



# Seattle-King County Coordinated Entry Committee Meeting Minutes

## Date/Time

April 25<sup>th</sup>, 2024; 10:30 AM – 11:30 AM

## Roll Call

Name	Present
Devin Konick-Seese	x
Noah Fay	
Eddy Matlock-Mahon	x
Martha Lindner	x
Porscha Anderson	x
Patricia Sam	
Elliot Hart	x
Antoinette Lambert	
Kelsey Beckmeyer	x
Zsa Zsa Floyd	
Kenyatta Carrollhillman	
Sherry Tillman	x

Roll Call – [7] members present – [5] members absent  
Quorum is Met

## Land Acknowledgement & Theory of Change: Alex Pfiffner & Beth Lazar

- **Land Acknowledgement:** I would like to acknowledge that we are on the traditional land of the first people of Seattle, the Duwamish People past and present and honor with gratitude the land itself and the Duwamish Tribe. We make this acknowledgment to remind ourselves that, by being here today, we strive to remedy this injustice through our beliefs and actions in helping to steward our green spaces and communities in Seattle.
- **Theory of Change:** If we create a homelessness response system that centers people who have lived experience of homelessness, then we will be able to meet needs and eliminate inequities, in order to end homelessness for all.



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## CES Team Introduction:

- Lia Fakhouri – Program Coordinator on Coordinated Entry Team
- Tom Regan – Program Specialist – Works with Single Adults Population
- Nicole Fillmore-Meshesha – Program Specialists – Supports Youth and Young Adults 18-24
- Korrina Jordan-Hernandez – Program Specialists - Works with True Blood and Veterans
- Surya Aguliar – Program Specialist - Works with Family Resources
- Claire Guilmette – Community Impact Team - Analytic Project Manager that works with HMIS data
  - Beth Lazar - We want to look at the data in its entirety and then figure out what we are missing. What trends are we seeing, and do we need to dig deeper into this data? Look at it in a different way?

## CES Current State:

### Goal of Coordinated Entry System:

- To ensure households experiencing homelessness have **equitable access to** housing resources to **quickly** resolve their homelessness. When we say quickly, we aren't talking about a day or two, but we want it to be faster than months or a year.
- Access:
  - RAP Sited
  - Outreach Teams
  - Day Centers
  - Shelters
    - What about:
      - Self-referrals
- Nominations:
  - 3,996 (unique households)
  - 24,520 (**duplicate** nominations)
- Referral Completion/Move In:
  - 722 (households into units in the past year)
- Assessment:



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- 14,091 (unique households enrolled in CES Program) - (sitting in the que for housing)
- 7,209 (unique households assessed since 4/14/23)
- Referrals:
  - 1,838\* (inclusive of **duplicate** referrals to units)
- Stability:

## Length of Time:

- Assessment to Referral:
  - 41 days (median)
  - 350 days (high)
  - 7 days (low)
- Referral to Move In:
  - 26 days (median)
  - 641 days (high)
  - 7 days (low)
    - Do we need more information sharing between service provider and CE team?
    - How are do doing pre-post paperwork?
    - What questions are they asking on the paperwork? How do we streamline that?
    - How many times do we need to work for them to understand it's an appropriate resource for them?

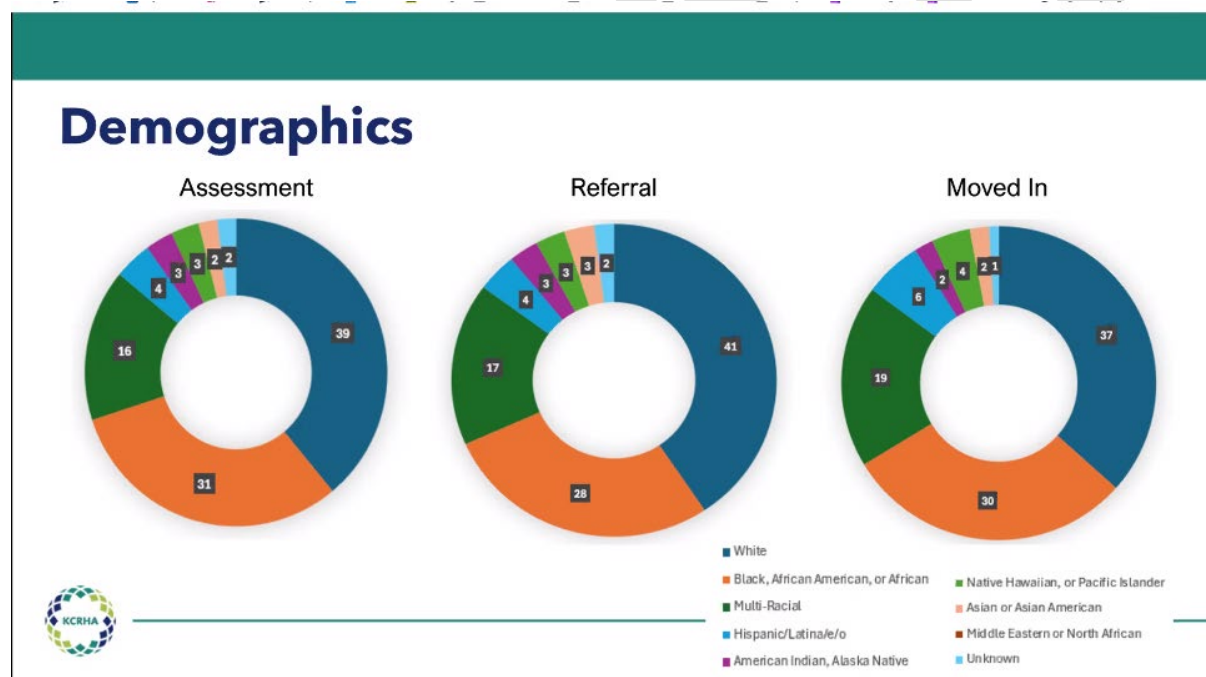
## Nominations:

