

**GREATER VIRGINIA PENINSULA
HOMELESSNESS CONSORTIUM
(GVPHC)**
CENTRALIZED ASSESSMENT AND REFERRAL SYSTEM

Housing Crisis Hotline

AGENDA

- Welcome
- About the GVPHC
- Vision
- Process
- What can we learn?
- Service
Coordination
- Question & Answer

THANK YOU



Ferguson

Peninsula Community
Foundation

ForKids

GVPHC Housing and
Services Resource
Committee

ABOUT THE GVPHC

Mary Holup
GVPHC Co-Chair

**GREATER VIRGINIA PENINSULA
HOMELESSNESS CONSORTIUM
(GVPHC)**

Mission

The mission of the Greater Virginia Peninsula Homelessness Consortium is to develop, sustain and coordinate a comprehensive continuum of care for the homeless citizens of the Peninsula.



GREATER VIRGINIA PENINSULA HOMELESSNESS CONSORTIUM (GVPHC)

Collaborating since 2008

60+ member agencies and individuals

**Secure over \$3 million annually from U.S. Department of
Housing and Urban Development (HUD) and State funds
for Homeless Services**



GREATER VIRGINIA PENINSULA HOMELESSNESS CONSORTIUM

GVPHC Committees

- Services Coordination and Assessment Network (SCAAN)
- Homeless Management Information System (HMIS)
- Program Monitoring
- Housing and Service Resource
- SOAR Team
- Ad Hoc (Point in Time, etc.)

THE VISION

Yilla J. Smith
Continuum of Care Program Manager

THE HEARTH ACT

- Enacted May 20, 2009
- Changes HUD's McKinney-Vento Homeless Assistance programs
- First significant reauthorization since 1992

HEARTH ACT

CHANGES TO HUD'S HOMELESS ASSISTANCE PROGRAMS

**More Administrative
Funding**

Emphasizes

- Prevention
- Rapid Re-Housing
- Chronic homelessness

Focus on Outcomes

Rural Flexibility



HEARTH Act

“A *CENTRALIZED OR COORDINATED PROCESS* DESIGNED TO COORDINATE PROGRAM *PARTICIPANT INTAKE, ASSESSMENT, AND PROVISION OF REFERRALS*. A CENTRALIZED OR COORDINATED ASSESSMENT SYSTEM COVERS THE *GEOGRAPHIC AREA*, IS *EASILY ACCESSED BY INDIVIDUALS AND FAMILIES SEEKING HOUSING OR SERVICES*, IS WELL ADVERTISED, AND INCLUDES A COMPREHENSIVE AND STANDARDIZED ASSESSMENT TOOL.”

COORDINATED ASSESSMENT

TWO GENERAL MODELS:

- Centralized
- Decentralized

The GVPHC has voted to adopt a hotline, or **centralized** system, with a geographically centralized front door at one distinct location where every person may call to access intake and assessment.

- **Call Intake Specialist**
 - *Initial Assessment*
 - *Maintain ResourcePoint*
 - *HMIS Data entry via CallPoint*
 - *Referrals to specific services and housing*

GVPHC Homeless Hotline

Referrals

- **Shelter/Housing**
Referrals only made to available units, in the event that no units are available persons will be referred to local Departments of Human and Social Services.
- **Services**
Prevention Services, Utility Assistance, Medical, Mental Health, etc.

- **Service Coordination**
 - *Determines the appropriate housing and level of support for each household*
 - *Collaborates to maximize resources and ensure rapid exit for shelter into Permanent Housing*

SCAAN

GVPHC Housing Crisis Hotline

CALL INTAKE SPECIALIST

- **Call Intake Specialist**
 - *Initial Assessment*
 - *Maintain ResourcePoint*
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 - *Referrals to specific services and housing*

GVPHC Homeless
Hotline

ForKids



REFERRALS

Peninsula Homeless Service Providers



Referrals

- **Shelter/Housing**

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- **Services**

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•Service Coordination

- Determines the appropriate housing and level of support for each household
- Collaborates to maximize resources and ensure rapid exit for shelter into Permanent Housing

SCAAN

Service Coordination and Assessment Network (SCAAN)





WHY COORDINATED ASSESSMENT WORKS

Creates a centralized process for standardized assessment and referrals

Fosters an “anywhere” services strategy that's easily access by individuals and families seeking housing and services

Promotes collaboration and coordination among Peninsula Homeless Service Providers.

