

# CareForum 2019

The WellSky User Conference

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## Ventura County Continuum of Care Coordinated Entry System: A Cross System Approach

Alicia Morales, L.C.S.W. HMIS/ CES Program Coordinator

Jennifer Harkey, M.P.A. CoC Program Administrator

Chris Russell Homeless Services Program Manager

# Today's Presenters



## Alicia Morales

Alicia has worked in the field of homelessness since 2011, with the Los Angeles County Probation Agency, The Salvation Army, and now as the Program Coordinator for the Homeless Management Information / Coordinated Entry System in Ventura County.



## Chris Russell

Chris is currently providing oversight & management of the County of Ventura's Homeless Services Program. He has 30 years of government experience and has been with the Homeless Services Program for 22 years.



## Jennifer Harkey

Jennifer has worked for the County of Ventura for 12 years. Now serving the Ventura County Continuum of Care, she manages Emergency Solutions Grant funding, and leads sub-committees on ending homelessness among Veterans and Youth.

# Agenda

- Organizational Structure Overview
  - Partnerships
- Ventura County Continuum of Care (VCCoC) Coordinated Entry System/Pathways to Home: Implementation and Program Design
  - HMIS Project Setup
  - Electronic Referral System
- Diversifying Partnerships
- CES Participating Agencies vs. Provider Agencies
  - Health Care Agency Services
  - Recuperative Care Services
  - Adult Protective Services
  - Homeless Services
- System Data
- CES Workflows
- Questions

# Ventura County Continuum of Care and Human Services Agency

Within the local Ventura County Government, the Ventura County Continuum of Care and County of Ventura Human Services Agency work collaboratively to end homelessness.



COUNTY *of* VENTURA  
C A L I F O R N I A

C O U N T Y O F V E N T U R A

# Ventura County Continuum of Care

**Mission Statement:** The Ventura County Continuum of Care Alliance is a collaborative group dedicated to promoting a safe, desirable and thriving community by ending homelessness in Ventura County.

**Vision:** Homelessness in Ventura County is rare, brief and nonrecurring

**Values:** The dignity of every human life. The well-being of the entire community. The power of the community working together to solve community problems.



# Human Services Agency: Homeless Management Information System Coordinated Entry System /Pathways to Home

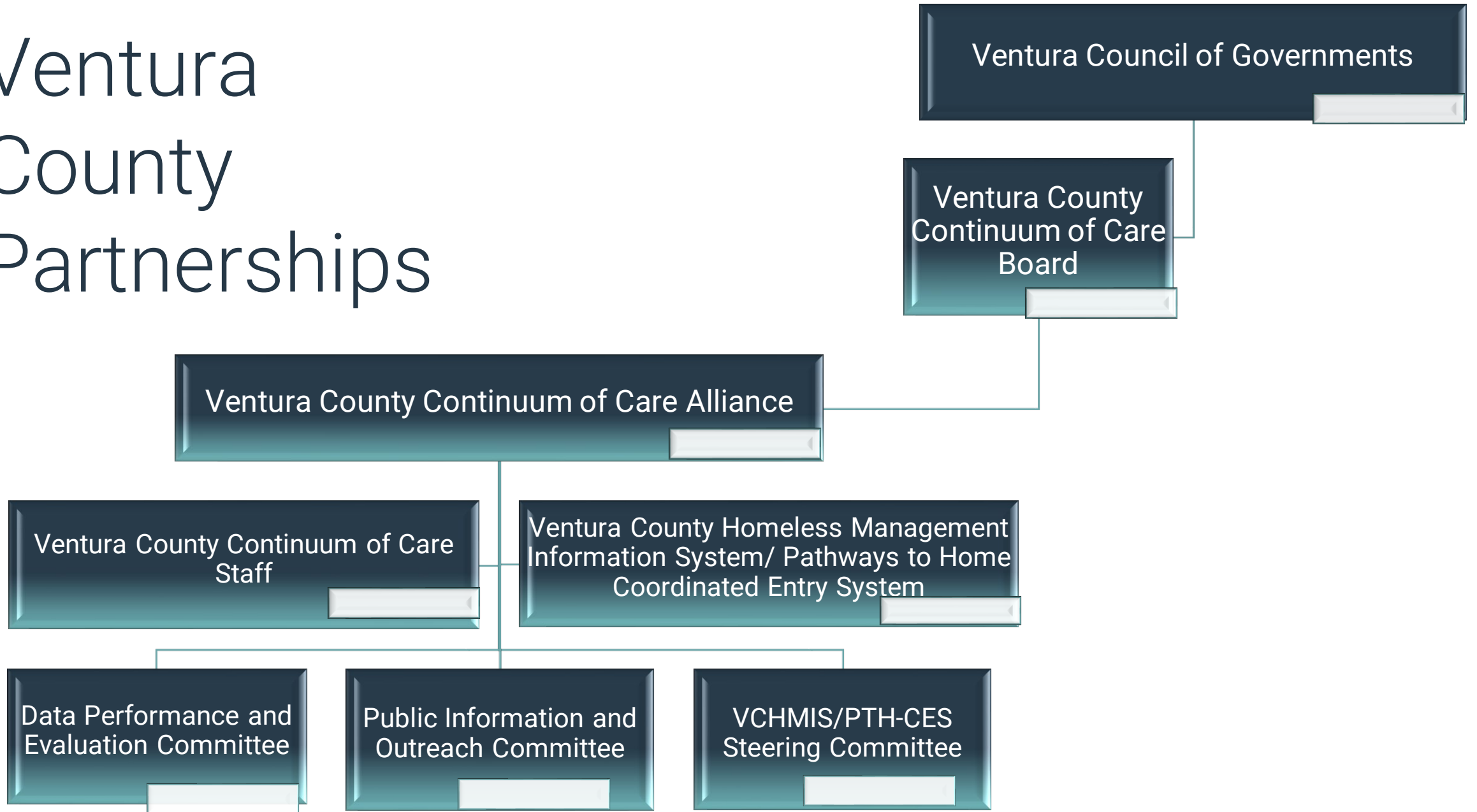
**Mission Statement:** We strategically administer the VC Homeless Management Information System to support the prevention and ending of homelessness in Ventura County.

