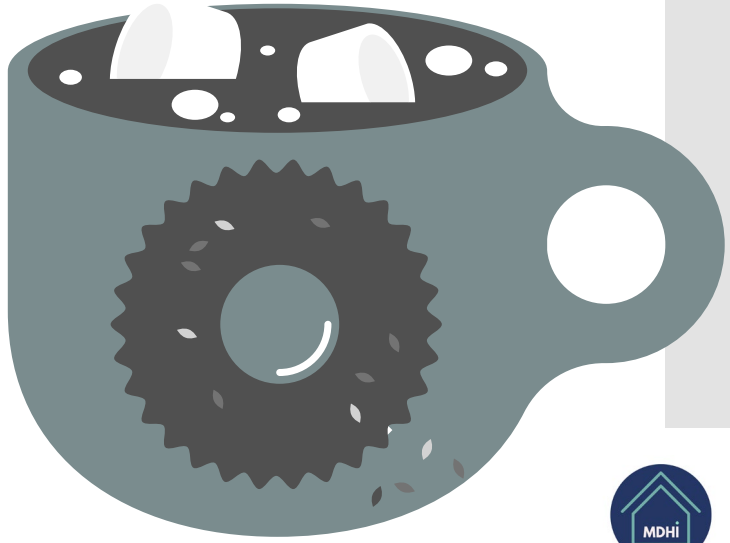
OneHome
Community Design Team

July 21st, 2022

Agenda & Icebreaker:

Please come off mute or drop in the chat your name, organization and what coffee/tea beverage you are ☺

- Land Acknowledgement
- Meeting Goals
- Data Share
- Alternate Process Presentation
- VI-SPDAT Updates
- Office Hours
- Community Updates/Comments/Etc



Land & Cultural Acknowledgment

We honor and acknowledge that Colorado is located on the traditional territory and ancestral homelands of the Arapaho, Cheyenne, and Ute nations, they are the original stewards of this land. We also acknowledge the other tribes and nations who call Colorado home including Apache, Lakota, Dakota, Nakota, Comanche, Kiowa, Hopi, Shoshone, Pueblo, Pawnee, Navajo, and Zuni. It is important to recognize that U.S. public policy has been used to displace Indigenous communities, erode Tribal Nation sovereignty, and forcibly assimilate Native individuals into U.S. society.

Not only was this country founded on stolen land, but also built by stolen people. We acknowledge the traumatic events of American Slavery and the harmful impact lasting stereotypes have had on Black American citizens, including racially charged violence, mass incarceration, and de facto segregation efforts.

We share these acknowledgements to encourage all of us here to consider how our work in this space and in our daily lives can address these historic and contemporary atrocities perpetuated against marginalized communities. We invite everyone in this space to recognize their ancestors and the forces of history that brought you here, as well as the work you are engaged in to support collective liberation and the liberation of future generations.

OneHome Goals

Utilize Coordinated Entry to work towards resolving the housing crisis through systems that are accessible across the region, keeping an anti-racist and anti-oppressive lens through all our work with a drive towards equity and inclusion throughout our systems.

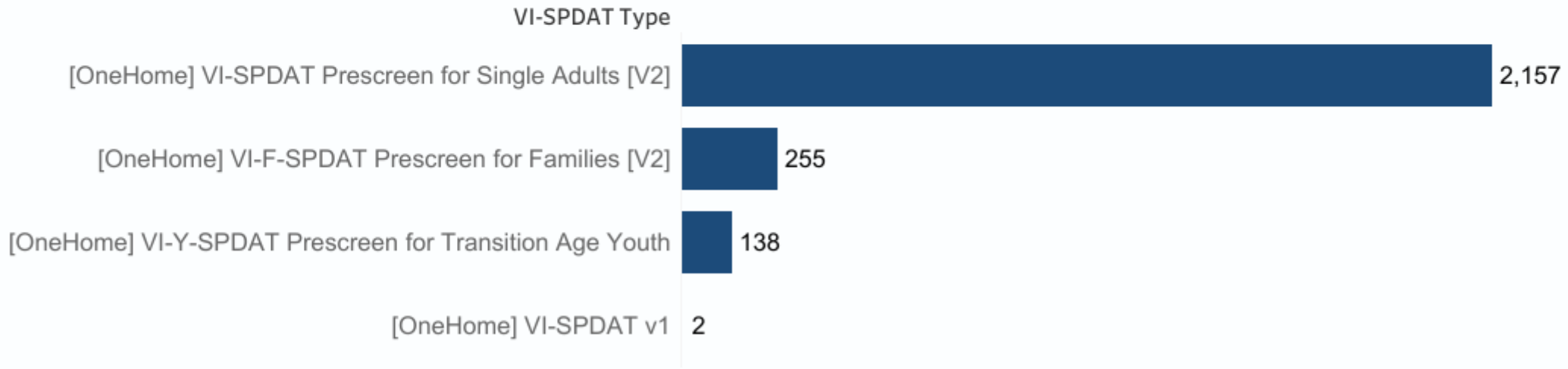
Data Updates

Active Clients on the Community Queue

OneHome

2,552

Clients Active on the Community Queue



OneHome: Jan – June 2022

Race

Missing Data	4.0%
American Indian, Alaska Native, or Indigenous	6.0%
Asian or Asian American	0.7%
Black, African American, or African	23.2%
Multi-Racial	5.9%
Native Hawaiian or Pacific Islander	0.6%
White	59.6%

Age Tier

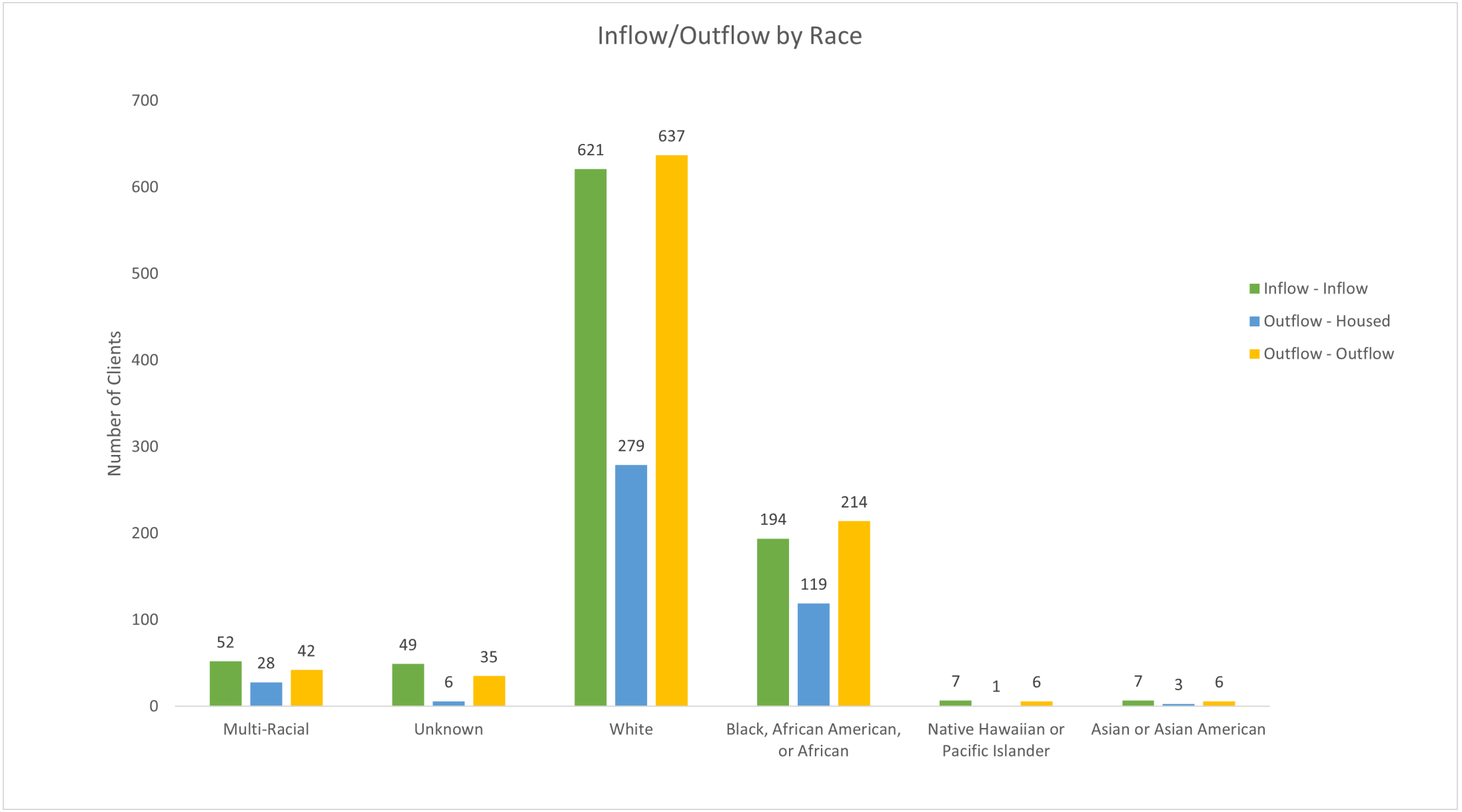
0 to 17	0.2%
18 to 24	6.7%
25 to 34	18.6%
35 to 44	22.6%
45 to 54	25.2%
55 to 64	19.9%
65 or Above	6.9%
Missing Data	0.1%