Creates a pool of data





PROCESS

FOR KIDS

Juanita Dowdy and Sarah Johnson
ForKids



HOUSING CRISIS HOTLINE

FORKIDS: OUR MISSION

**Breaking the cycle
of homelessness
and poverty for
families and
children**



HOUSING CRISIS HOTLINE HISTORY

- ForKids centralized calls → September 2011
- Began Norfolk HART calls → November 2011
- Initiated Call Point → February 2012



ForkKids

Help Us Help Homeless Families

**HOUSING CRISIS HOTLINE
RESOURCE
POINT**





The Planning Council
ForKids, Inc.
April 04, 2012

Mode: Shadow
 Enter Data As ForkKids Call Center
 Back Date
 ART: Connected

- ▶ Last Viewed
- Favorites
- Home
- ClientPoint
- CallPoint
- ResourcePoint
- ActivityPoint
- SkamPoint
- ▶ Reports
- ▶ Admin
- Logout

Provider Profile - ForkKids - Haven House (Level 4) (#37)

	Name:	ForkKids - Haven House	<input type="button" value="Exit"/>
	Parent Provider:	ForkKids, Inc.	
	AKA:	Haven House	
	Created:	11/23/2004 10:16 AM by Pat Vedomske on behalf of The Planning Council (Level 3)	
	Last Updated:	02/09/2012 3:50 PM by Judge Haugen on behalf of ForkKids Call Center (Level 3)	
	ServicePoint User:		
	Description:	Haven House provides a first step for homeless families. Through an intensive and structured program, families address basic stability issues including mental and physical health, employment, budgeting, housing-related debt payment and childcare. This 120-day program shelters up to ten (10) families each night providing them the time and support necessary to begin rebuilding their lives. Extensive transitional housing and self-sufficiency building programs are available to those who complete the 120-day program. In addition to transitional housing, ForkKids offers permanent supportive housing to families with a diagnosable disability.	

Contact Information

Provider Telephone Numbers:

Resource Assistance Center: 757-622-6400 x5 (Primary)
Fax: 757-622-3837

Provider Contacts:

Contact 1: Kate Orebaugh (Primary)
Title: Senior Intake Specialist
Phone: 757-622-6400 x111
E-mail: korebaugh@homesforkids.org

Contact 2: Judge Haugen
Title: Intake Specialist/Resource Specialist III
Phone: 757-622-6400 x105
E-mail: jhaugen@homesforkids.org

Location Information

Mailing: P.O. Box 6044
 Norfolk, VA 23508
[Map Address](#)

Hours of Operation: Call Center hours 8:00 am.-7:00 pm.

Website: www.homesforkids.org

Service Information

Eligibility:

Haven House is an emergency homeless shelter for families. Parents must have legal and physical custody of their children. Couples must have proof of legal marriage.

Program Fees:

No fees charged for services

Intake / Application Process:

Norfolk families are placed by HART. Non-Norfolk families are placed by the Senior Intake Specialist and Shelter Staff.

Volunteer Opportunities:

Call the Volunteer Coordinator at 757-622-6400X137

Additional Information

Area/Geography Served Information

No Area Served Data Available

Geography Served:

- I. Virginia (VA)
 - Chesapeake City, Franklin, Hampton City, Isle Of Wight, Newport News City, Norfolk City, Portsmouth City, Southampton, Suffolk City, Virginia Beach City

Spoken Languages: No restriction on languages. The staff speaks English.
Handicap Accessible: Yes
Brochures on File: Yes
Call Center: No

Shelter Information

Shelter: Yes
Shelter Requirements:
 Haven House is an emergency homeless shelter for families. Parents must have legal and physical custody of their children. Couples must have proof of legal marriage.
Shelter Service Code: Emergency Shelter (BH-1800)

Services Provided

(Unavailable Services are displayed in Red)

Primary Services:

- Emergency Shelter (BH-1800)
 - Adoptive Families (YK-2000.0200)
 - Families with Adolescents (YK-2000.2000)
 - Families with Children (YK-2000.2100)
 - Families with Infants/Toddlers (YK-2000.2200)
 - Single Parent Families Headed by Fathers (YK-2000.8000-500)
 - Single Parent Families Headed by Mothers (YK-2000.8000-900)
 - Two Parent Families (YK-2000.8500)
 - Guardians (YK-6500.2600)
 - Kinship Caregivers (YK-6500.3600)
 - Homeless Families (YV-3000.3000)