## Vision:

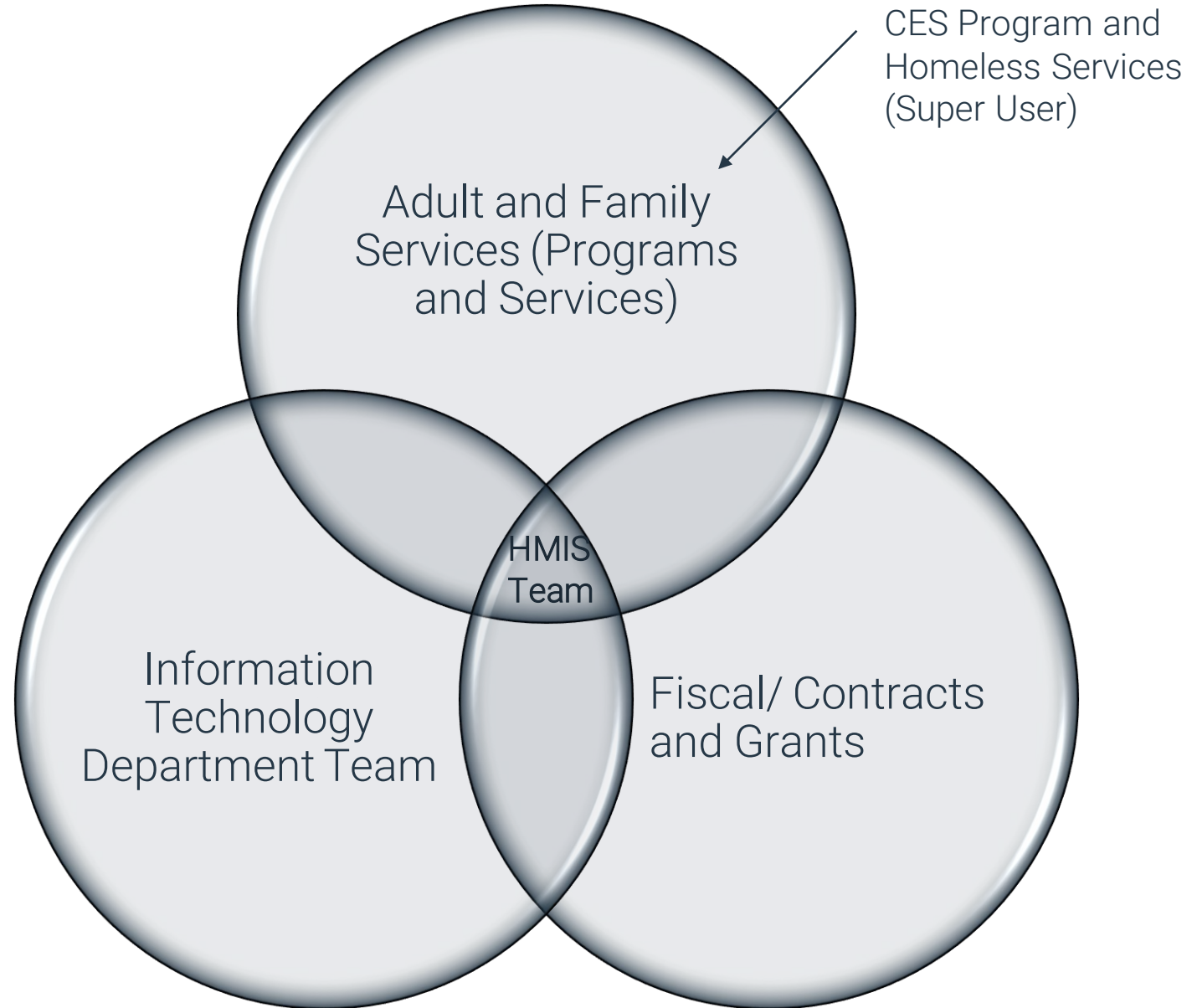
- Homeless Management Information System to serve all homeless service providers (level 1) using VCHMIS
- Coordinated Entry System is maximized such that clients and resources are connected in the most efficient and effective way
- Real time reports with the data requested is easily accessible
- Funding for growth to comprehensively support the community