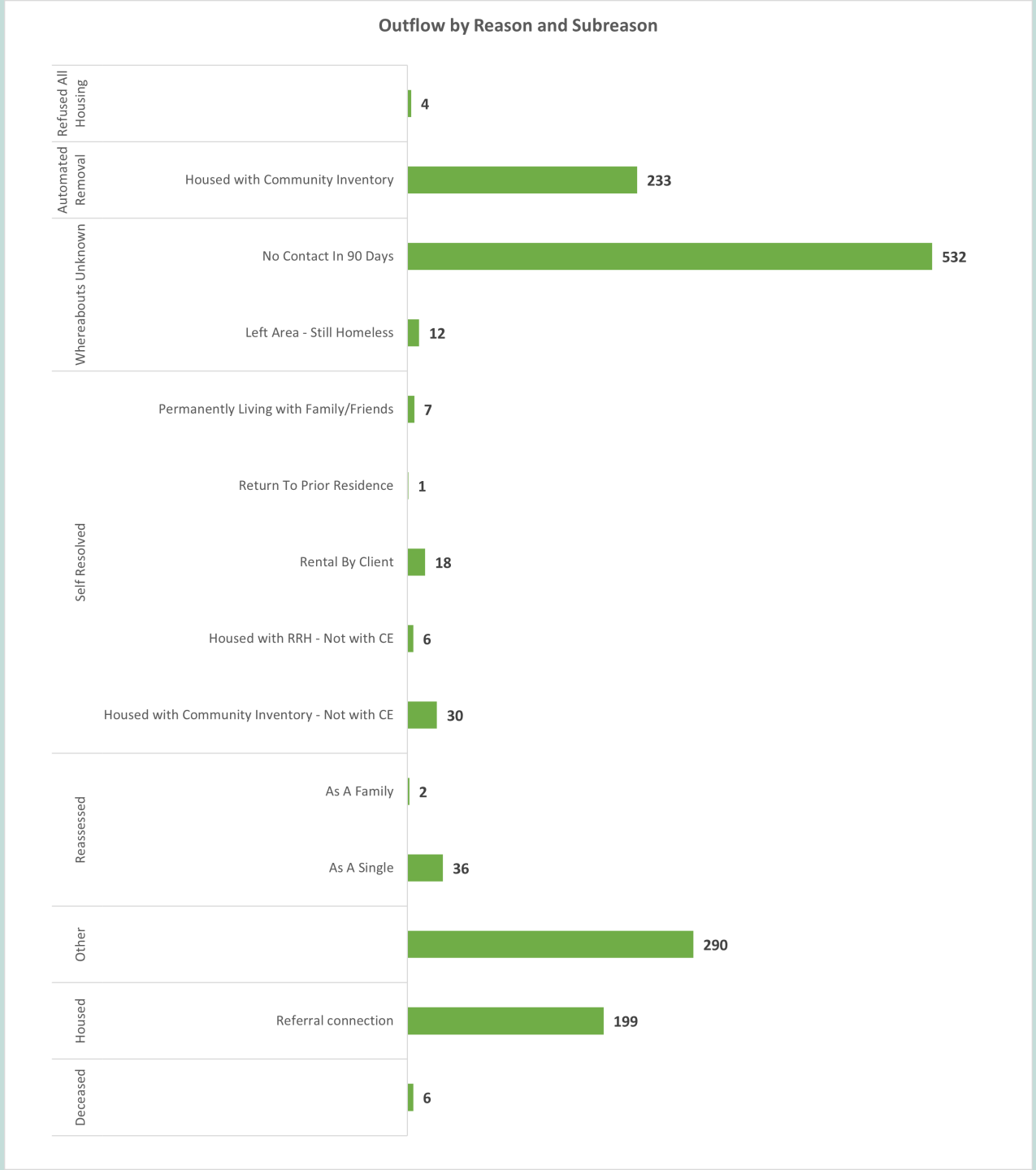
Ethnicity

Missing Data	3.5%
Hispanic/Latin(a)(o)(x)	21.4%
Non-Hispanic/Non-Latin(a)(o)(x)	75.0%

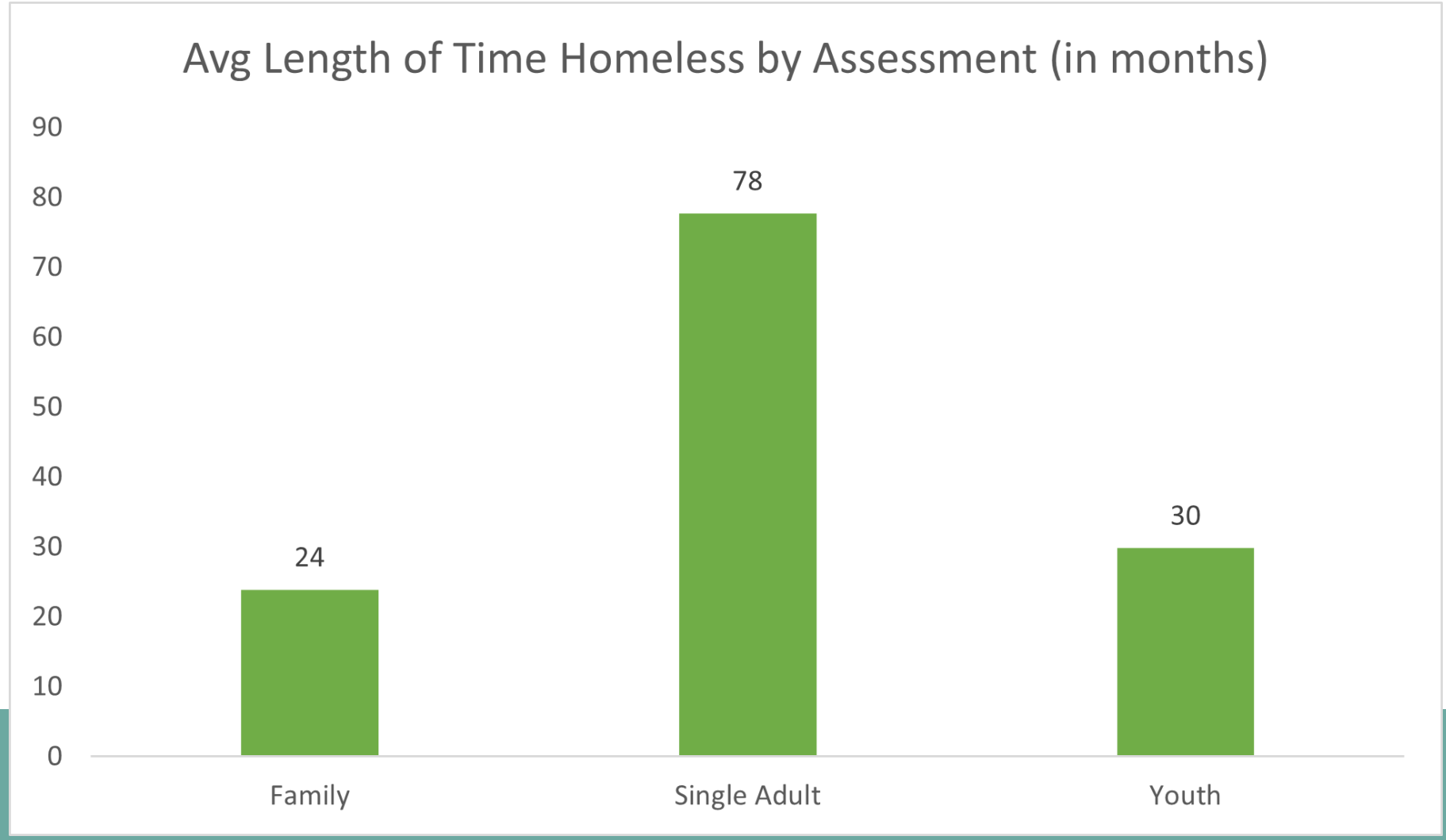
Gender

Gender Non-Conforming	1.1%
Missing Data	0.3%
Transgender	0.9%
Female	39.3%
Male	58.4%
Questioning	0.1%