Secondary Services:

- Homeless Shelter (BH-1800.8500)
- Case/Care Management (PH-1000)

Standards

AIRS Standards

AIRS Designation: Agency and Site
Legal Status: Non-Profit

HUD Standards

COC Code: VA-501
Program Type Code: Emergency Shelter (HUD)
Direct Service Code: Yes
Program Site Configuration Type: Single site, single building
Site Type: Residential: special needs and non-special needs
Housing Type: Shared Housing
Geocode: 511116
Method for Tracking Residential Program: Program Entry and Exit Comparison



ForkKids

Help Us Help Homeless Families

**HOUSING CRISIS HOTLINE
CALL POINT**

FEBRUARY 2012 - SEPTEMBER 2013

SCREENING (1 OF 3)

Add/Edit Call Record - ServicePoint - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Add/Edit Call Record - ServicePoint

https://shelterlink.servicept.com/com.bowmansystems.sp5.core.ServicePoint/index.html#loadCallRecord;callRecordId=21068

Most Visited Getting Started Login -- ServicePoint United Way Qtrly Rep...

Release of Information: None Age: 41

Call Type * Information

Caller Type * Self

Call Status * Complete

Add Referral

Save Save & Exit Exit

Call Record Information Caller Information Service Transactions

Current Call Record Other Call Records

Caller Alias

Phone Number

Note Area

The client called back afraid to enter shelter if she was not going to get long term help. The call center assured the client that she would receive every opportunity to obtain the necessary assistance to remain housed.

ForKids CallPoint Assessment

Import Client Data

City of Inquiry Virginia Beach

start Add/Edit Call Record ... Document1 - Microsof ... 11:30 AM

SCREENING (2 OF 3)

Add/Edit Call Record - ServicePoint - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Add/Edit Call Record - ServicePoint

https://shelterlink.servicept.com/com.bowmansystems.sp5.core.ServicePoint/index.html#loadCallRecord;callRecordId=21068

Most Visited Getting Started Login -- ServicePoint United Way Qtrly Rep...

Import Client Data

City of Inquiry	Virginia Beach
Screener Name	Judge Haugen
Date of Call	03 / 19 / 2013
Date of Birth	05 / 03 / 1972
Gender	Female
Primary Race	White (HUD)
Ethnicity	Non-Hispanic/Non-Latino (HUD)
U.S. Military Veteran?	No (HUD)
Is Spouse a U.S. Military Veteran?	N/A
Is Client Homeless?	Yes
If yes, what housing status?	Literally Homeless
Number of Adults	1
Marital Status	Divorced
If married, do you have a marriage license?	N/A
Children age 17 or under in client's custody?	Yes

start Add/Edit Call Record ... Document1 - Microsof... 11:26 AM

SCREENING (3 OF 3)

Add/Edit Call Record - ServicePoint - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Add/Edit Call Record - ServicePoint

https://shelterlink.servicept.com/com.bowmansystems.sp5.core.ServicePoint/index.html#loadCallRecord;callRecordId=21068

Most Visited Getting Started Login - - ServicePoint United Way Qtrly Rep...

Are you receiving public assistance?	Yes	G
If yes, from which city?	Virginia Beach	G
If no, in which city do you currently reside?	N/A	G
State	Virginia	G
How long have you lived in that city?	1 year or longer	G

Household Income

Employment Income?	No	G
Other income, select all that apply:		
SNAP	Yes	G
TANF/VIEW	Yes	G
Child Support	No	G
Spousal Support	No	G
Veteran's Benefits	No	G
SSDI	No	G
Worker's Compensation	No	G
Unemployment Compensation	No	G
SSI	No	G

start Add/Edit Call Record ... Document1 - Microsof... 11:27 AM

CALL HISTORY / REFERRAL

Add/Edit Call Record - ServicePoint - Mozilla Firefox

File Edit View History Bookmarks Tools Help

Add/Edit Call Record - ServicePoint

https://shelterlink.servicept.com/com.bowmansystems.sp5.core.ServicePoint/index.html#loadCallRecord;callRecordId=12484

Most Visited Getting Started Login -- ServicePoint United Way Qtrly Rep...