# Ventura County Partnerships



# Human Services Agency Department Partnerships





# Ventura County Continuum of Care Coordinated Entry System/ Pathways to Home (CES/PTH)

Implementation and Program Design



# Coordinated Entry System Pathways to Home Implementation Timeline

HUMAN SERVICES AGENCY -  
VENTURA COUNTY DEPARTMENT OF CARE  
*Coordinated Entry System- Pathways to Home*

## Project Plan



Human Services Agency, HMIS Administration

Version 1

Tenets:

Industry Standard  
Project Management,  
Client Focused vs.  
Agency Centric Design

Advertisement,  
Change Management,  
Networking, Trust  
Building

Feedback,  
Agency Impacts,  
Agreements

HMIS Super User  
Agency  
Agreement to  
Pilot CES

October 2014  
Initial CES  
Discussions

January 2015  
Consulting  
services w/  
Vendor

Process  
Review/  
Research Best  
Practices

Road Shows

Workshops

July 2016  
Training

August 2016  
Beta Testing

September  
2016 Training

October 2016  
Go Live

Consistency, Change  
Management, Client  
Focused vs Agency  
Centric

Advertisement  
Change Management,  
Networking, Trust  
Building

Consistency, Trust  
Building, Change  
Management

Feedback, Agency,  
Impacts,  
Agreements,  
Relationship Building

Feedback, Agency  
Impacts,  
Agreements,  
Relationship Building

Feedback, Agency  
Impacts,  
Agreements,  
Relationship Building

January 2017  
Workshop/ 90 Day Review

Roadshows

Ongoing Training

180 Review

360 Review

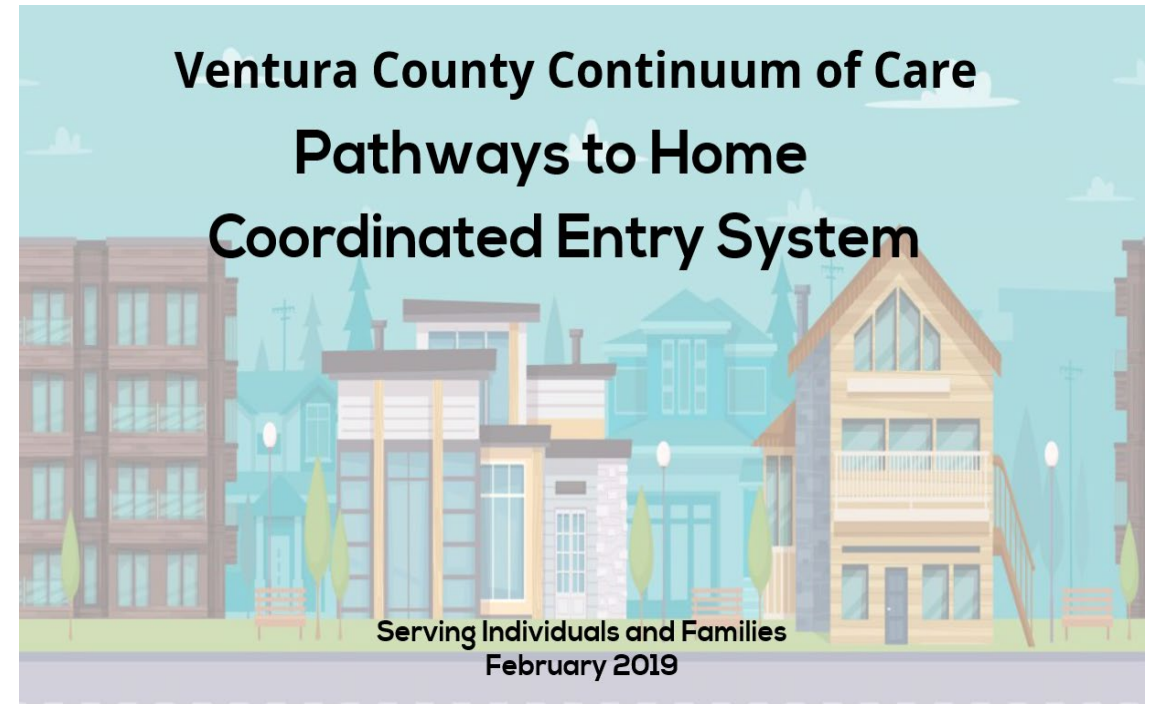
2018/2019  
Annual CE  
Evaluation

# Ventura County Continuum of Care

Utilizes:

- One CES Program Eligibility Assessment (*Housing First-low barrier*)
- VI-SPDATs for Prioritization
  - Transitional Aged Youth
  - Singles
  - Families
- Electronic Referral System

CES stitches existing programs together all across Ventura County into a no-wrong door system, connecting homeless or at risk individuals and families to the best resource for them.