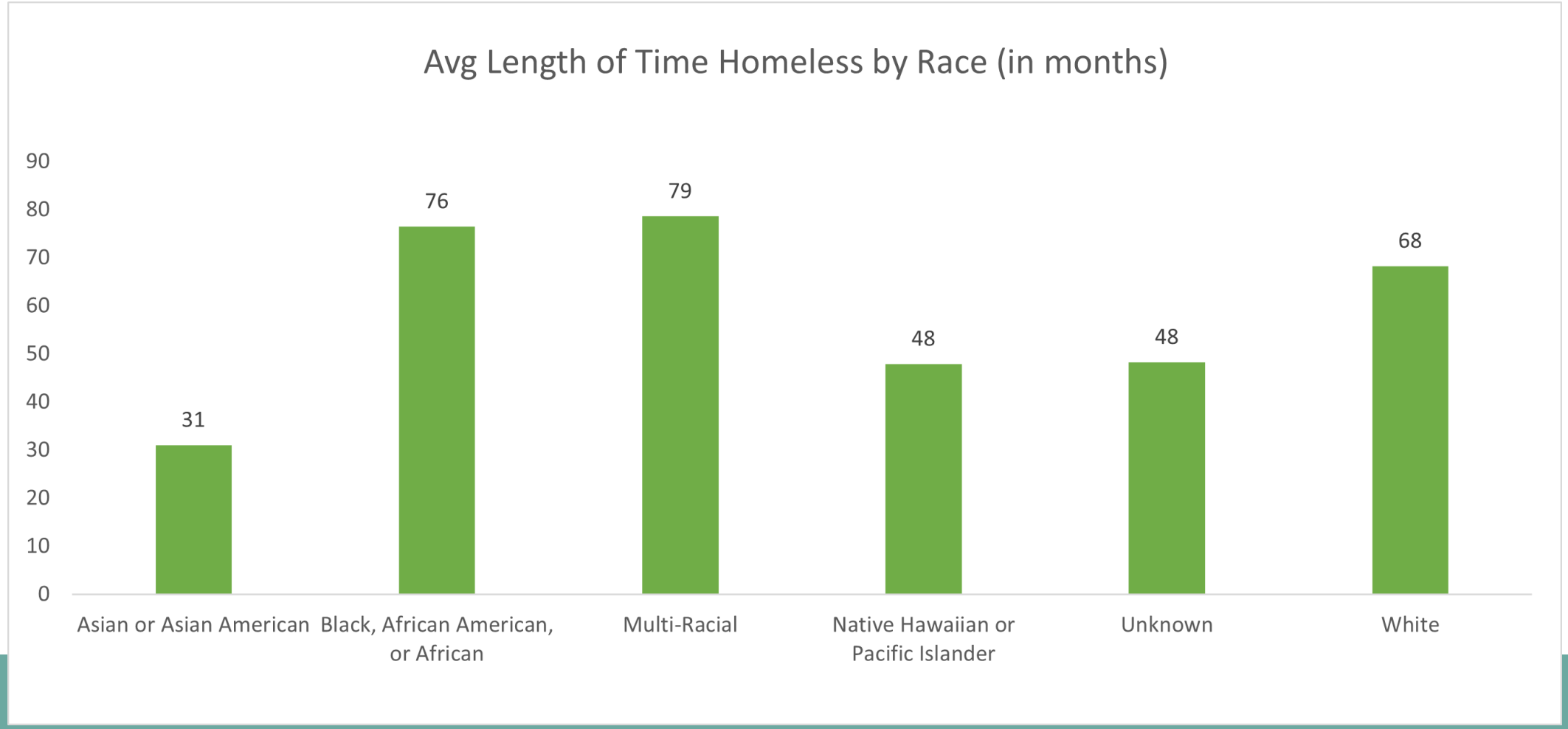

Inflow/Outflow by Race
Number of Clients
700
600
500
400
300
200
100
0
52
28
42
49
6
35
621
279
637
194
119
214
7
1
6
7
3
6
Multi-Racial
Unknown
White
Black, African American, or African
Native Hawaiian or Pacific Islander
Asian or Asian American
Inflow - Inflow
Outflow - Housed
Outflow - Outflow