Call Record Information Caller Information Service Transactions

Needs Referrals Entire Service History

Previous Referrals

Select Dates Start Date End Date

-Select- []/[]/[] []/[]/[] Search

	Need Date	Referred Date	Referred To	Need Type	Need Status	Need Outcome
	03/19/2013	03/19/2013	ForkKids - Haven House	Emergency Shelter	In Progress	Fully Met
	03/13/2013	03/13/2013	ForkKids - Haven House	Emergency Shelter	Identified	Not Met
	03/05/2013	03/05/2013	ForkKids - Haven House	Emergency Shelter	Identified	Not Met
	02/27/2013	02/27/2013	ForkKids - Haven House	Emergency Shelter	Identified	Not Met
	02/22/2013	02/22/2013	ForkKids - Haven House	Emergency Shelter	Identified	Not Met
	02/20/2013	02/20/2013	Wave City Care Food Pantry and more	Emergency Shelter	Identified	Service Pending
	02/20/2013	02/20/2013	ForkKids - Haven House	Emergency Shelter	Identified	Not Met
	02/13/2013	02/13/2013	ForkKids - Haven House	Emergency Shelter	Identified	Not Met
	02/05/2013	02/05/2013	CAST	Emergency Shelter	Identified	Service Pending
	02/05/2013	02/05/2013	ForkKids - Haven House	Emergency Shelter	Identified	Not Met

Add Referral

Showing 1-10 of 28

First Previous Next Last

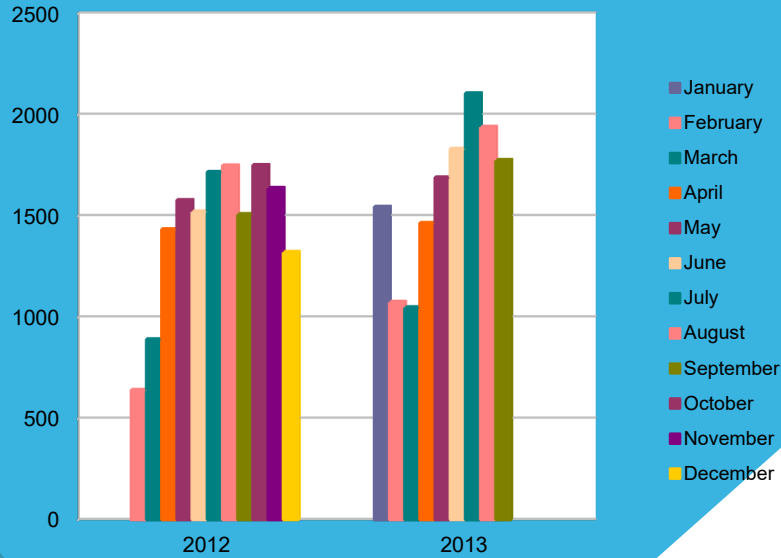
start Add/Edit Call Record ... Document1 - Microsof... 11:34 AM



WHAT CAN WE LEARN?

HOMELESS MANAGEMENT INFORMATION SYSTEM (HMIS)

