INTERAGENCY COMMISSION ON HOMELESSNESS

OPERATIONS COMMITTEE
Meeting Summary Notes
Thursday, September 22, 2016

Attendees	Agency
Kelly, La Sonya	DHHS
Harris, Amanda	DHHS/Special Needs Housing
Soni, Nili	DHHS/Special Needs Housing
Kirk, Sue	Bethesda Cares
Smith, Shawna	PEP
Sierra-Koscinski, Sharon	DHHS/Special Needs Housing
Schiller, Jen	MCCH
Spencer, Eugene	HOC
Ferework Fuje	Catholic Charities
Fox-Morrill, Priscilla	Interfaith Works
Matthews, Stacey	DHHS
Mendez, John	Bethesda Cares
Gandell, Miriam	The Dwelling Place
Hong, Christine	Interfaith Works
Whitted, Jonathan	Friendsh ip Place

Introductions

Amanda Harris convened the meeting and opened with introductions.

Approval of August 3rd Meeting Notes

Christine Hong mentioned reallocation process review that was conducted by Sara Black referencing the information on the ICH site. Minutes were not approved as there was an update to be made. Updated notes will be sent out via email for approval.

VI-SPDAT 2

HPC Leadership group had a call with Ian from OrgCode regarding the VI-SPDAT v1 and the potential move to v2. According to Org Code the Version 2 has the following things:

> - Greater clarification in understanding homelessness history (this was an issue that we had seen with VI-SDPAT 1)
> - Better explanations of encounters with emergency services (this was also an issue that we had observed with VI-SDPAT 1)
> - Observation questions are gone and replaced with new questions so that the same survey could be applied over the phone or in-person, and to remove subjectivity
> - Greater connectivity to housing access – and barriers to achieving housing – made explicit in several questions of the tool
> - Various chronic health conditions are lumped together rather than each being worth its own point.
> - Version 2 contains fewer questions about substance use and mental illness.
> - The new ranges: 8+ for a recommendation to PSH assessment; 4-7 for a recommendation to RRH assessment; 0-3 for a recommendation that no intensive supports be provided to access or maintain housing.

HPC leadership has requested Org Code for more information on other communities that have updated to the version 2.

Service Point has the ability to convert VI-SPDAT v1 score to v2, so we do not lose the ability to rank those who are not actively being served.

How to convert Version 1 scores to Version 2 scores?

On Version 1, of the VI-SPDAT Questions 22, 23, 24 and 25, each of these health conditions are worth one point each. In Version 2, these are all lumped together as being worth 1 point, not each worth one point.

So, regardless of how many "Yes" there are for these questions in Version 1, turn it into only 1 point. Subtract excess points from these questions from the aggregate total. Turn the total number of points in Version 1 to being out of 17 instead of 20

- Jen asked that the Operations Committee empower the HPC to determine when to move to the next iterative version
- Christine Hong requested that we "try" the v2 rather than adopt it outright
  - o Amanda and Stacey noted the difficulty in this due to the need to update the software and the comparison of Cts across the then 3 tools
  - o Nili noted that the VA, our SSVF partners and others that we are using Vi 2 and

- o Jonathan (SSVF/FP) noted that there is not much of a change between VI-SPDAT v1 and v2 in terms of how and when the tool is used – the VI-SPDAT
- o Shawna expressed that the lack of access to the Ct to complete a Full SPDAT impacts this process for her and her staff

- **The committee approved to move forward with VI-SDPAT 2**

Guidelines on when to use the Full-SPDAT and How this will be incorporated

- Amanda explained that anyone not scoring for PSH who is CH would get a full SPDAT as there is likely something that is missing and we should strive to get a Full on them.
- Amanda suggested that the Full SPDAT be used for every 3rd vacancy
  - o Johan and Shawna noted that the majority of the Cts that they see, they cannot get a Full SPDAT on
  - o Amanda pointed out that during the targeted outreach around getting a Ct to discuss and focus on housing builds the relationship to get a Full SPDAT

- **The committee approved that**
  - **a. anyone who is experiencing chronic homelessness and scores below an 8 on the VI-SPDAT 2.0 (and below a 10 on VI-SPDAT 1.0) a Full SPDAT must be conducted. Basically, anyone not scoring for PSH who is CH will get a Full SPDAT. CH a Full SPDAT will be conducted if they score below an 8 on the VI-SPDAT**

  - **b. anyone who is experiencing chronic homelessness and scores above a 35 on the Full SPDAT will be prioritized for PSH. The Housing Prioritization Committee will determine how to prioritize (currently we will continue to do the ranking of acuity on a person by person basis).**

Roll out of the Full SPDAT Training and VI-SPDAT update

Nili Soni reviewed the roll out of the Full SPDAT Training and VI-SPDAT update:

- 9/29/16, 1-3 pm – Have a Join.me call next week with all available Agency Admins (AA), all SPDAT Trainers and Program Directors/ Managers (PD/PM). On that call, Stacey will review the updates to the standards, changes in ServicePoint and show the VI-SPDAT v2.x video and talk about the change.