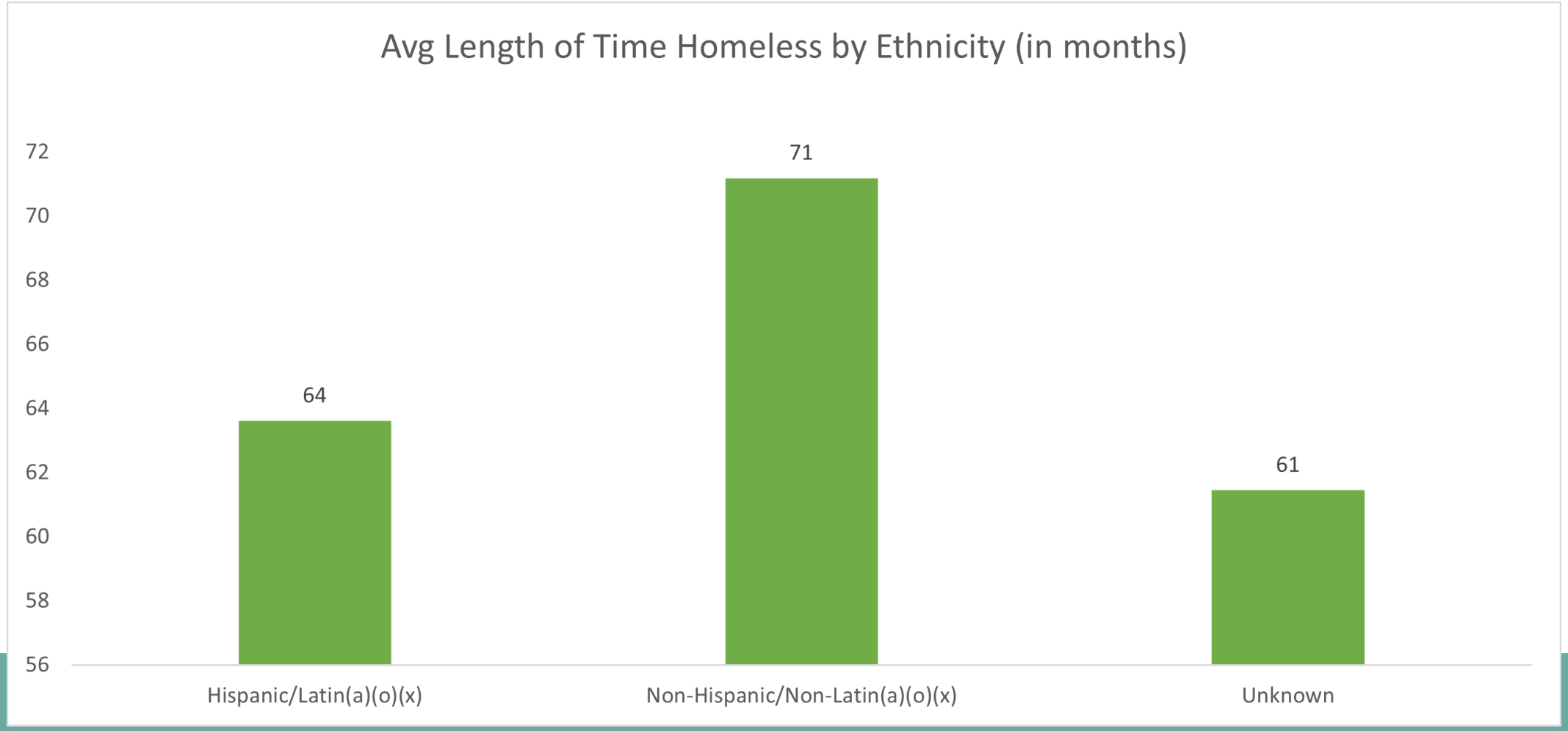
All Household Types: Jan – June 2022



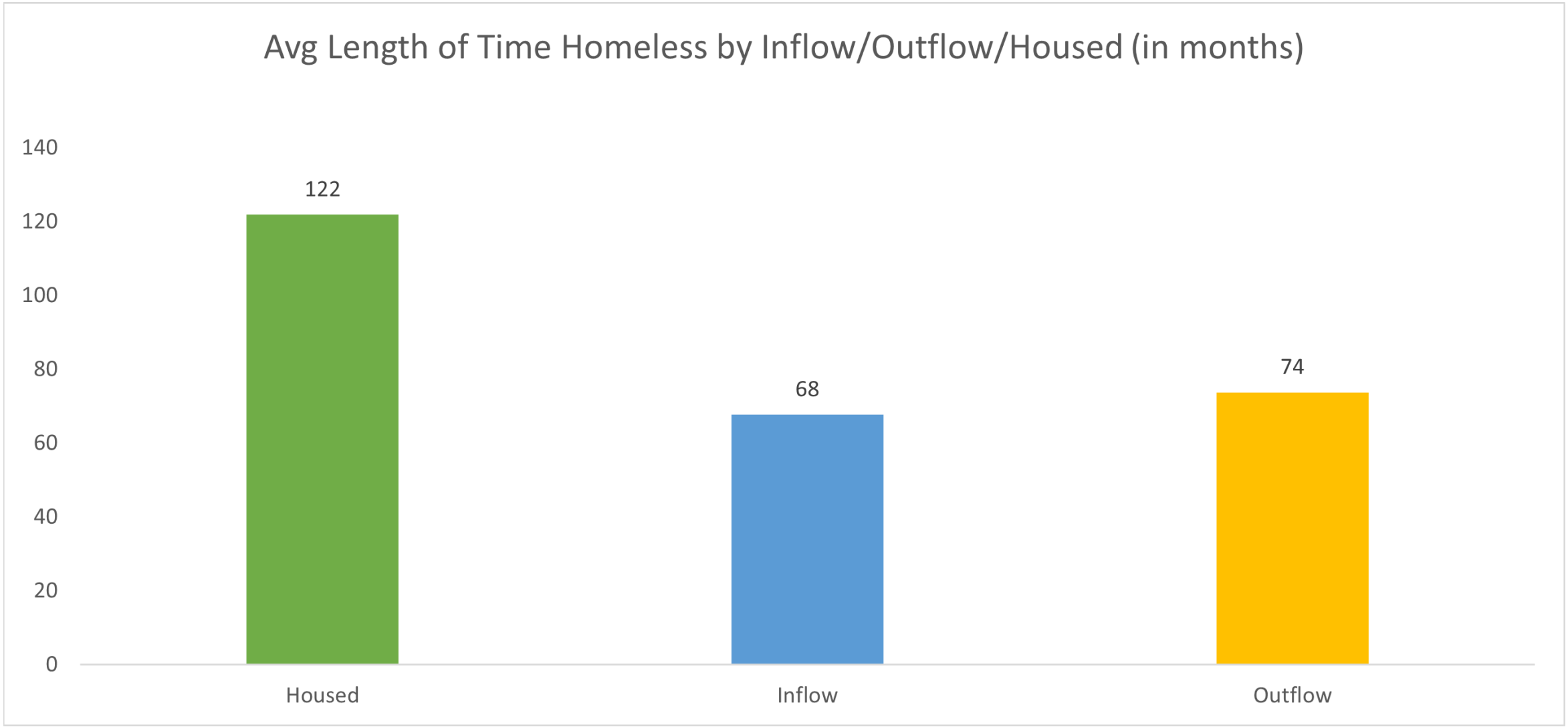
January-June 2022



OneHome All Household Types – January – June 2022



All Household Types January – June 2022

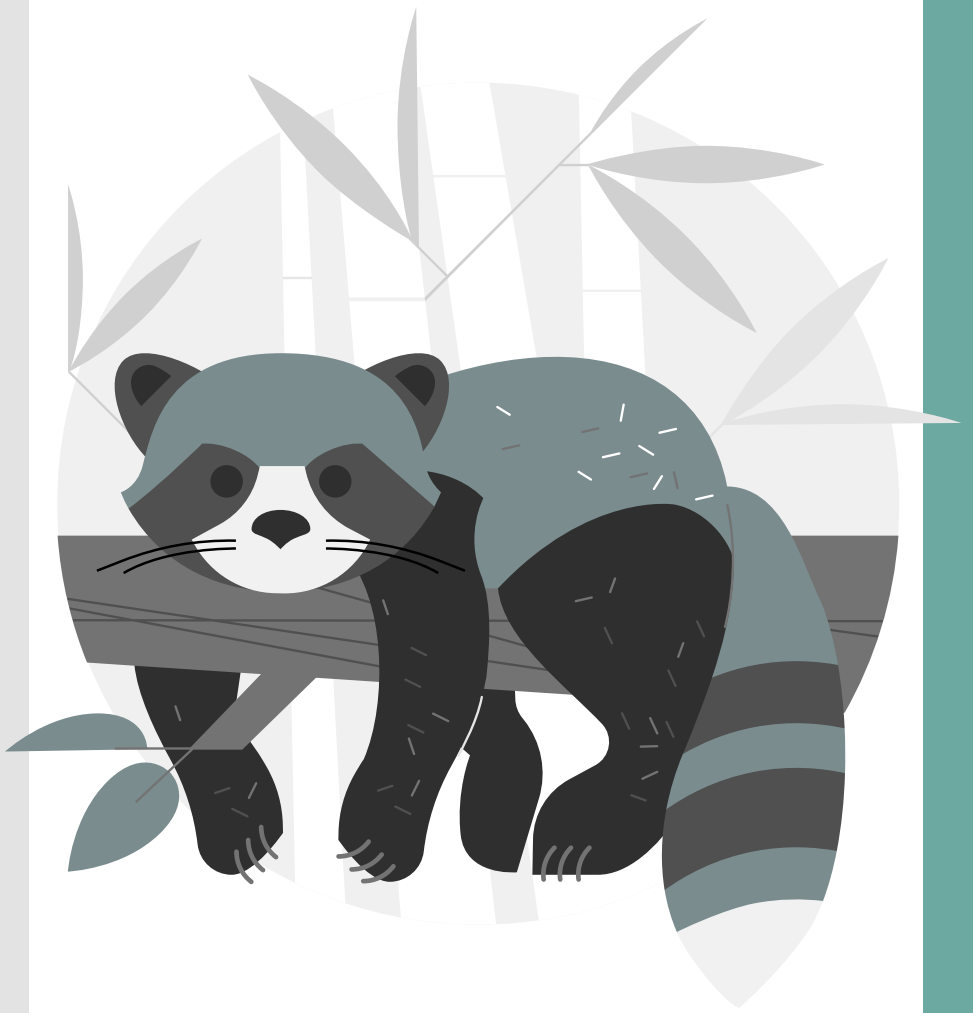


OneHome All Household Types – January – June 2022

Single Adults Housed Outflow

310

Jan - June 2022



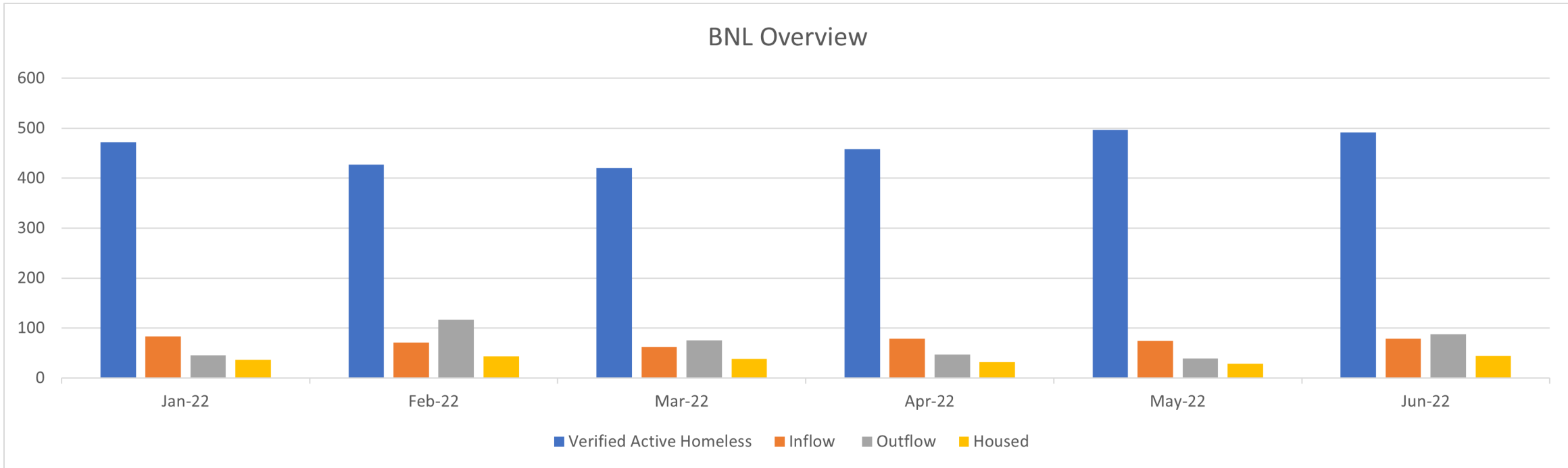
Families Housed
Outflow: 142

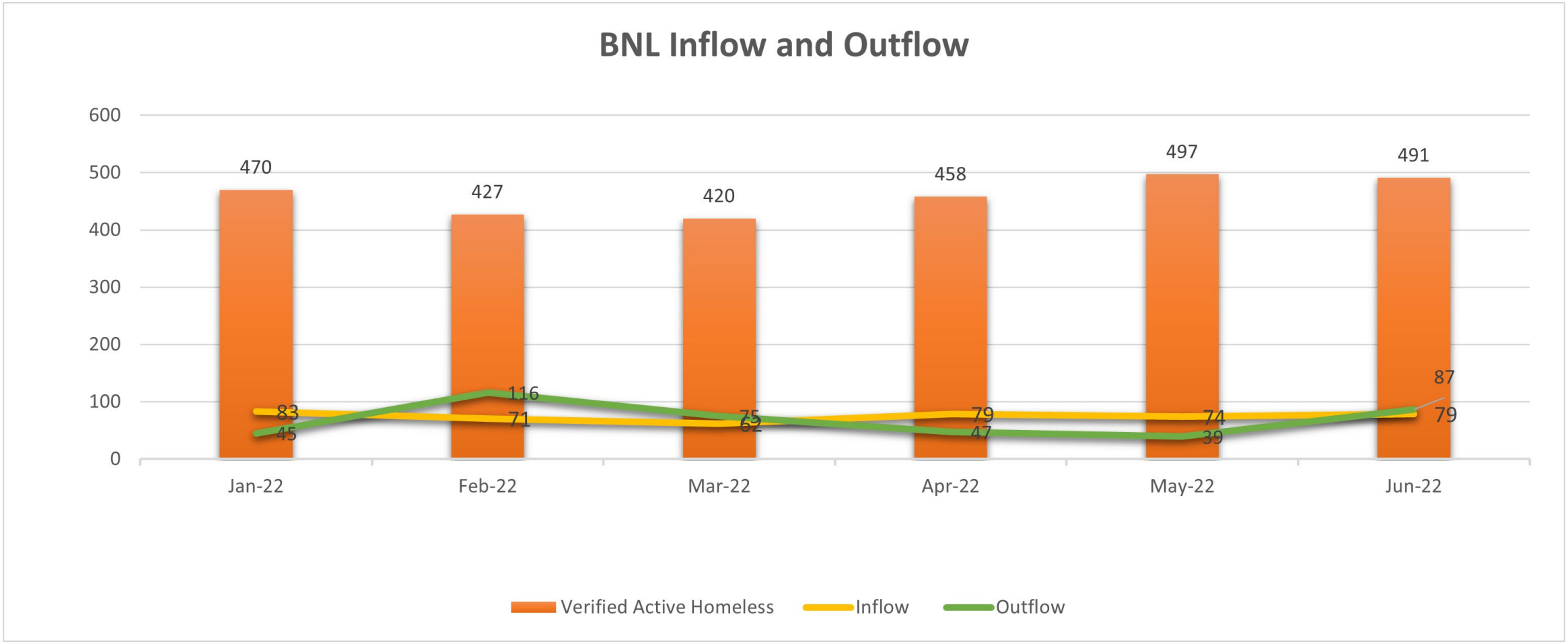
Jan – June 2022

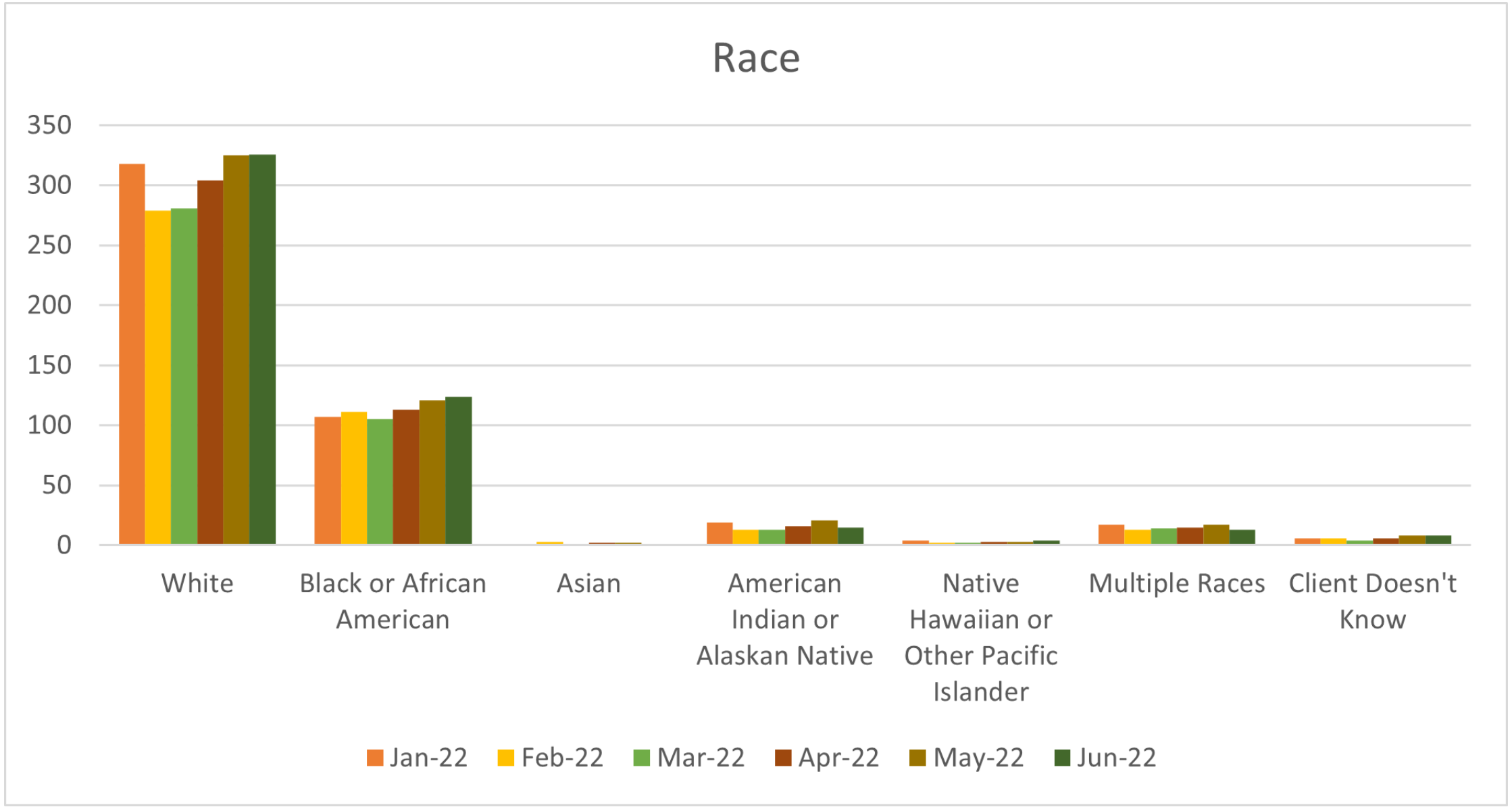
Young Adults Housed Outflow

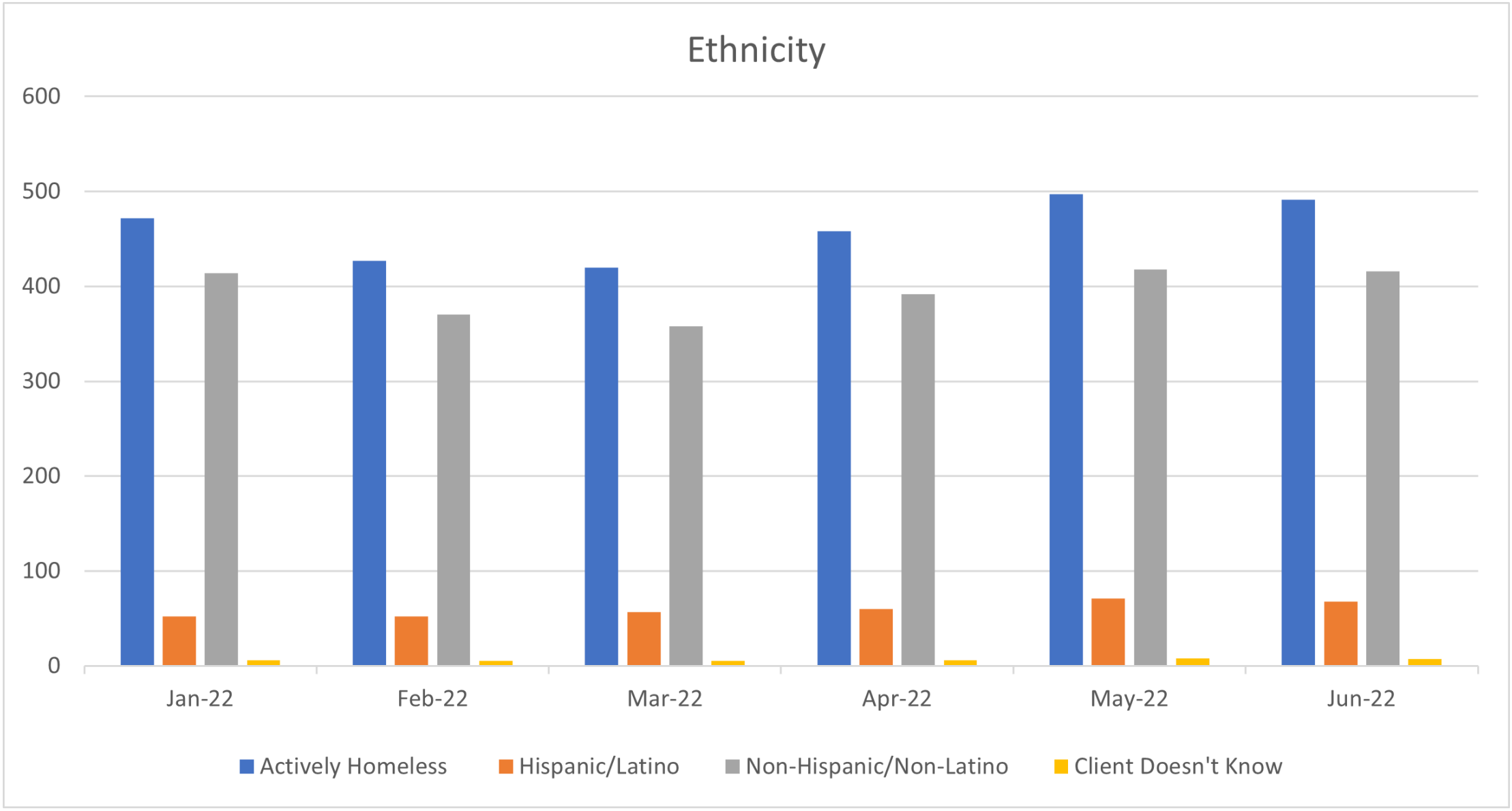
42

Jan – June 2022

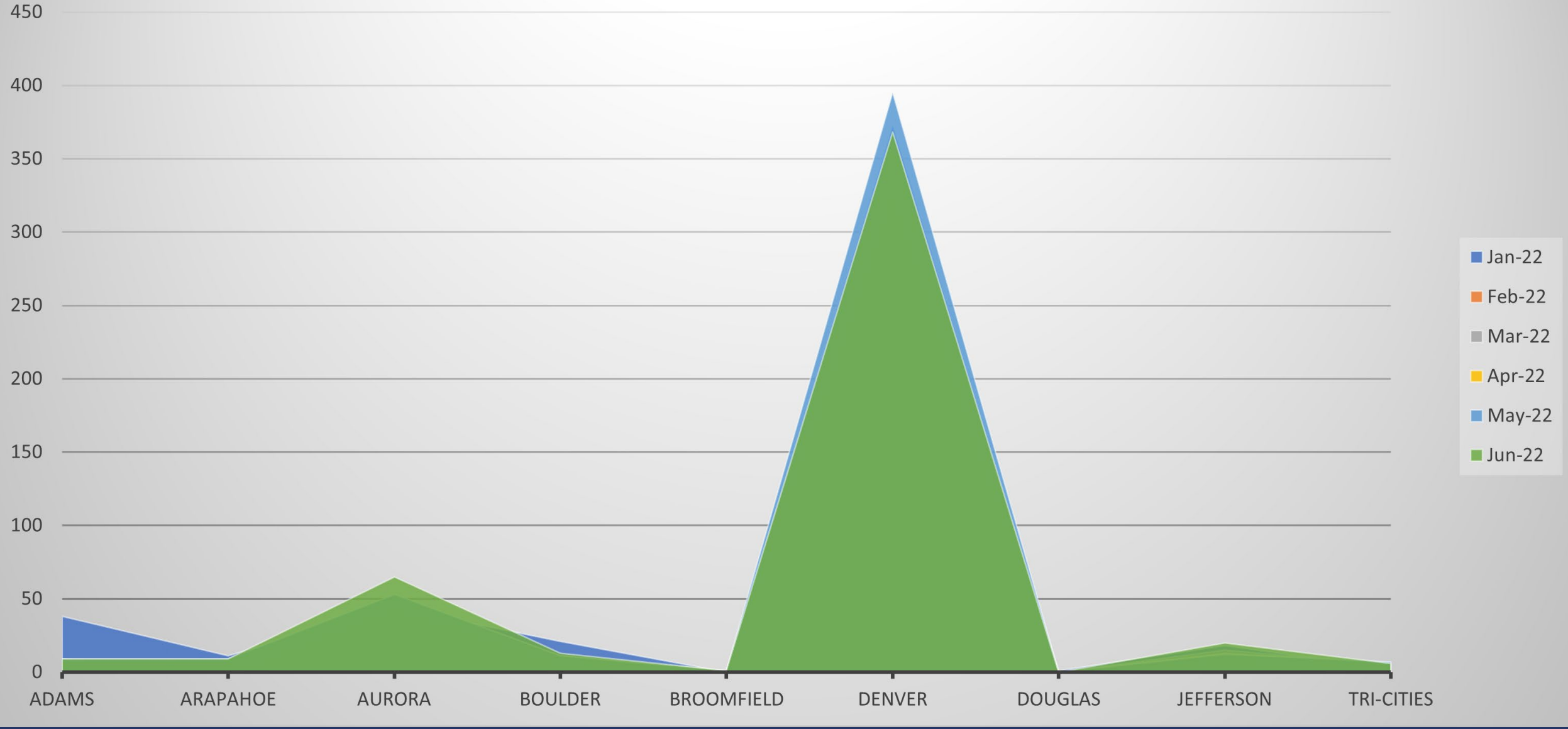

BNL Overview
600
500
400
300
200
100
0
Jan-22
Feb-22
Mar-22
Apr-22
May-22
Jun-22
Verified Active Homeless
Inflow
Outflow
Housed