# Project Setup in HMIS

Every project in HMIS termed as a *Provider Agency* has provided low barrier eligibility criteria that is configured in the system within the:

- Provider Admin/ Services Tab
- Edit Eligibility & Eligibility Preferences
  - *Low barrier eligibility criteria determines client eligibility for housing and services*

### Eligibility Service Code Quick List

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Eligibility Service Code Quick List

Emergency Shelter (BH-1800)  
 Rent Payment Assistance (BH-3800.7000)  
 Homeless Permanent Supportive Housing (BH-8400.3000)  
 Transitional Housing/Shelter (BH-8600)

Add Selected Service Terms
Add All Quick List Terms
Add All Eligibility Terms
Service Code Look Up

### Eligibility Service Search Results

	Service Term	Service Code	Eligible	Potential	Ineligible
<input type="checkbox"/>	Homeless Permanent Supportive Housing	BH-8400.3000	10/13	0/13	3/13
<input type="checkbox"/>	At Risk/Homeless Housing Related Assistance Programs	BH-0500	6/9	3/9	0/9
<input type="checkbox"/>	Street Outreach Programs	PH-8000	2/2	0/2	0/2
<input type="checkbox"/>	Homeless Drop In Centers	BH-1800.3500	1/1	0/1	0/1
<input type="checkbox"/>	Transitional Housing/Shelter	BH-8600	1/3	0/3	2/3

Check ALL Terms
Uncheck ALL Terms
Showing 1-5 of 6
First
Previous
Next
Last

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### Selected Eligibility Service Terms

	Service Term	Service Code	Eligible	Potential	Ineligible
<input checked="" type="checkbox"/>	Emergency Shelter	BH-1800	1/3	2/3	0/3
<input checked="" type="checkbox"/>	Rapid Re-Housing Programs	BH-0500.7000	4/6	0/6	2/6

Check ALL Terms
Uncheck ALL Terms
Showing 1-2 of 2

Answer Additional Questions for Checked Terms
Continue
Exit

# Referral Types in HMIS/CES

## Direct Referrals

Referrals can be sent immediately to Providers for:

- Rapid Re-Housing
- Homeless Prevention/ At-Risk
- Emergency Shelter
- Safe Haven
- Drop-In Center
- Street Outreach (*with consideration*)

## Paused Referrals

Prior to referral, *clients are case presented bi-weekly and Prioritized for:*

- Permanent Supportive Housing
- Permanent Housing for At risk/ Literally Homeless
- Transitional Housing

\*Referrals are sent post match via HMIS

# Diversifying Partnerships

Community Engagement

# CES Participating Agencies

CES Participating Agencies work collaboratively within the CES Pathways to Home Network to coordinate services and information with the intent to provide the most effective and efficient client services.

*Electronic*  
**REFERRALS**



*\* Participating agencies link clients via electronic referrals in HMIS but do not receive referrals in the system.*



# Participating Agencies



Electronic Referrals to Housing and Service Providers



# Interface Children and Family Services (ICFS) 2-1-1

# ICFS: 2-1-1 Homeless Case Management

## Administration

- Director (1)
- Associate Director (1)
- ✦ Director (1)

## Call Intake Specialists

- ✦ 2-1-1 Lead (1)
- ✦ Call Intake Specialists (25)

## Information and Referral



HOUSING & HOMELESS SERVICES



INCOME & EXPENSES



FOOD



CRISIS SERVICES



TRANSPORTATION



HEALTH CARE



MENTAL HEALTH



SUBSTANCE ABUSE



CHILDREN & FAMILY



YOUTH



SENIORS



EDUCATION



LEGAL ASSISTANCE



POST INCARCERATION REENTRY SERVICES

✦ HMIS Licensed Users

# Health Care Agency (HCA) and Coordinated Entry System

# HCA: Whole Person Care



## Medical

## Behavioral Health

## Engagement

- Medical Director (1)
- ★ Clinical Nurse Manager (1)
- Sr. RNs (2)

- BH Team Lead (1)
- ★ BH Clinicians (2)
- ★ Alcohol and Drug Treatment Specialist (1)

- ★ Community Health/Service Workers (13)
- Medical Office Assistant (1)

★ HMIS Licensed Users

Intensive, multi-disciplinary care coordination

- (Medical, mental health, alcohol and drug, social services)

Frequent check-ins from community health workers

- (Help navigating the system, addressing barriers, building capacity for self-management)

Field-based services (at home or in the community)

- (RN, BH Clinician, Alcohol and Drug Treatment Specialist)

# HCA: One Stop Services

## Weekly Mobile Care Events

- Hygiene
- One Stop Services
  - Clinic on Wheels
  - Backpack Medicine
  - Mental Health Screening and Referrals
  - Substance Use Disorder Screening and Referrals
  - Communicable Disease Testing, Counseling, Needle Exchange
  - Coordinated Entry/Housing Services
  - Case Management



### Medical

- Medical Director (2)
- Licensed Vocational Nurse (1)



### Behavioral Health

- ✦ Licensed Clinical Social Worker (1)
- ✦ Alcohol and Drug Specialist (1)



### Outreach/Engagement

- ✦ Program Assistant (1)
- ✦ Community Service Worker (2)