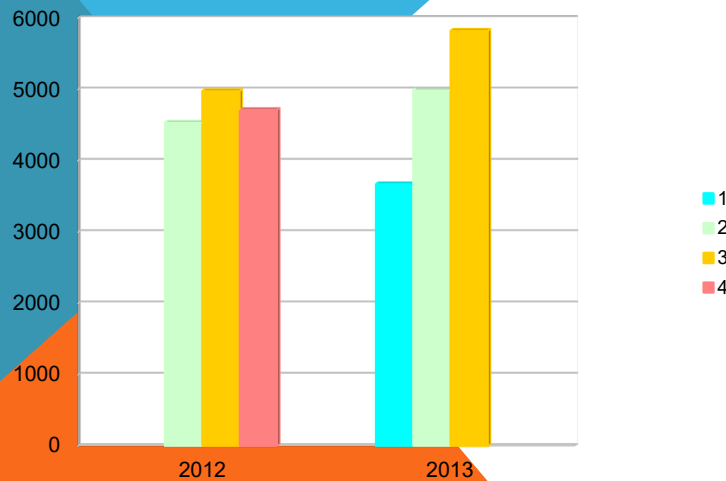
Calls by Month



Calls by Month

year	month	added	to date
2012	February	642	681
2012	March	892	1573
2012	April	1435	3008
2012	May	1579	4587
2012	June	1523	6110
2012	July	1718	7828
2012	August	1750	9578
2012	September	1510	11088
2012	October	1752	12840
2012	November	1639	14479
2012	December	1323	15802
2013	January	1546	17348
2013	February	1077	18425
2013	March	1050	19475
2013	April	1466	20941
2013	May	1691	22632
2013	June	1832	24464
2013	July	2106	26570
2013	August	1941	28511
2013	September	1777	30288

Calls by Quarter



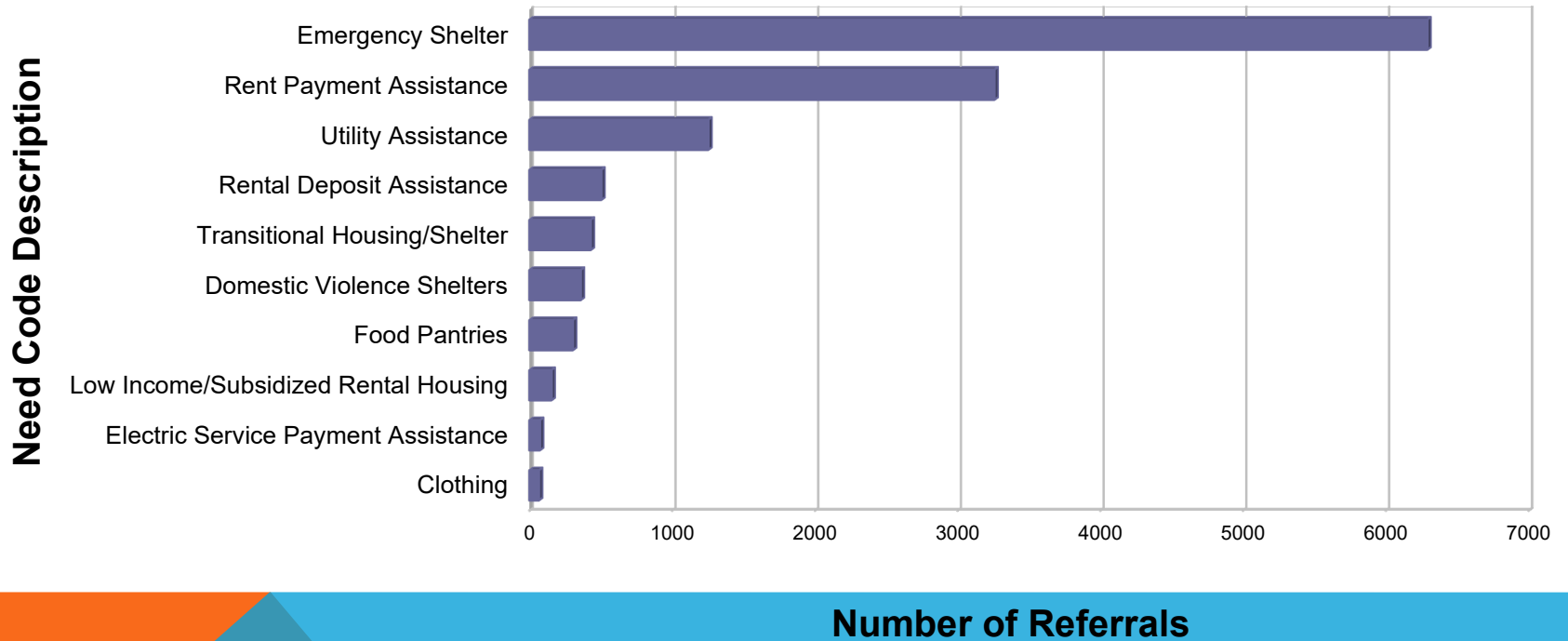
Calls by Calendar Quarter

year	quarter	added	to date
2012	2	4537	6110
2012	3	4978	11088
2012	4	4714	15802
2013	1	3673	19475
2013	2	4989	24464
2013	3	5824	30288