BNL Inflow and Outflow
600
500
400
300
200
100
0
470
427
420
458
497
491
83
71
75
79
74
79
45
116
62
47
39
87
Jan-22
Feb-22
Mar-22
Apr-22
May-22
Jun-22
Verified Active Homeless
Inflow
Outflow

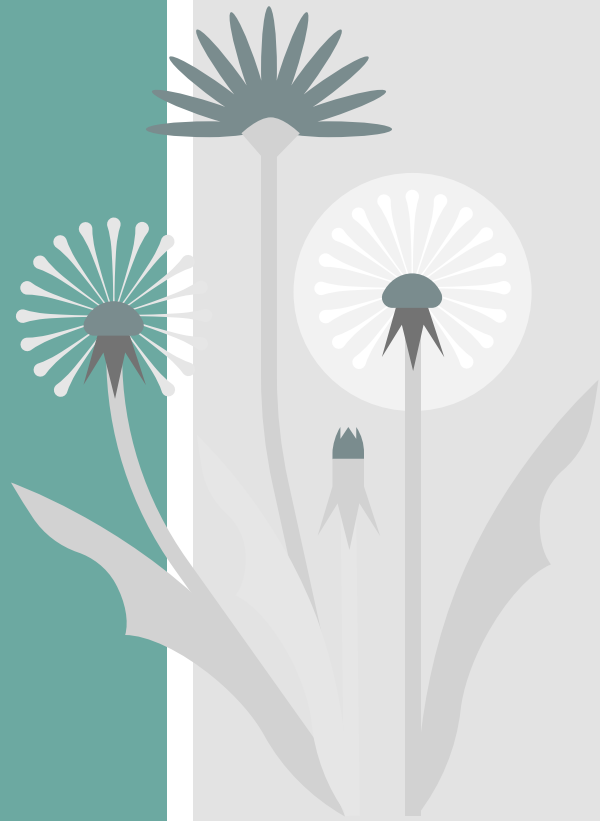

Race
350
300
250
200
150
100
50
0
White
Black or African American
Asian
American Indian or Alaskan Native
Native Hawaiian or Other Pacific Islander
Multiple Races
Client Doesn't Know
Jan-22
Feb-22
Mar-22
Apr-22
May-22
Jun-22


Ethnicity
600
500
400
300
200
100
0
Jan-22
Feb-22
Mar-22
Apr-22
May-22
Jun-22
Actively Homeless
Hispanic/Latino
Non-Hispanic/Non-Latino
Client Doesn't Know

Veterans Experiencing Homelessness by Subregion



OneHome Alternate Process Overview



Background

Coordinated entry is a HUD-mandated process for prioritizing households in need to appropriate resources with the goal of equity and accessibility.

HUD requires the use of an assessment tool as part of Coordinated Entry and many communities, including the Denver Metro CoC, use the VI-SPDAT to assess vulnerability factors.

Because the VI-SPDAT is a limited tool and one that prioritizes a client's self-report of their experience, there are times it does not accurately capture a client's vulnerability or situation. Alternate Process exists to create space for these situations and opportunity for transfers when a household has been matched a resource that does not meet their needs.

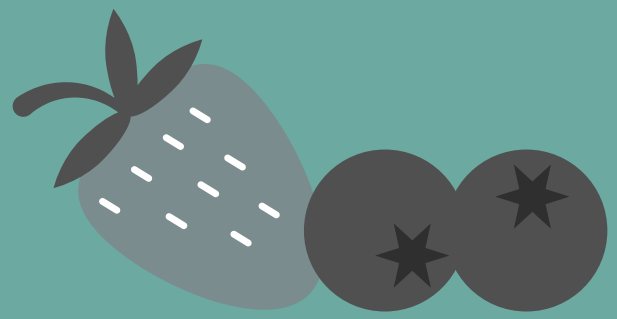
Alternate Process consists of community advocates representing the different counties making up the Metro Denver CoC in addition to referral groups such as veterans, youth, families, and single adults.