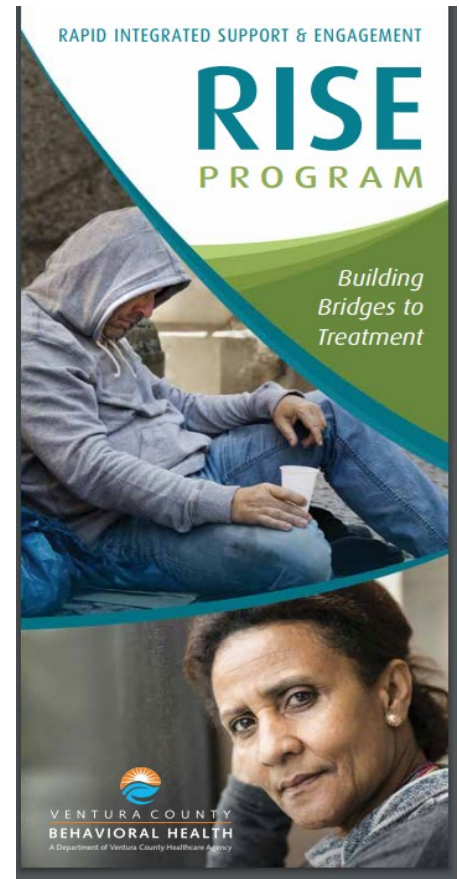
✦ HMIS Licensed Users



# HCA: Ventura County Behavioral Health Rapid Integrated Support and Engagement (RISE) and Police Outreach Integration

THE RISE PROGRAM is offered to encourage and enable people in these situations to get assessment and treatment.

The field-based outreach team makes contact, then provides ongoing support in navigating any challenges to accessing care. And it's not just one-time assistance – the RISE team follows up with clients as needed and may be closely involved with case management.



Administration	Behavioral Health	Outreach/Engagement
<ul style="list-style-type: none"><li>✦ Housing Manager(1)</li><li>✦ Program Assistant (1)</li><li>✦ HMIS Licensed Users</li></ul>	<ul style="list-style-type: none"><li>✦ Mental Health Associates- 8 clinic sites (16)</li></ul>	<ul style="list-style-type: none"><li>✦ PATH (1)</li><li>✦ RISE (9)</li><li>✦ RISE-PD (1)</li></ul>

# Recuperative Care and Coordinated Entry System

# THE CLIENT EXPERIENCE



**Social Services**

- ★ Social Services Coordinator/ On-Site Manager (1)

**Medical**

- LVN Medical Coordinator (1)

**Engagement**

- Guest Services Associates (1F/T & 1P/T)

★ HMIS Licensed Users

- All clients automatically entered in the county's Coordinated Entry System for access to housing resources
- Trauma-Informed care and harm reduction philosophy
- Easy referral process 7 days a week
- 99% acceptance rate, including patients with substance abuse and/or mental illness
- Referrals to primary care and social services, including mental health and substance abuse resources, housing options, food assistance and financial literacy
- Hospitals receive a discharge summary for every patient, recapping their progress
- Extended stay available during the search for permanent housing



# Human Services Agency (HSA) Adult Protective Services and Coordinated Entry System

# County of Ventura Human Services Agency: Adult Protective Services



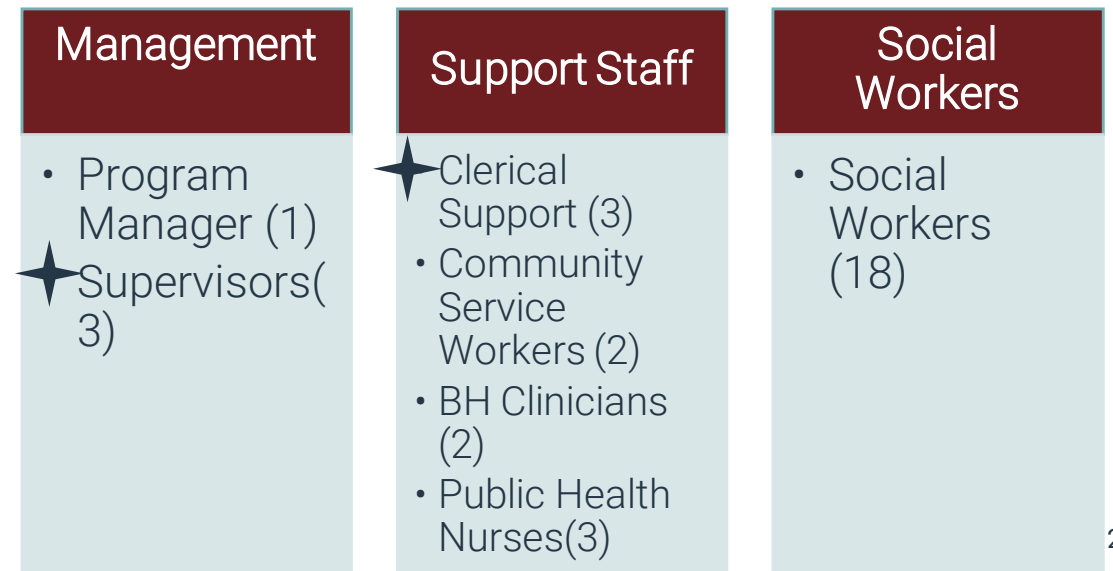
Adding APS provides a profile of the aged population and offers other types of services the clients can benefit from.

If an APS client is in need of a higher level of housing intervention client will be:

- Screened in Coordinated Entry System (CES) to determine program eligibility (low barrier assessment)
- Direct referrals may be sent to Ventura County Continuum of Care, Homeless Service Providers
  - Homeless Prevention
  - Emergency Shelter
  - Rapid Re-Housing
  - Street Outreach
  - Drop In services
  - Transitional Housing
  - Permanent Supportive Housing/Permanent Housing

If an APS client would benefit from short term housing related assistance:

- APS staff will deliver:
  - Short-term housing crisis interventions to help reduce the incidents and risk of homelessness among older and dependent adults.  
Example: Short term financial assistance for rental/utility needs, backpay of rent, home cleanup services, etc.