CALL POINT REFERRAL REPORT

REFERRALS BY NEED

DATE RANGE: 1/1/13-9/30/13



Referrals by Need

Date Range: 1/1/13 – 9/30/13

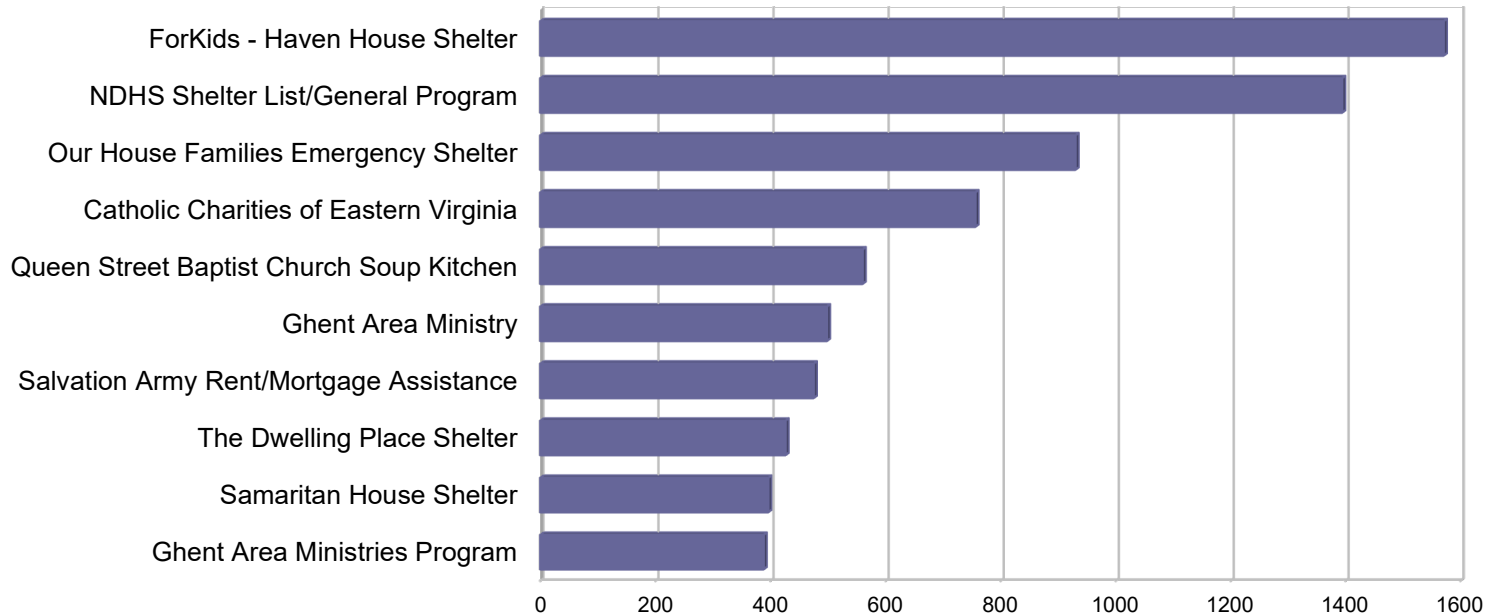
Need Code Description	Referral Count	Percentage
Emergency Shelter	6291	45.90%
Rent Payment Assistance	3258	23.77%
Utility Assistance	1253	9.14%
Rental Deposit Assistance	503	3.67%
Transitional Housing/Shelter	429	3.13%
Domestic Violence Shelters	359	2.62%
Food Pantries	304	2.22%
Low Income/Subsidized Rental Housing	154	1.12%
Electric Service Payment Assistance	73	0.53%
Clothing	66	0.48%
Employment	50	0.36%
Homeless Motel Vouchers	50	0.36%
Veteran Benefits Assistance	57	0.42%
Miscellaneous	859	6.27%

