



Coordinated Entry System (CES) Committee Meeting

Wednesday, May 27

11a – 12p

Microsoft Teams

AGENDA

- Agenda or Partner Updates
- CE Matching Update
- Discussion
 - CE Workflow Updates & Policy Questions
 - CE Workgroup Proposal



Agency & Partner Updates

Notes & Feedback

- **TB & SG (OCC):** Seeing increase in CE requests for prevention support and rental assistance (housed, at risk of eviction 7-14 days, with court dates about a month out). Last month 111 last month, this month 124 new people. Screening to understand eligibility for Wake Prevent or any prevention project. Wake Prevent and TFS and Passage Home has some prevention funds.
 - **Next Step:** Check updated language in the flyer to distinguish between eviction prevention vs rental assistance.
- **AS (Wake Med):** Increase in older adults unsheltered, including those with substance abuse. Triaging through ER and being referred. Some coming from other counties (Johnston, Forsythe, Guilford). Sometimes able to reunify if confirm connection.
 - **SG (OCC):** Agree with this. There was a senior housing community that shut down/switched management in November, so still feeling impact of some of those displacements. Some came to OCC for CE.
 - **Next Step:** Develop regional CoC/CE contact list for outreach and access sites to support warm handoffs. Surrounded by BOS jurisdictions – use the website! <https://ncceh.org/regional-committees/#info>

CE Matching & Case Conferencing Updates

Review of May Matches:

PSH matches – 13

Wake CoC- 2

Women Center- 11

RRH matches –11

Families Together- 4

Passage Home- 4

Triangle Family Services- 3

- HOPWA identifiers added to BNL.
- Case Conference schedule update: Veteran's moved to 1st & 3rd Wednesday.
- Scheduling housing provider check ins to review previous matches.

Feedback on CE Matching & Case Conf. Updates

- **TH Programs**

- The Caring Place, Family Promise (Families)
- Cornerstone Bridge (Singles)
- Youth TH (Haven House, Pullen)
- MGH TH (Youth CES)
- AS (WC) following up with providers.
- Original policies intention is to match to TH vacancies from BNL.
- Do we need to adapt prioritization for TH vacancies?
 - Current P&Ps prioritize chronic > non chronic > VI score
 - Can we move to more bridge housing model for TH? Move higher acuity into TH
 - May be additional program specific entry criteria – income, etc.

CE Workflow Updates & Policy Questions

- **Context:**
 - CE HMIS Workflow Update and Interim Flyer process has uncovered a number of system level questions that require community review and decision.
 - Can/should we prioritize CES CMTE Goal 3: Review of CE Policies and Procedures so we are aligned with HMIS Policies and Procedures, as well as CoC Written Standards review?
- **Policy Questions & Topics:**
 - Active/Inactive Policy
 - Referrals
 - Community Queue (CQ)

Active/Inactive Policy

- Current:
 - “Upon referral to a program, a collaborative effort will be made to locate the matched household to support with document readiness, and verifying eligibility. All efforts must be exhausted (i.e. Outreach, Case Consultation, utilizing HMIS, etc.) before a household is considered inactive or unavailable for a housing match.”
- Considerations:
 - By referral
 - Minimum outreach attempts
 - Documentation
 - Overall “move to inactive” policy to align with scope of By-Name-List, 90 days
 - Zero system/profile activity
 - What does move to inactive mean – close out of CE queue?

Feedback on CE Matching & Case Conf. Updates

- **Active/Inactive Policy**

- **OCC:** when matched to housing resource, multiple attempts across 30 days, In person, contact info, other providers
- Can we use case conf meeting to check in on any match support needed?
- Parking lot for clients – categorizing notes. I.e. reviewed,
- **WCWC:** Reach out to, leave referrals open for 60 days. Which is the same for Wake County PSH application process.
- ...

Referrals

- Historical referrals – “waitlists”
 - 3,471 Pending Referrals in the system, 63% (2,191) of which are for ES and TH
 - What criteria can we use to close out pending referrals?
 - No contact information included
 - If no contact made after 3+ attempts
- Confirming referral program listing
- Expectations for active referral programs
 - Contact/engagement attempts
 - Referral back to Queue as HMIS workflow question

Feedback on CE Policy Questions

- SG (): Can we see activity in the system?
- SG (OCC): for those waitlisted, for those we need to close referrals, who would be doing this? Referring agent? Or receiving provider? The answer to that may determine other details.
 - Receiving provider likely most appropriate and follow up with referring provider. Comes down to documentation!