★ HMIS Licensed Users

# CES/ PTH Provider Agencies

Housing and Services

# CES Provider Agencies

CES Provider Agencies work collaboratively within the CES Pathways to Home Network to coordinate services and information with the intent to provide the most effective and efficient client services.

*Electronic*  
**REFERRALS**



\* *Provider agencies* receive referrals via HMIS/CES and offer Housing and Services. Additionally, they send referrals to outside entities that may better meet the needs of individuals.

# No Wrong Door Approach: Provider Agencies



VENTURA COUNTY  
**CONTINUUM OF  
CARE ALLIANCE**

ENDING HOMELESSNESS  
IN VENTURA COUNTY

## *Pathways to Home*

Starting with just one phone call, the *Pathways to Home* program allows individuals and families to access homeless services through a coordinated process. The program includes a collaborative network of service providers who coordinate and connect people to resources to meet their needs. Any of the providers listed below can assist clients with the intake assessment for referrals through HMIS (Homeless Management Information System). There's no need to call multiple agencies. A phone call to any of the providers listed below is all it takes.

### Homeless Individuals & Families

**Community Action of  
Ventura County**  
(805) 436-4000  
621 Richmond Avenue  
Oxnard

**The Kingdom Center**  
(805) 487-3400  
1450 S. Rose Avenue  
Oxnard

**The Samaritan Center**  
(805) 579-9166  
280 Royal Avenue  
Simi Valley

**Health Care Agency  
Homeless Services**  
(805) 652-6694  
3147 Loma Vista Road  
Ventura

**Lutheran Social Services**  
(805) 497-6207  
80 E. Hillcrest Drive, #101  
Thousand Oaks

**The Spirit of Santa Paula**  
(805) 340-5025  
113 N. Mill Street  
Santa Paula

**HELP of Ojai**  
(805) 640-3320  
108 Fox Street  
Ojai

**Project Understanding**  
(805) 231-2299  
2734 Johnson Drive, #201  
Ventura

**Turning Point  
Foundation**  
(805) 652-2151 ext.304  
536 E. Thompson Blvd.  
Ventura

**Human Services Agency  
Homeless Services**  
(805) 385-1800  
1400 Vanguard Drive  
Oxnard

**The Salvation Army**  
(805) 648-4977  
155 S. Oak Street  
Ventura

**Ventura County  
Behavioral Health**  
(805) 981-6830  
1911 Williams Drive  
Oxnard

### Homeless Veterans

**The Salvation Army  
Supportive Services for  
Veteran Families (SSVF)**  
(805) 962-6281 ext.117

**Turning Point Foundation**  
Veterans Transitional  
Housing Program  
(805) 321-0545

### Homeless Youth

**Human Services Agency  
Homeless Services**  
(805) 385-1800

**Interface Children &  
Family Services**  
Youth Outreach Line  
(805) 469-5882

**TAY Tunnel**  
(ages 18 - 25)  
141 W. Fifth Street  
(805) 240-2538

**Clients may also  
contact 2-1-1  
to reach the  
*Pathways to Home*  
program**

# County of Ventura Human Services Agency: Homeless Services



**Mission:** To prevent and end homelessness in Ventura County

- ❑ Homeless Services works with all Participating agencies and Provider agencies via Coordinated Entry utilizing:
  - Housing First Approach/Principles
  - Housing Identification and Landlord Engagement
  - Intensive Case Management
- ❑ Providing:
  - Homeless Prevention/ At Risk (only funded agency in the Continuum)
  - Rapid Re-Housing
  - Permanent Supportive Housing
  - Fire Disaster Support

Management	Support Staff	Social Workers
<ul style="list-style-type: none"><li>• Program Manager (1)</li><li>• Supervisors (2)</li></ul>	<ul style="list-style-type: none"><li>• Office Assistants (3)</li><li>• Program Assistant (1)</li></ul>	<ul style="list-style-type: none"><li>• Social Workers (9)</li></ul>