Call Point Referral Report

Service Referrals to Provider

Date Range: 1/1/13-9/30/13

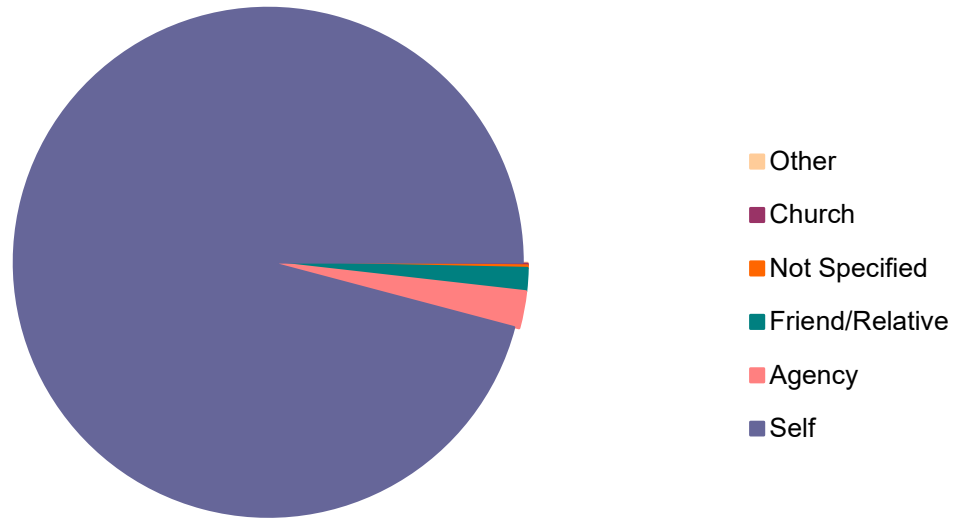
Service Referral Referto Provider



Number of Referrals

Referrals by Caller Type

1/1/13—9/30/13

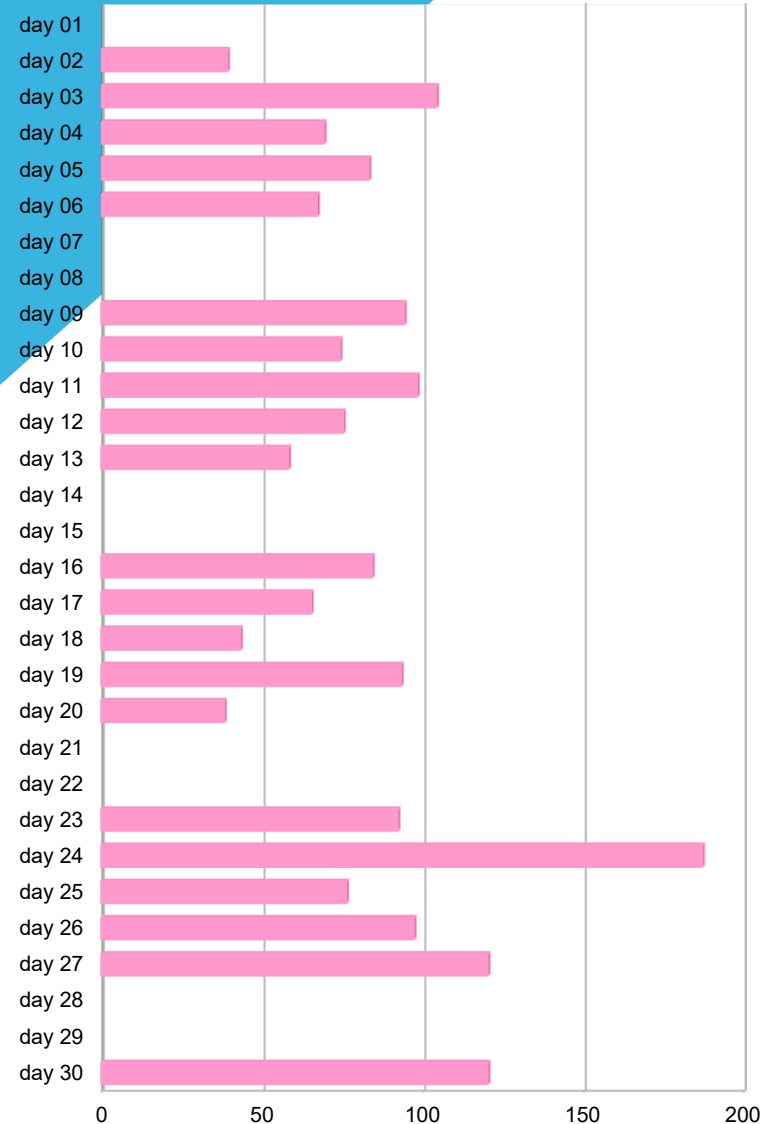


Call Record Caller Type	Referral Count	Percentage
Self	13141	95.88%
Agency	319	2.33%
Friend/Relative	201	1.47%
Not Specified	22	0.16%
Church	15	0.11%
Other	8	0.06%