- Average number of nominations per resource by population
  - Single Adult – 16 people for 1 resource
  - Family – 10 people for 9 resources
  - Young Adults – 4 people for every 3 resources
    - Looking at how we can make changes to make these numbers closer. Low hanging fruit – Can we solve the Young Adult Population?



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## Demographics



- Are we representing the population experiencing homelessness?
- What are we doing in our access point to ensure these demographics are more representative of people experiencing homelessness?

## Discussion:



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- Sherry Tillman – Working with different communities (Chief Seattle) to get those referrals for families. Is everyone in HMIS? If we are falling short on staff, maybe we need to hire more people internally to be able to get things through quicker.
- Noah Fay – Driving down the number of referrals per opportunities – Single adult group is the largest by a large margin. Single adults are viewed as one giant group contributing to this, but we need to meet the subgroups of “single adults”. Separate out the individual resources for each person. We need to drive down the time it takes to nominate someone to a unit. We aren't nuances in the way we think about the resources we have. There is stuff working in pockets now that might be more scalable than we think.
- Devin Konick-Seese – Documentation is a huge barrier. Documentation of homelessness and chronic homelessness. Reason for denial of referral should be looked at. Are there certain pieces of documentation that regularly get clients denied?
  - Claire Guillemette – Mostly see a category called “Client Refused”. It is that the unit doesn't match with the clients' needs. “Unable to connect with Client” because you can't find them. 24 clients are denied by the property manager. Much more about the match than about property managers denying.
    - Beth- What information can we give to property managers for education.
  - Eddy Matlock – Mahon – Documentation – Working with CCS/ CCA now to make a centralized client intake team. Looking at the funder is requiring versus what we are requiring. If it's not required by the funder, we are cutting it. Sees postings where it says they want ID, social security card but funders dont require all. RHA as the funder maybe should start having those conversations with those housing providers. Is there another reason you have that barrier there? What can we do to support you to get past that and to not have that additional requirement there? Some people get their wallets stolen and then have to start all over.
  - Porsha Anderson – Curious if we've ever reached out and coordinated with the property managers. They are never in these spaces with us. Ally and Quantum. There is a disconnect as to why it might be hard to get documentation. Working for different end goals. Looking for compliance for business purposes. We can do everything we can and still its 90 + days to get



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clients to move in. Especially in the younger adult population. Why are single adults getting denied. 16 nominations – are all of them eligible? But with the nominations, are there any eligibility issues?

- Beth Lazar – It's hard to hold the 3<sup>rd</sup> party responsible because it's easier to hold the provider accountable.
- Lia Fakhuori – There is always a validation of eligibility when we are moving the person to referral. Analyzing all nominations we receive is impossible due to capacity. In the single adult space 16 – 1. It is usually a bit higher than that. To go through all their eligibility is hard in the 2 hours. We will always sort through to find the most eligible person.
- Kelsey Beckmeyer – Access – This might be something we want to look at later. We have a few process points that might be more pertinent to look at. How are we ensuring we are diversifying for access points? Demographics – We are seeing parody to who is moving through the system. How we can make it more equitable. Why are people being denied? Some categories are very broad. Can we narrow that data down? Being able to track information but HMIS can be used to hold client's documentation. Using our tools to the best of our capacity.

## **Potential Data That We Want to See:**

- Kelsey Beckmeyer - Look at the PIT information versus the access information to get better idea of what access into system looks like
- Eddy – Of those referrals trying to break it down where they come from. Outreach, mobility request, etc. Shortcuts that are causing bottle necks. Are we prioritizing other populations?
- Janelle Rothfolk – Data Analytics Team – Dividing the Single Adult sub population – Would like to connect with Noah.
- Martha Linder – Why properties would deny an application and why the nominees are declining the units.
  - Janelle Rothfolk – Wants to work with this group on how we define “throughput”.
- Beth Lazar – Send information and questions to Alex and Beth if you find more data or have questions in between meetings. Beth will be OOO for the next meeting. Is proposing we move the next meeting up to the third Thursday of the month.



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Adjourn:

Next meeting will be held Thursday May 16th, 2024; 10:30 AM – 11:30 AM

FINAL