★ All staff are HMIS licensed users

# System Data

What Electronic Referral System Means for our Community

# Electronic Referral System Data

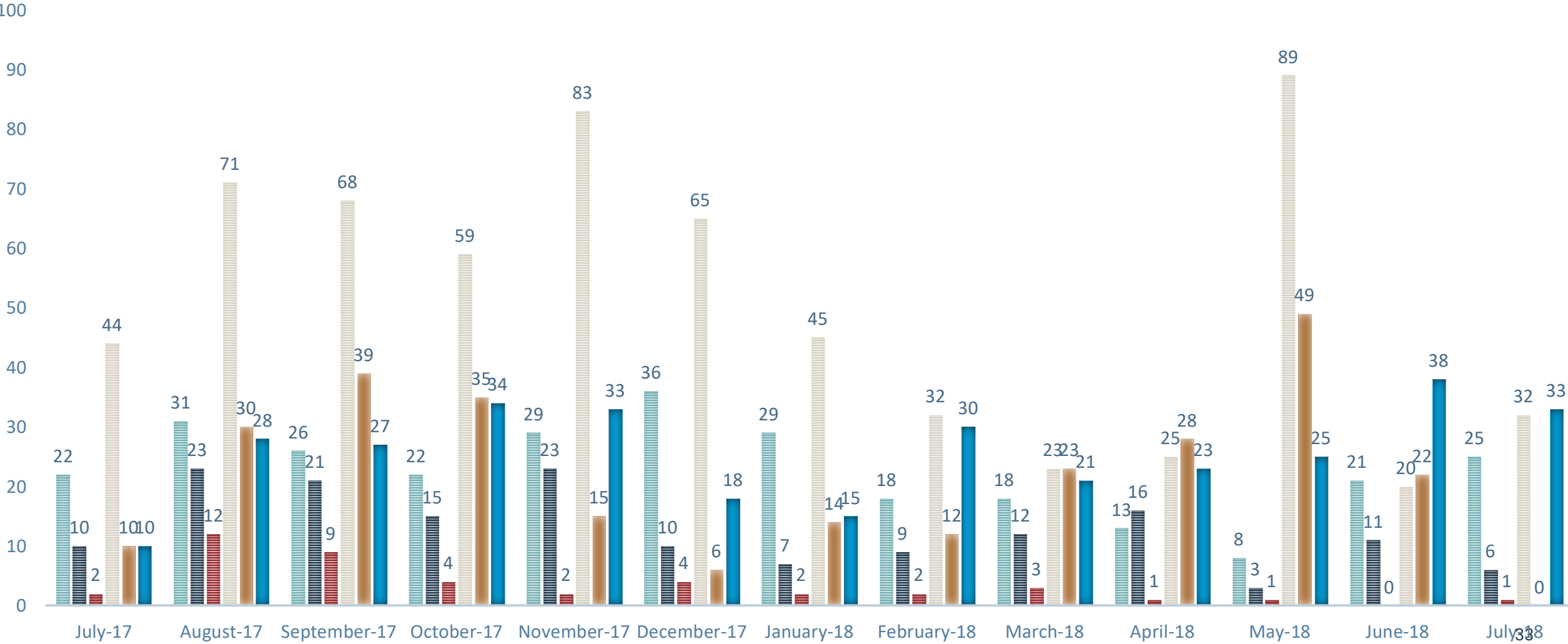
## **With the Electronic Referral System our Continuum is able to:**

- Identify needs and services
- Identify resource gaps
- Identify resource needs
- Identify agency compliance
- Work collaboratively regarding resource requests
- Provide system accountability in terms of system effectiveness



# Electronic Referrals System Data 17/18

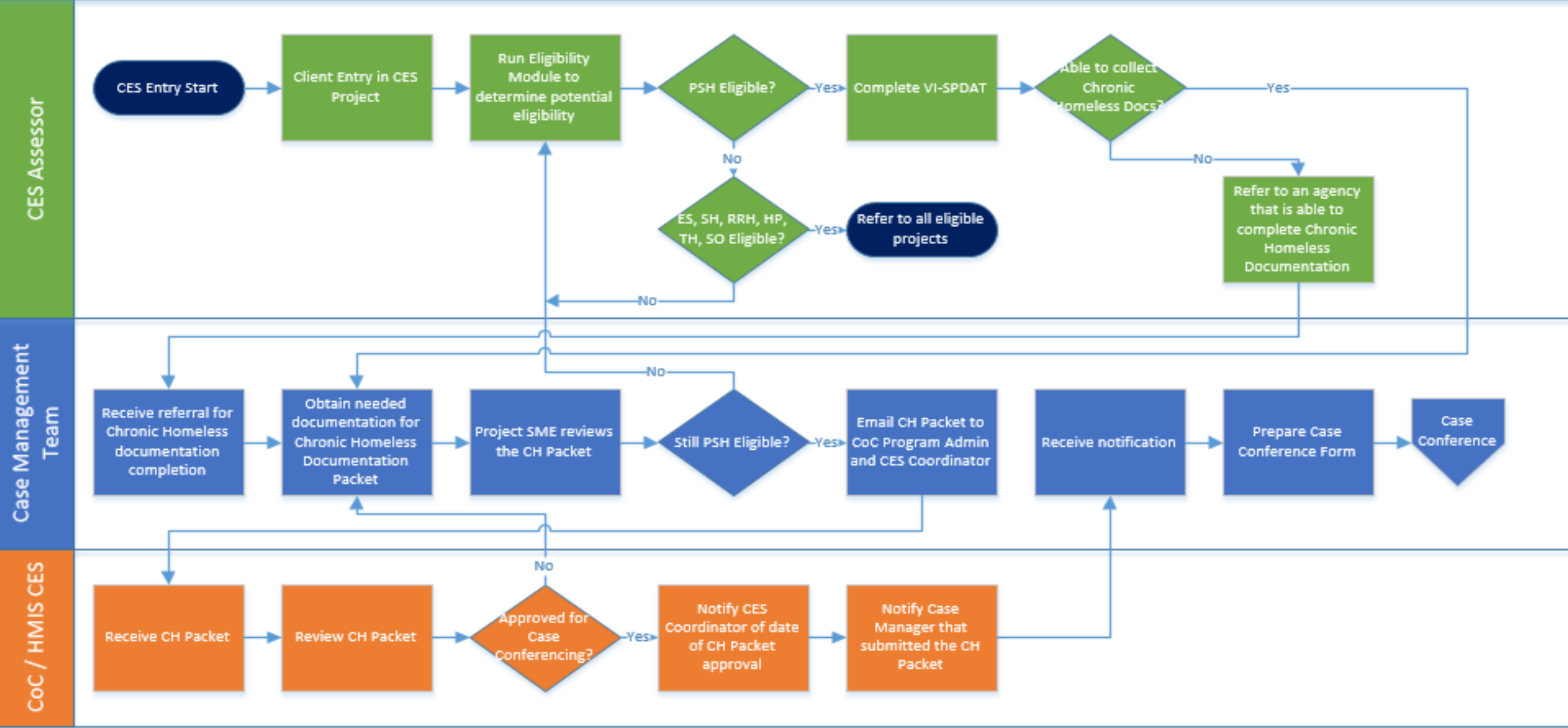
■ Homeless Prevention   
 ■ Emergency Shelter   
 ■ Permanent Supportive Housing   
 ■ Rapid Re-Housing   
 ■ Rent Payment Assistance   
 ■ Transitional Housing