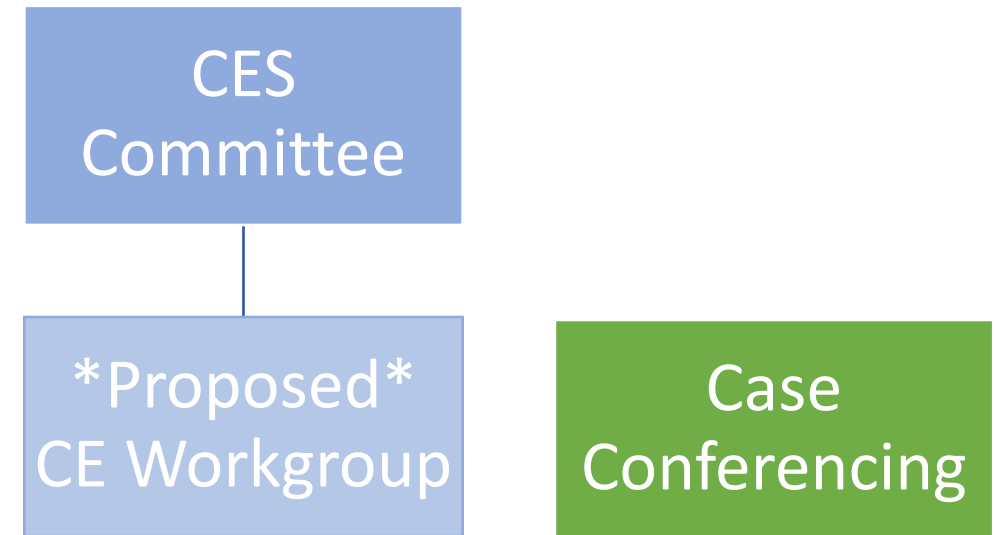
CE Enrollment Queue

- ***Context:*** *In Clarity, a referral goes to a Community Queue or a specific program, while the Community Queue is the system that manages those referrals.*
- Historical CQs
 - Thousands of records on merged into CE Enrollment Queue from historical CQs during data migration into Clarity. Longest referral being 1,000+ days.
 - What criteria can we use to close out pending referrals?
- Process for Managing CE Enrollment Queue
- Auto-Exit
 - Option available for program enrollment and CQ

CE Workgroup Proposal

Task Force/Workgroup for CE System Redesign and Updates

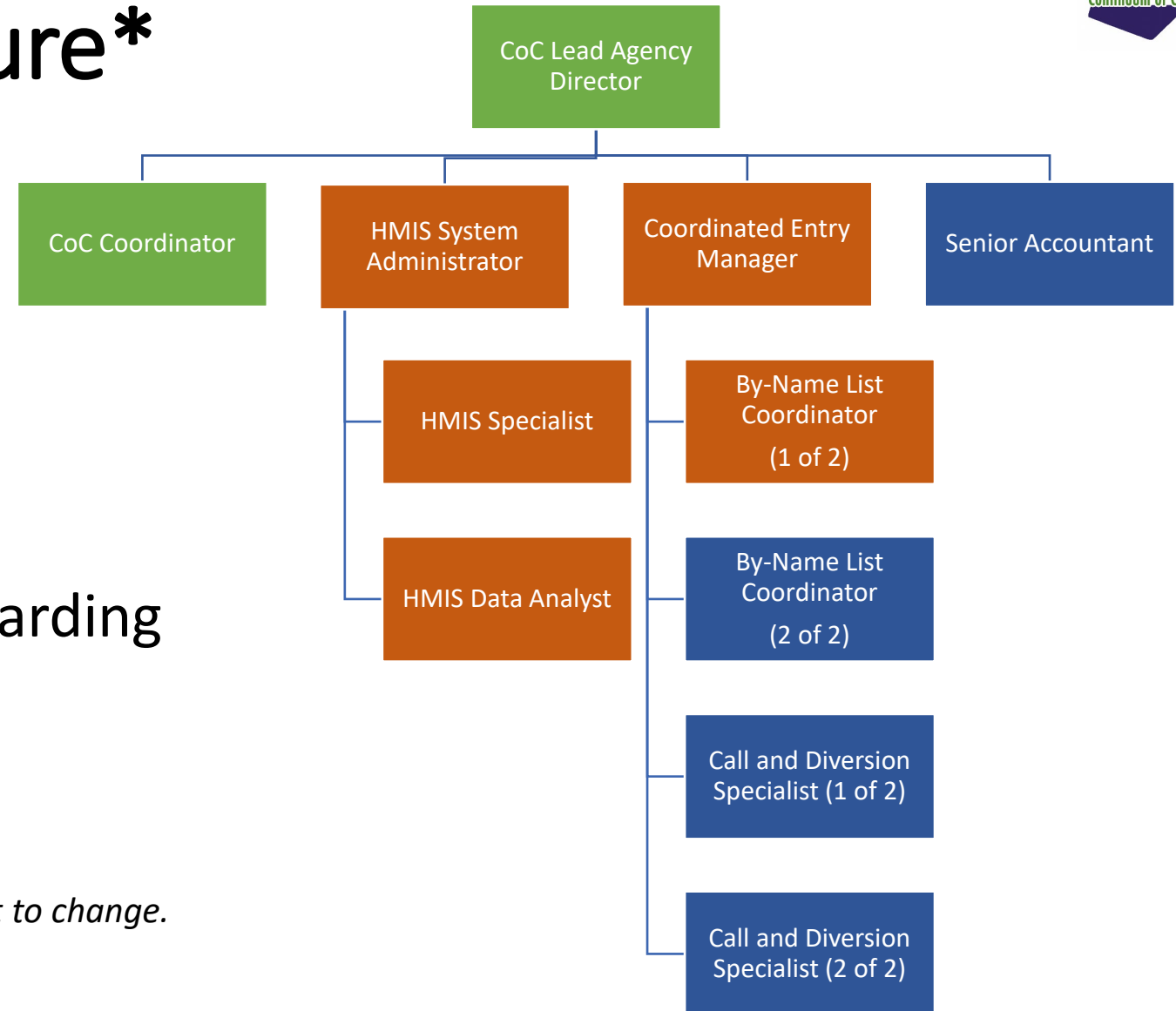
- Potential for monthly CE meetings to:
 - Engage with more front-line staff
 - Address more detailed policy questions, evaluate impacts to providers, etc.
 - Provide recommendations and analysis up to CES CMTE, especially for things like HMIS workflow, active/inactive policy, etc.



Feedback on CE WG Proposal

- **AS (WakeMed):** often receive referrals without contact info. Ask where can you be located during the day.


CoC Staffing Structure*



- Onboard

 CoC Lead Agency Director
 CoC Coordinator

- Recruiting, Hiring and Onboarding

 June – August

 September – November

**Dependent on final approved FY26 budget. Subject to change.*

Adjourn



Next Meeting:
June 25 at 11am
via Teams

CoC Coordination or for more info:
Info@wakenc507.org