**CoC Annual Meeting 5/19/2022**

**Coordinated Entry System (CES) evaluation/community conversation summary notes**

Q.’s

***1. What’s working?***

Identifies HH’s with significant barriers to Housing

**Serves highest barriered households first (multiple)**

It creates a fair system.

Honors Housing First model.

Equitable assessment

Prioritizes LTH-Chronic

Helps create dialogue -starts conversation to identify levels of barriers and need.

One step and some shared information>HMIS-CES entry open to participating providers

Triage and Assessors at GSC (north)

Priority List holder-efficient & updated regularly (north)

**Case conferencing works**>**Collaborative solutions** **(multiple)**

***2. What’s not working?***

**No Solutions!**

**No immediate supports for HH’s in crisis (multiple)**

Not enough resources

**Need more assessors AND case managers/navigators to follow up (multiple)**

Duluth priority list-too long on list. Should create a case conferencing style of crisis management

211 does not understand the need/or the experience of trauma for callers in crisis

**NEED a Housing HUB-Center with trauma trained call operators/prescreens. (multiple)**

**Create a Housing HUB in Duluth and on Range**

Prescreen asks difficult/invasive questions but not trained to hear responses and provide appropriate action

**VI Spdat!** Too invasive w/o agency case management tied to it**.**

No expected timeframe for solution-are we really ok with people on the list for years?

Needs re-design: First call is traumatic to acknowledge crisis. Don’t want to lose them if just given another number to call.

Call center improvements needed (location with donuts/coffee and assessment)

Duluth HH’s getting scheduled for Range location assessments.

***3. Suggestions for improvement:***

Scheduling from 211 needs improvement! ex. Someone was scheduled on a Sunday…lots of instances where someone was scheduled up north but did not have any idea of where that was. Appts are double-booked/Assessor not notified of details…

Could the burden of doing spdats be opened to more providers via targeted case management?

Expectation that Assessor follows the Household to stable solution…

Follow up on HH’s assessed not happening

Need facilitation of a system in the area but not SLC (Surrounding Counties)

Difficulty in moving between CoC’s or outside into SLC. How to follow for verifications and access funding for deposit and rent?

Agency that did the assessment needs to be the one that removes HH from priority list if housed or not reached.

Call 211 > Instead of referring>have a way to make a direct connection to services. (Should be doing this for youth, DV, etc.)

How to “prove” chronic status? (Is this already ok to accept if identified as chronic w/o documented verifications?

Appointments scheduled TOO FAR OUT!

Need resources to meet the need in the community

Need more far-reaching education about the CES system.

Walk in for Assessments

Services for SUD/OUD > Housing Like San Marcos model with Front desk support (to keep the party from happening)

Need a Triage unit in Hibbing.

Create a Housing solution similar to warrant resolution process: support people without judgement and with dignity.

More intentional pre-screens to get HH’s to correct place-**what are crisis solutions? Is 211 just another call to get placed on a list?**

Hearing that 211 is telling HH they are not eligible for funds or services without knowing much about the HH-and not enough knowledge about available resources and programs in SLC to make that determination.

First contact should be **trained for trauma** and appropriate responses.

Contact information is limited. Need a dedicated staff for phone or email messages (like MN-HUB?)

Service funding from intake to housed.

Spread CES information across the county.

Outreach/education to BIPOC agencies and communities and locations where households can get information about CES

Assessment training to increase appropriate referrals and direction to solutions.

>Releases to share info for collaborative solutions confidential client notes/can’t always access info

Universal information pool so households don’t have to tell story over and over?

Is the SPDAT really equitable? CES provides some access to a specific set of programs. Identify disparities and provide opportunity for true equity.