# CES Workflows

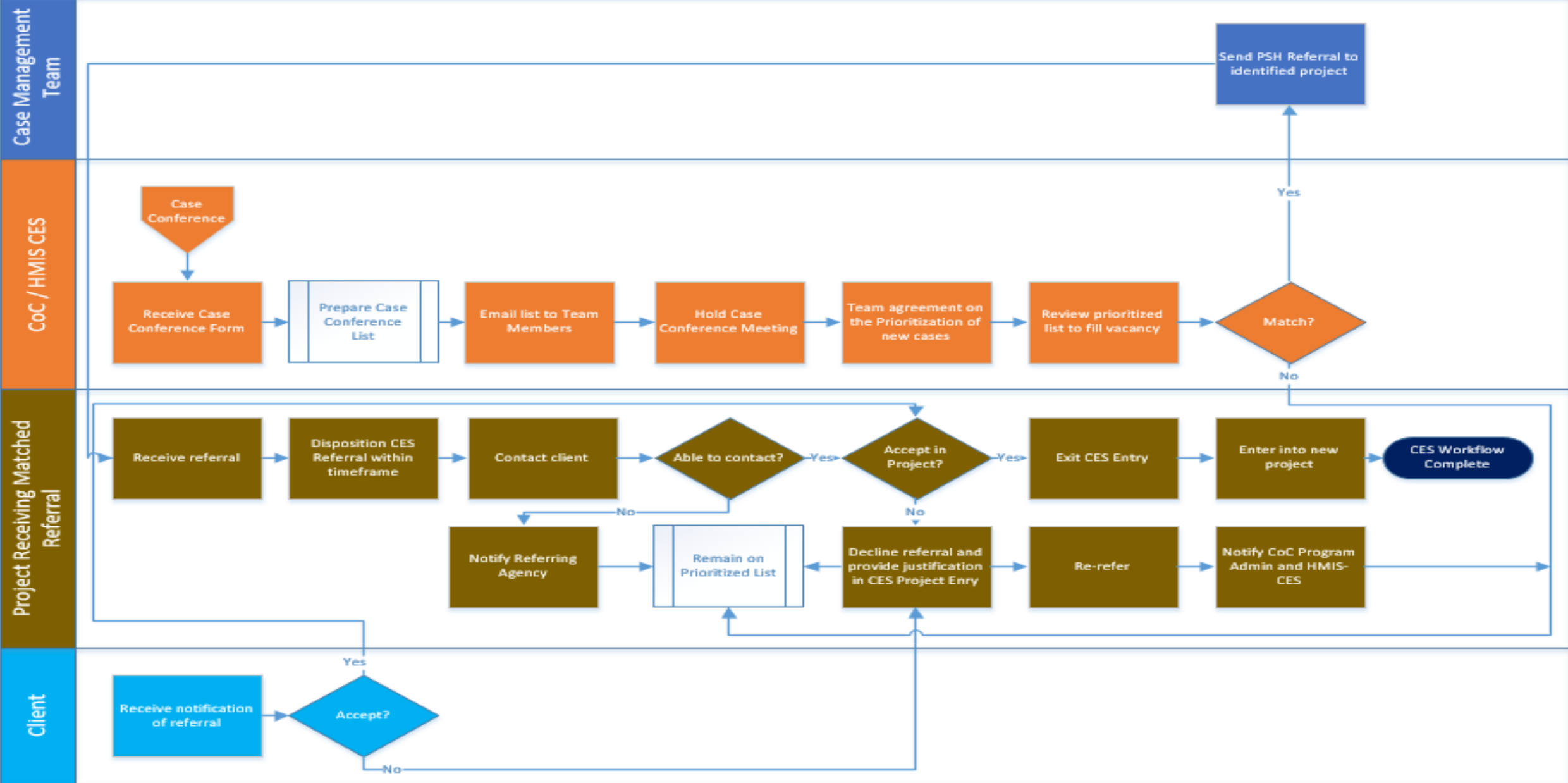
# CES Workflow 4.0

## Initial Contact with Customer



# CES Workflow 4.0

## Case Conferencing, Match and Referral



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# Thank you.

## Contact us:

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