Calls by Day September 2013

Day of Month	Call Count	%
day 01	0	
day 02	39	2.20%
day 03	104	5.86%
day 04	69	3.89%
day 05	83	4.67%
day 06	67	3.77%
day 07	0	
day 08	0	
day 09	94	5.29%
day 10	74	4.17%
day 11	98	5.52%
day 12	75	4.22%
day 13	58	3.27%
day 14	0	
day 15	0	
day 16	84	4.73%
day 17	65	3.66%
day 18	43	2.42%
day 19	93	5.24%
day 20	38	2.14%
day 21	0	
day 22	0	
day 23	92	5.18%
day 24	187	10.53%
day 25	76	4.28%
day 26	97	5.46%
day 27	120	6.76%
day 28	0	
day 29	0	
day 30	120	6.76%
Total:	1776	100.0%

Calls by Day of Month



BRINGING THE HOUSING CRISIS HOTLINE TO THE PENINSULA

OCT/NOV - IDENTIFY COMMUNITY RESOURCES
BY NOV 15TH - PARTICIPATING PROVIDERS
SUBMIT RESOURCE FORMS

DEC/JAN - PENINSULA CALL CENTER GOES LIVE

CENTRALIZED INTAKE PILOT PROGRAMS

The Housing Crisis Hotline will provide individualized client referrals for openings in designated emergency shelter and transitional housing programs. The referral process for agencies with a signed MOA with ForKids will include:

1. Referral agency provides Hotline with a detailed profile of services offered as well as eligibility criteria.
2. Hotline and Referral agency agree-upon a standard method of providing eligible candidates for open units.
3. When there is an opening, referral agency provides Hotline with specifics regarding household size or other criteria for that unit and Hotline emails eligible candidates.
4. Referral agency reports back to the Hotline regarding the status of the referral.

WHERE TO CALL?

(757) 622-6400 OPTION 5
OR
REQUESTING TOLL FREE NUMBER

SERVICE COORDINATION

SERVICE COORDINATION AND ASSESSMENT NETWORK (SCAAN)

Angel Hill
SCAAN Co-Chair

SCAAN

Efficiently and effectively leverages community resources to assist individuals and families transitioning out of emergency housing into transitional or permanent housing and to address barriers to self-sufficiency.





SCANN

The benefits of the Services Coordination and Assessment Network (SCAAN) include:

- Eliminating duplication, as multiple members of the committee are working simultaneously on a single case;
- Reducing the time required to identify all the resources needed for success;
- Allowing providers to access diverse services in a centralized location;
- Effectively decreasing the cost associated with finding and distributing resources;
- Promoting community coordination in the effort to prevent and end homelessness;
- Matching clients quickly with all needed services and benefits to help them achieve self-sufficiency.

SCAAN

Meeting Schedule: Every other Wednesday
at 9:00AM (contact the chair for current
information)

Location: The Salvation Army, 1033 Big
Bethel Road, Hampton, VA 23666

GVPHC HOUSING CRISIS HOTLINE

BENEFITS

**Mary Holup
GVPHC Co-Chair**

CONSUMER BENEFITS


Ability to call one number to request assistance

Access to multiple service programs through one process, saving consumers valuable time in looking for and traveling to service sites.

Accurate referrals to the correct service providers, thus increasing the chances that the consumers will be served promptly by the correct intervention.



AGENCY BENEFITS

- **Improve cost efficiency, by replacing duplicative intake functions**
 - **Streamlined process for program admission decisions**
 - **Accurate referrals into programs**
 - **Affords agencies time to focus on preventing and minimizing shelter stays and providing services**
- 

COMMUNITY BENEFITS

Creates a community process that encourages agency participation through sharing information, resources, and problem-solving responsibilities

- Enhanced quality of client screening and assessment
- Identification of prevention and diversion resources
- Efficient use of resources
- Provides comprehensive resources and the data to track a client's progress.

For more information about the GVPHC including meeting dates, community announcement and homeless resources please visit:

www.vapeninsulahomeless.org

CONTACT INFORMATION

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QUESTION & ANSWER