providers and building capacity of service providers to minimize the need for transfers
15. Create a culture around the importance of collecting and uploading client documents system wide
16. Refine the case conferencing structure to increase accountability and support

Accountability/Pool Management

- 17. Develop and implement a process for automating pool management, including refining veteran flow through the system (in collaboration with Veteran work group)**

The CES Refinement vertical Project Managers, Danielle Bagg Wireman and Matt Holland (CHIP), are working to create a timeline for the identified refinement strategies. Work groups will soon be formed to engage stakeholders in action-oriented decision making, moving the work from theoretical discussions to practical experimentation and coalescence of practice. The CES Refinement work groups will be ad hoc and convene with a clear set of assignments and timeline, meeting frequently to achieve that purpose, and then reconvene only when new assignments are made. If you would like to know more about the work plan or to participate in one or more work groups addressing identified strategies, please contact Danielle Bagg Wireman at Danielle@chipindy.org.