

# Coordinated Entry Evaluation TA Overview

San Bernardino County Homeless Partnership

Liz Stewart and Lauren Knott

August 8, 2019

# Housekeeping Items

---

- We will keep your lines muted throughout most this call. There will be an opportunity at the end for open discussion and lines will be unmuted at that time (remember to mute yourself during this portion!)
- Questions can be entered in to the Question box anytime throughout the presentation.



# Today's Agenda

---

- Introduction to TAC and Capacity Building Technical Assistance (TA)
- San Bernardino County's TA request
- CE evaluation process
- Next Steps
- Questions/Input



# TAC/Capacity Building Technical Assistance

# Technical Assistance Collaborative (TAC)

---

- TAC is a nonprofit organization dedicated to helping our nation's human services, health care, homelessness, and affordable housing systems implement policies and practices that empower people to live healthy, independent lives in the communities they choose.
- TAC is a national leader in helping states and localities to design, implement, and evaluate strategies to understand their current homeless response system and identify housing and service resources to decrease the number of people experiencing homelessness.

# Capacity Building TA in California

---

- California Department of Housing and Community Development (CA HCD) hired TAC to provide TA related to capacity building to Counties & CoCs across the state of California
- TAC is currently engaging with over 20 California CoCs to assist with enhancing the local capacity to address homelessness in each community



# Capacity Building TA in San Bernardino County

---

- San Bernardino County *Community Development & Housing* requested this TA from HCD on behalf of the San Bernardino County Homeless Partnership in March of 2019
- The focus of this TA in San Bernardino is:
  - Evaluation of Coordinated Entry System (Pathways Home)
- TA activities will include:
  - Review of relevant CoC documents & resources
  - Survey of CoC Membership
  - Collect Additional Stakeholder Feedback
  - Provide recommendations



# Coordinated Entry System Evaluation



# Capacity Building TA to Evaluate CE System

---

San Bernardino County requested Capacity Building TA from the Department of Housing and Community Development (HCD) to evaluate the CoC Coordinated Entry (CE) System

TAC staff developed a Work Plan to:

- Review current CE system operations and policies and procedures
- Conduct interviews and focus groups of local stakeholders
- Provide recommendations based on the evaluation of the CE system

# Purpose of CE Evaluations

---

## Multi-Purpose

- Evaluations can help meet HUD CE requirements re: continuous improvement
- Provide clarity on “log jams” in CE design
- Contributes to iterative work of system designing/building
- Communities know more now than when first starting out; can harness internal and external expertise

# North Star Purpose of CE Evaluations

---

- ★ Optimize Consumer Experience throughout the system, throughout the entire geography
- ★ Ensure CE is aligned with local goals of addressing homeless crises people experience in San Bernardino County as quickly and efficiently as possible

# Values of CE Evaluation Process

---

## Candid input is encouraged during interviews

- Will provide separate contact information for TAC
- Input/ideas will be synthesized in the aggregate

## Solution-Based

- TAC will ask you your ideas about addressing log jams; be creative!

Process will build upon your expertise and does not seek to be critical of your work

---

# Questions So Far?

# Scope of CE Evaluation

---

What Will TAC Evaluate?

## 1.) Effectiveness of CE

Does the system perform the way it is intended to?

## 2.) Process Evaluation


Are processes clear, transparent and adopted?

# Scope: CE Effectiveness

---

## Effectiveness of CE

Does the system perform the way it is intended to?

*North Star*  : HUD's stated CE goals of 1.) increasing efficiency of local crisis response systems, 2.) prioritize people who are in most need of assistance for available housing resources and 3.) CE is used to identify and address system gaps.


System need, time to referral, referral outcomes, system gaps, wait times, geographic coverage, street outreach to CE link, population/sub-populations' access to CE process and housing resources including reasonable accommodation

# Scope: CE Processes

---

## Processes of CE

Are processes clear, transparent and adopted?

*North Star*  CE processes are clear, transparent, and adopted. This includes looking at levels of buy-in and fidelity to existing CE policies.

Stakeholder perception of CE processes, consumer perception of CE processes, levels of buy-in, adoption and fidelity of policies/procedures, assessment and housing match decision policies, CE decision-making/governance process, CE monitoring and evaluation processes, communication/training of expectations to stakeholders, sustainability current CE infrastructure



# Upcoming Activities

---

- Distribute online CE Survey seeking input from CoC members, Service Providers and Partners
- Scheduling interviews with the following stakeholders:
  - Collaborative Applicant (San Bernardino Office of Homeless Services)
  - HMIS Lead (San Bernardino Office of Homeless Services)
  - CE Lead (United Way)
  - CoC Board co-chairs
  - Providers representing:
    - Outreach, Diversion, Emergency Shelter, Rapid-Rehousing, Permanent Supportive Housing & Homelessness Prevention



# Upcoming Activities

---

- Conduct Onsite Visit in October. Onsite will include:
  - Provider Focus Groups
    - Representation from various interventions and target populations served
  - Consumer Focus Group
    - Individuals/Families currently engaged in the coordinated entry process OR
    - Who have been referred to housing through the coordinated entry process in the last year
  - Additional Stakeholder Interviews as needed

# Questions/Discussion

# Design the CE Evaluation With Us

---

- Besides giving an alternative way for people to contact us, are there other ways we can encourage candid responses?
- Are there key stakeholders who you did not see included that we should interview?
- What are some of the aspects of your CE process you would want emphasized in the evaluation?
- What are some key log jams (in a nutshell) that you think should be addressed with the evaluation?

# Contact Info

---

Feel free to reach out to Liz or Lauren if you have further ideas/input on the design of the evaluation:

Liz Stewart: [lstewart@tacinc.org](mailto:lstewart@tacinc.org)

Lauren Knott: [lnott@tacinc.org](mailto:lnott@tacinc.org)

## Keep in touch with TAC!

---



Text **TACINC** to **22828**

Sign up to receive our monthly newsletter, posts from our blog *Access*, and occasional updates on events and opportunities.



Follow us on  
Facebook and Twitter  
**@TACIncBoston**



**Housing and services strategies *that work for people.***