To promote a person-centered approach to coordinated entry, our Alternate Process is available for single adults, youth, and families that meet at least one of the following criteria:

1. Are unable to complete the VI-SPDAT due to mental health or other concerns.

2. The VI-SPDAT self-reported answers seem incongruent with actual vulnerability and situation of person surveyed.

3. Person's current housing is not appropriate or meeting household's needs and a transfer to another housing opportunity within OneHome is requested.



Prioritization

OneHome has responded to racial inequities seen in our system and backed up by qualitative and quantitative data by shifting away from the use of score. These changes were made in collaboration with community partners through groups like CDT. Denver's Coordinated Entry System is now using:

New Individual Prioritization – January 2022

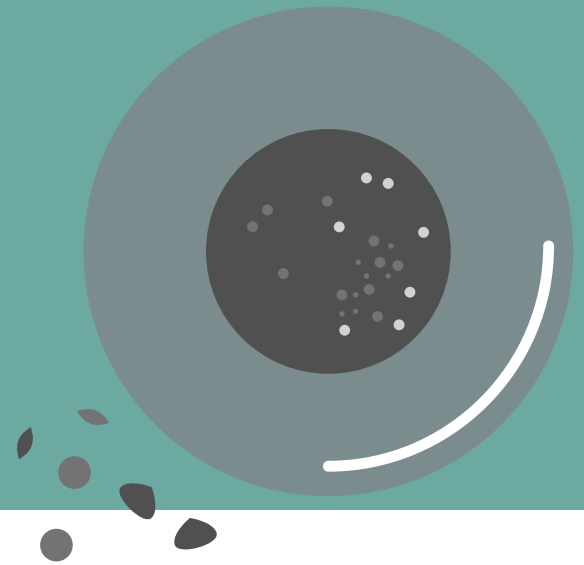
- 3 or More Disabling Conditions
(TBI, developmental disability, mental health, substance use disorder, chronic health condition, physical disability, etc) **and**
- Systems Involvement (criminal justice, foster care) **and**
- Currently Fleeing DV (domestic violence or intimate partner violence) **and**
- Length of Time Homeless

New Family Prioritization - Fall 2021

- Households Currently Fleeing DV **then**
Ordered by age of youngest child, then length of time homeless
- Households Who Have Experienced DV **then**
Ordered by age of youngest child, then length of time homeless
- Households with 3 or More Disabling Conditions (tri-morbidity)
Ordered by age of youngest child, then length of time homeless

New Youth Prioritization – Spring 2022

- Lost Housing due to Violence or Unhealthy Relationships **and**
- Systems Involvement (foster care, criminal justice) **and**
- 3 or More Disabling Conditions (physical, chronic health, mental health, substance use, etc) **and**
- Length of Time Homeless (often a primary factor due to some youth experiencing homelessness for many years)



When requesting a household be prioritized immediately for housing, Alternate Process Committee (AP) looks for household to prove "grave risk" if they remain unhoused.

We understand that every household is vulnerable and in need of a resource, and because this request pushes the household to the top of the prioritization list it is important to show why they should receive the resource above other vulnerable households.

Care teams should submit documentation from doctors, case managers, hospital records, and/or therapists to show household's risk factors.

Requests for transfer do not need to prove grave risk, as they are not taking a vacant resource, only switching. Transfers should prove all other options have been explored. *Please note to request a transfer a household must be leased up (i.e. request for transfer from RRH to PSH cannot happen if RRH household has not leased up and is only matched to program)*

Example:

Household is experiencing homelessness and has lost multiple toes to frostbite, resulting in needing a wheelchair. Household is not open to shelter and due to mental health conditions is not able to keep self warm, risking higher chances of additional frostbite. Their wheelchair and necessary medications for chronic heart condition are frequently stolen, resulting in risk of death. If housed, household could keep warm and maintain heart medication regimen. Household is not actively fleeing domestic violence and does not self-report their mental health condition, which is why their VISPDAT does not meet the vulnerability factors currently used for prioritization. In this example the household both does not meet current prioritization, AND their VISPDAT does not accurately represent their vulnerability.

Process for Submissions

Note: Alternate Process interventions should only be submitted after assisting case manager or care team have explored all other options for housing resources

- Complete referral form on OneHome Website with **consenting household** and submit to alternateprocess@mdhi.org
- OneHome Coordinators rotate monthly to support the Alternate Process. Coordinators review submissions and request additional documentation of household's risk factors, as necessary (e.g.: doctor's notes, therapist letter, hospital records, etc)
- If household is appropriate for AP review, submitting case manager will be invited to the AP meeting (occurs monthly on first Thursday)
- AP committee members review the cases, ask questions, and vote (coordinators do not vote)
- OneHome coordinator will reach out with results of voting process and next steps after the meeting. Please note that even if a household is approved for immediate prioritization, it is still dependent on available resources that the household is eligible for and there may still be a wait time

Updates to the VI

Aug 2022

Background

Updates to the VI-SPDAT was a community driven process that started in April 2021

Current questions & answers yield low data quality which makes matching and referrals difficult

Some questions are being updated to be more trauma informed

Want to ensure that ALL assessment items are used to make strong referrals/matches

Primarily Preferences & Eligibility items

Other updates

Opening Script has been revised to be more reflective of best practices in preparing a participant to complete the assessment

Scoring rubric has been removed as our community does not use VI-SPDAT score for prioritization

These changes are relevant to all three versions of the VI-SPDAT unless otherwise specified

Updated Questions vs New Questions

Some questions have changed wording, but the values already entered will maintain in the assessment

Some questions are completely new, and will need to be updated

Family Makeup

Family Makeup questions have been moved to the beginning of the assessment, to ensure that an assessor does not complete a VI-SPDAT or TAY with households that have minor children in their custody

15. Do you have any children under the age of 18 in your household ?

16. Do you have at least 50% custody of any of the children in your household?

IF "YES" TO EITHER QUESTION, PLEASE CONDUCT A FAMILY VI-SPDAT INSTEAD OF A SINGLE ADULT VI-SPDAT

Word Change- Family VI only

17. Do you have any open childhood welfare cases?

Updated to –

Do you have any open child protective services cases?

18. Do you have a reunification plan to regain custody of your children already in place or are you working on one?

Updated to-

Do you have a reunification plan to regain custody of your children already in place or are you working on one with Child Protective Services or a Guardian Ad Litem?

Word change

22. If there was space available in a program that specifically assists people that live with HIV or AIDS, would that be of interest to you?

Updated to –

22. People living with HIV/AIDS may be eligible for specific housing opportunities. Would this be something of interest to you or another household member?

Word change

37. Do you have a permanent physical disability that limits your mobility? [i.e., wheelchair, amputation, unable to climb stairs]?

Added more details -

Do you have a permanent physical disability that limits your mobility (i.e., wheelchair, amputation, inability to climb stairs, walker, need for grab bars)?

38. Please tell us how we can contact you to discuss housing resources and opportunities. Please provide specific locations, phone numbers, time, email address, text numbers, an alternate person to contact, etc. ***(This information should be added to the contact tab in HMIS.)***

Locations where you spend time regularly & when (i.e., shelter, park, area of town, friend/family's home, etc.)

Phone numbers

Email address

Text Number

Alternate contacts

One Home Housing Preferences and Eligibility

The last set of questions is designed to gather information to ensure that a possible resource is the best one for you (and your household). Your answers allow us to set you up for success IF matched to a resource. That is why it is important that you answer honestly and really think through what is most appropriate for you (and your family).

Updated to provide examples

When you think about housing location, what are other important things to have nearby?

a. ☐ Community resources (DHS office, library, service provider)
b. ☐ Medical care (doctors, therapists, substance use treatment
c. ☐ Close to school (for you or your children)
d. ☐ Work
e. ☐ Transit (specify specific bus/light rail lines)
f. ☐ Other (friends/family/children, cultural/spiritual resources, grocery

Word change plus an additional option

Do you have other housing needs that will support your success?

a. ☐ Wheelchair accessible (roll-in shower, no steps, grab bars, etc.)
b. ☐ Elevator because of physical disability or fall risk
c. ☐ Extra bedroom for live-in care
d. ☐ Animal in your possession: please specify if it is a documented service animal, documented emotional support animal, or other pet: _____
e. ☐ Smoking
f. ☐ Other _____

Word Change for more context

Would you consider, or do you prefer, shared housing (living with others that you may or may not know)? Shared housing generally offers lower cost living expenses and social support. This could be temporary or long-term based on your goals and desires.

