The Evolution of Rural Coordinated Entry
Introduction

Welcome!

- Where in the world is Coconino County?
- What is this Front Door business and how did we get here?
- How can we leverage our limited resources?

“For all that has been, Thank you. For all that is to come, Yes!”

- Dag Hammarskjold
Snapshot of Coconino County

- 18,661 square miles
- 142,854 residents
- White Alone: 54.0%, Native American: 27.6%, Hispanic/Latino: 14.3%
- 18.4% in poverty
- 73,964 residents in Flagstaff

*Source: U.S. Census Bureau*
Poverty with a view: Flagstaff residents ask, is the view worth it?

ALEXANDRA WITтенBERG Arizona Daily Sun  Apr 7, 2019  📰 15

Housing cost indices:
- 91.6% in Phoenix
- 100% Nationwide
- 142.5% Flagstaff

Real capita income:
- $26,436 in Flagstaff
- $29,420 in Arizona
- $32,397 in U.S.

*Source: Council for Community and Economic Research
*Source: U.S. Census Bureau

* Source: Sperling's Best Places
Front Door: An Overview

Creating a System of Coordinated Entry and Assessment to best serve people in the quickest and most cost-effective manner

• Divert and/or prevent homelessness when possible
• Reduce homeless individual/family time spent on waitlist
• Eliminate individual agency waitlists in our community
• Get individuals and families to the best intervention to solve their experience in homelessness as quickly as possible
• Understand the true need in our community for those experiencing homelessness by using real-time data
• Preserve precious resources for those experiencing homelessness and increase agency/community outcomes to increase resources
Before Front Door
Early Benchmarks

- 2015 – System Design Committee (Steering Committee) forms
- April 2016 – National Alliance to End Homelessness enlisted to help design process
- January 2017 – Front Door opens to the public
- January 2017 – Utilization Training
- Spring 2017 – Presentations to City Council and County Board of Supervisors
Community Supporters

- Flagstaff Shelter Services
- City of Flagstaff
- Catholic Charities
- Sunshine Rescue Mission
- Northland Family Help Center
- Coconino County Community Services
- Veterans Resource Center
- The Guidance Center
- Housing Solutions of Northern Arizona
- United Way of Northern Arizona
- Arizona Community Foundation of Flagstaff
Opening the Front Door

- Families and Individuals complete the Coordinated Entry intake at Flagstaff Shelter Services or Catholic Charities Community Services
- HMIS Coordinated Entry Demographics and Release of Information
- VI-SPDAT, Prevention and Diversion Checklist, Human Trafficking Questionnaire
- Community resource referrals made
- Housing referrals made at that point
Phase 1
Jan. to Sept. 2017

Flagstaff Shelter Services
Front Door
Intake, Assessment and Referral

Catholic Charities Front Door
Intake, Assessment and Referral

Prevention or Diversion

Weekly Case Conferencing

Direct Referrals To:
- Emergency Shelter
- Transitional Shelter
- Permanent Housing

Home!

OR

Home!
Growing Pains

- No data on what happened to those who were not housed
- Clients slipping through the cracks
- Long Case Conferencing meetings
- Not very collaborative
- Accountability?
Revamping Referrals

- Case Conferencing meeting length shortened
- Shared waitlist created
- Weekly meetings between Front Door specialists
- Method for tracking referral outcomes outside HMIS identified
- Referrals based on provider availability
- More time counseling clients on resources
Phase 2
Oct. 2017 to Aug. 2018

Referrals Based on Agency Availability

To:
- Shelter
- Transitional
- Permanent Housing

Prevention or Diversion

Home!

Flagstaff Shelter Services
Front Door
Intake, Assessment and Referral

Shared Spreadsheet
Front Door Specialists
Keep Referral Waitlists
Return Notes Tracked

Weekly Case Conferencing
Agencies Ask For Referrals

Referrals Based on Agency Availability To:
- Shelter
- Transitional
- Permanent Housing

OR

Catholic Charities Front Door
Intake, Assessment and Referral

Prevention or Diversion

Home!

Referral Returned to Front Door Specialist
Turning “My Clients” into “Our Clients”

- Silos forming
- Not working for specialty groups (DV, veterans, etc.)
- FD specialists have too much power, not enough trust
- Where the heck is the BNL in this?
- Work groups needed
Collaborative Case Conferencing

- HMIS and By Name List changes that work for our community
- Identify occupancy openings/availability to Front Door specialists
- Follow-up questions from previous referrals
- Strategic staffing between agencies
- Better data
- Housing locator position
Phase 3
Sept. 2018 to Now

Flagstaff Shelter Services
OR
Catholic Charities Front Door
Intake, Assessment and Referral

Prevention or Diversion

PSH/RRH/Veteran/"Other"
Referrals Pulled From BNL
Return Notes Tracked in HMIS

Weekly Case Conferencing

Home!

PSH PROVIDERS
RRH PROVIDERS
VETERAN PROVIDERS
DV PROVIDERS
OTHER PROVIDERS
• Outreach
• Shelter
• Transitional Housing

Referral Returned to Front Door Specialist

Home!
Case Conferencing Participation

Each week community agencies come together to serve the needs of individuals and families experiencing homelessness. During this time we celebrate housing successes, notify of current availability, and appropriately place referrals. Collaborative Effort!

- Flagstaff Shelter Services
- Catholic Charities-SSVF-PATH
- Northland Family Help Center
- Sharon Manor
- Coconino County
- Victim Witness Services
- Veterans Resource Center
- Sunshine Rescue Mission
- Hope Cottage
- A New Living
- The Guidance Center
- Recovery Court
What’s working

- HMIS Data Specialist and VI-SPDAT
- Weekly Case Conferencing meeting
- Special population groups prioritization (Veterans/Domestic Violence groups)
- Community diversion training program
January 2017 until Mid-2018, the two Front Door sites have:

- Assessed 2,416 households (4000+ adults and children)
- 25 area organizations and agencies have signed MOU's of support and partnership with Front Door

Present Day

- Of the 319 people on the BNL this past week who completed Front Door interview, 315 people had been contacted by an agency.
- Participation by 12 agencies at weekly Case Conferencing meeting
- Average of 28 referrals per week
Challenges

- Housing and Rental affordability

43% of Flagstaff households are 'cost burdened'. The impact of rapid growth in Flagstaff and the inability of housing development to keep pace has led to almost half of Flagstaff households paying more than 30% of their incomes for housing.

The lack of workforce housing is putting pressure on the apartment market as well, with rental rates hundreds of dollars higher than what HUD considers "fair market rates."

*Source: Economic Collaborative of Northern Arizona Housing Study

- Expanding diversion knowledge and training

- Volume of people needing services and or resources

- Continuing to educate the community on Front Door services
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Questions?