  This session should be recorded and will be made available to all AAs, all SPDAT Trainers and PD/PM regardless of if they are on the call.

- Week of 10/3/16 – All PM/PD will begin updating all data collection forms that include the VI-SPDAT to version 2 with a deadline of 10/17/16.

- 10/6/16, 9-12:30pm – In person training for the Full SPDAT and VI-SPDAT 2.x. Stacey, will follow-up more details regarding registration. We are planning to offer this training

the first Thursday's of the month from 1-4:30pm, location to be determined. Stay tuned for more information.

- Week of 10/10/16 – Have the call with Iain De Jong from OrgCode and all of the Outreach, Shelter and Safe Haven providers and others will be trained on the VI-SPDAT 2.x and critical difference from 1.x. This training is intended to prepare providers and organizations to adapt to the changes and improve overall use of this prioritization and data collection tool. More information will be provided soon. This session should be recorded and made available to all.

- Week of 10/10/16- Have Bowman convert all Vi-SPDAT v1 scores to VI-SPDAT v2 scores by the end of this week.

- Week of 10/17/16 – Go live with VI-SPDAT v2.x. Turn off v1 in Service Point.

Case Conferencing Protocol

- Amanda led a discussion regarding Case Conferencing (CC) Protocol. She suggested that a person who is not CH but is quite vulnerable be the target group for CC rather than those who are CH and scoring low. There would still be a cap on the number of persons. Also, using CC for those in who are CH and may be about to lose housing.
- Jen noted that MCCH would not house a person who is not CH
- John Mendez suggested that we review the numbers from the last year
- Lasonya Kelly noted that Service Integration is a much more involved process that is entered into when there is nothing else that can be found for the person. This may eliminate the need for SI or at least turn it into a conversation to about how to support the person through their move to a new environment. Over the last few months' cases have become more complicated and the County departments have been more responsive and plans are layered with creativity and alternative plans that allow for better outcomes.
- Amanda noted that there is no need to decide now, instead, a new draft of the CC Protocol would go out.
- Christine asked that when requests for CC are rejected, then there should be some further assistance available.
- Jen asked if there will be a clear distinction between the SI and CC.
- Miriam from Dwelling Place asked if there will be help for Ct within the PSH system that need more help
  - Lasonya Kelly noted that there are other agencies that might be able to help and we should engage them such as Aging and Disability
- Eugene Spencer expressed concern about those Cts that are not currently CH but it is taking away an opportunity from someone who is still homeless and CH
  - Amanda noted that people don't fail out of housing, the system has likely failed them. Miriam and Eugene noted there have to be consequences and resources have to be prioritized to those who have not had a chance.
- Miriam noted that there is not the same protocols/policies/etc... on the family side and these need to either be developed or shared

- o Shawna noted that there is a need to spend more time teaching people how to be housed to help them retain their housing
    - ▪ Sharon noted that that we have new Community Case Management available and that there is an option for Peer to Peer support which Jen and Sharon are looking into
- Nili noted: the outreach committee has been discussing those who are in housing and struggling to maintain it. There is a plan in place to reach out to the housing providers and determine what issues they are seeing and with whom and determining what resources are needed, available and/or need to be developed.
- Sharon explained what the Adult Teaming is and that there is a desire to discuss more about the challenges that providers are facing and wanting to get back to problem serving
- Christine noted that IW has peer to peer and could share access, Miriam noted that NAMI has services too

Targeted Outreach

- New Staff Resources
    - o Three new positions that will help facilitate the service deliver process. Specifically, there will be an outreach coordinator that helps the outreach community providers target the Cts that are most vulnerable and facilitate the work of the outreach providers.

Blitz Count Update

- October 19th – 20th and the 21st. 18 to 20 teams going out to get information and conduct the count. Training the evening of the 19th and deploy thereafter. The 20th teams will go back out. The 21st will be clean up. There is an EventBrite link that will go out. This is an invitation only count to ensure that the most skilled folks are the ones doing the count rather than general volunteers.
    - o Need for clinicians and other skilled folks who work with the population
    - o Lasonya asked about if there has been any communication yet to the partners to be involved
    - o There will be a communication from the Outreach community to the CoC providers and ICH partners to get the word out and recruit the right folks
    - o We can get a lab on the 21st to input data

Other Business
- Jen Schiller inquired will be continue to use the HAT?
    - o Jonathan described the data collection process at their agency which included a screening tool, assessment and the use of the VI and Full SPDATs.
    - o Amanda noted that in the next meeting there will be a vote on the use of the HAT on the single side. What Amanda is proposing is that we remove the requirement of a HAT before a Ct is referred for and/or accepted into housing?

Next Meeting: October 26th, 2016 from 2:00-3:15pm at COB, 100 Maryland Avenue, 5th Floor, Rockville, MD 20850. Please note the change of time and location for this meeting. We will have Community Wide Meeting from 3:30-5pm on October 26th at COB Hearing Room, more information to follow.