- ☐ No
- ☐ Prefers shared housing
- ☐ Would consider shared housing
- ☐ Neutral
- ☐ Client doesn't know
- ☐ Client refused
- ☐ Data not collected

New Question

1. Please mark the types of housing below that you would prefer to live in. *Explain types of housing available to ensure understanding, do not assume.*
   a. ☐ Project-based (some or all of the units at that property are subsidized, support is generally available on-site)
   b. ☐ Scattered site/tenant-based (housing will be located from general housing stock, often better for folks with challenging histories)
   c. ☐ Sober living (sobriety requirements in place)
   d. ☐ Work program (employment supports built in and often required)
   e. ☐ Single Room Occupancy (SRO) (like a hotel/dorm room, no individual kitchen)
   f. ☐ Other:_____
   _____
   g. ☐ Client doesn't know
   h. ☐ Client refused
   i. ☐ Data not collected

Word change

Please mark what counties you receive services in. Services are things like Medicaid, SNAP (food stamps), medical care, mental health supports, case management, substance use services, child protective services, TANF, CCAP, etc.

- ☐ Adams County ☐ Denver County
- ☐ Arapahoe County ☐ Douglas County
- ☐ Boulder County ☐ Jefferson County
- ☐ Broomfield County ☐ None

New Question

In your lifetime have you ever had an injury to your head or neck from an accident, recreational activity, fighting, abuse, or explosion?

- ☐ Yes ☐ Client doesn't know
- ☐ No ☐ Client refused

Word change

Have you had significant interaction(s) with the Criminal Justice System?

Updated to:

Have you had any interaction(s) with the criminal justice system resulting in criminal charges?

- ☐ Yes ☐ Client doesn't know
- ☐ No ☐ Client refused

Word change + New question

10.Have you been in jail or prison in the last two years?

Updated to -

Have you ever been in jail or prison?

- ☐ Yes ☐ Client doesn't know
- ☐ No ☐ Client refused

If yes, branching logic:
When did this occur, approximately? (date - mm/dd/year)

Original question + New questions

Are you currently on parole or probation?

- ☐ Yes ☐ No

If yes, branching logic -
Are you restricted to a certain county?

- ☐ Yes ☐ Data Not Collected
- ☐ No
- ☐ Client Doesn't know
- ☐ Client Refused

If yes, branching logic -
Which County?

- ☐ Adams ☐ Arapahoe
- ☐ Boulderer ☐ Broomfield
- ☐ Denver ☐ Douglas
- ☐ Jefferson

Removed

13. Prior to being incarcerated, where did you most frequently sleep?

☐ Shelter ☐ Transitional Housing

☐ Safe Haven

☐ House/Apartment

☐ Outdoors ☐ Refused ☐ Other

14.What is the total amount of time you spent on Administrative Segregation while incarcerated? (e.g. Ad Seg, solitary confinement, solitary, special management)

☐ None ☐ Less than one month ☐ One to two months

☐ Three to four months

☐ Five to six months ☐ More than six months

Timeline

- *Single Adults VISPDAT:*
  - Update will be *fully* live on 8/1 (i.e. new question added on 8/1)
  - As of today, you will see some of the updates live in HMIS:
    - The formatting (reordering of questions)
    - The rewording of a couple of current/existing questions
- *Family and TAY VISPDATs:*
  - Update will be live on 8/1
  - No changes have been made, saved, or published yet

FAQ

Do I need to complete a new VI-SPDAT?

-No, you can go into the old assessments to update the new and re-worded fields as needed and save.

Will the household I am working with lose out on a housing opportunity because these questions have not been updated?

-No, OneHome Coordinators who complete matches look at a variety of factors when determining a housing match, such as service history, notes, file uploads, contact information, and current living situation assessment data. A household must be prioritized in order to be matched to housing.

Is there a timeframe that I should have these questions updated by?

-While it is helpful for the information to be updated, there is no timeframe. Please make updates as you meet with clients.

Next Steps

The next time you meet with someone who has completed a VI-SPDAT, take a moment to update their most recent assessment for the questions indicated in this slideshow.

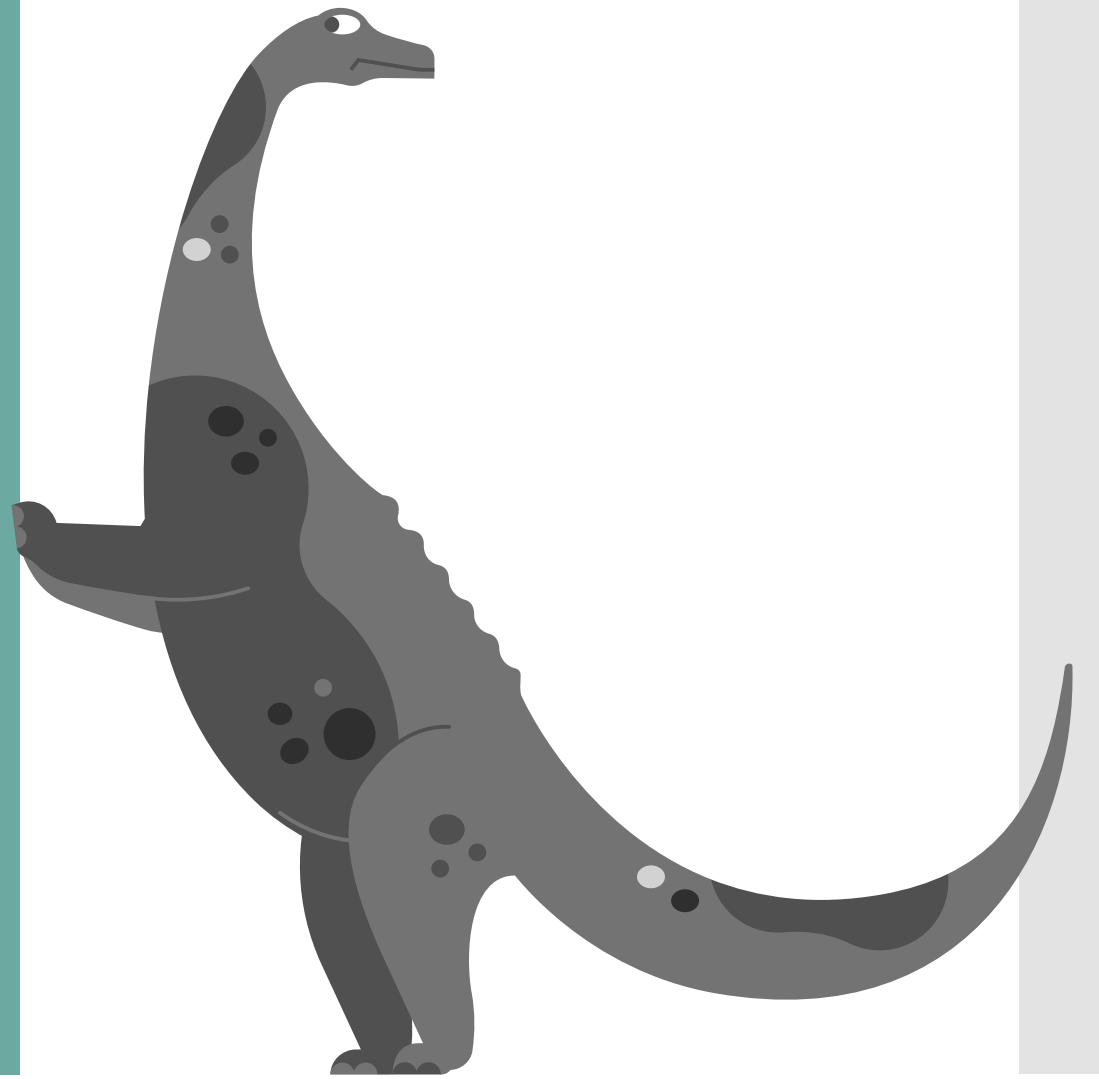
Switch to the OneHome agency -> Client profile -> Assessments -> edit box next to the most recent assessment

If you can't find the VI at the client level assessment tab, go into the OneHome program and check the program level assessment tab

Addressing Hoarding Behaviors in Housing Training

- CSH Supportive Housing Training Center is offering a training on hoarding behaviors in housing
- Virtual Training is occurring Tuesday, August 16th and costs $60/person
- Times:
  2 - 3:30 pm Eastern
  1 - 2:30 pm Central
  12 - 1:30 pm Mountain
  11 - 12:30 pm Pacific
- Link: https://cshtrainingcenter.thinkific.co 8 -22

Time for community announcements, questions, comments, etc!



OneHome Office Hours

Weekly (Link: onehomeco.org > Partners > Calendar)

1st & 3rd Tuesdays, 11am – noon

2nd & 4th Thursdays from 3p – 4p

Live, in-person support for all of your OneHome-related needs, desires, and just to catch up with our amazing Coordinators

Microsoft Teams meeting
Join on your computer or mobile app
Click here to join the meeting
Or call in (audio only)
+1 720-388-1618,,581773579# United States, Denver
Phone Conference ID: 581 773 579#
Find a local number | Reset PIN
Learn More | Meeting options

THANK YOU!
YOU ROCK!
memes.com