CIE Deep Dive: Housing: How CIE is Impacting Homelessness in San Diego

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CAMEY CHRISTENSON

2-1-1 San Diego/CIE

CIE Deep Dive: Housing – How CIE is Impacting Homelessness in San Diego

CIE Summit August 2020

San Diego Regional Task Force on the Homeless

Tamera Kohler, CEO
Jegnaw Zeggeye, Director of Data Management

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Regional Task Force on the Homeless

Role of the Regional Task Force on the Homeless

Lead agency for the San Diego Continuum of Care (CoC)

Infrastructure support, coordination, convener, and leadership

Conducts annual Point-In-Time Count	Collaborative Applicant to HUD for CoC funds	Policy, advocacy, and research	Promotes best practices, trainings, and standards for assistance
Operates Coordinated Entry System	Administers Homeless Management Information System (HMIS)	Monitors system and program performance	Funds homeless services (YHDP and state funds)

Homelessness in San Diego

Persons experiencing homelessness on the night of the 2020 Point In Time Count

7,619 total persons on single night

48% were sheltered

52% were unsheltered
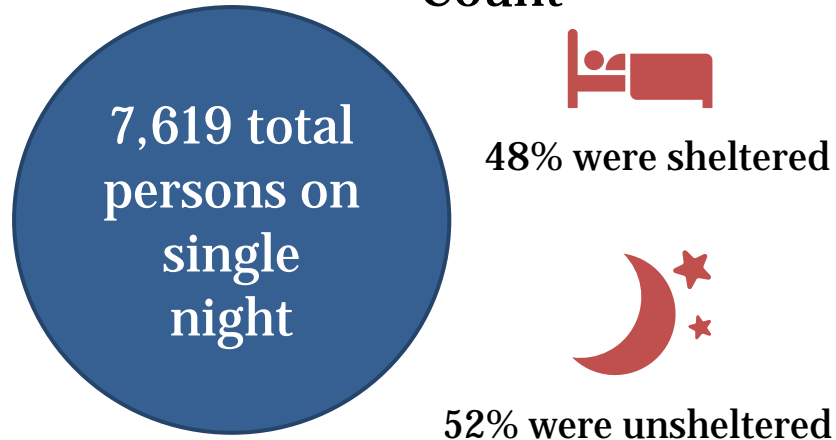
Persons Served Annually by Homeless System of Care

31,113 total persons served in 2019
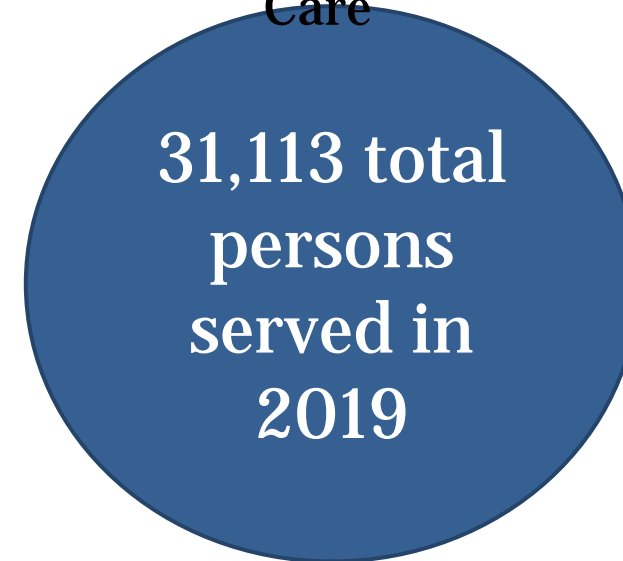
San Diego County is a large geographic region. The size of the geography and the number of homeless persons is comparable to many states.

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Racial Makeup of San Diego General Population Compared to Homeless Population

Black people represent our greatest racial disparity when comparing the general population to those experiencing homelessness

Bar chart comparing racial makeup percentages across General Population, Unsheltered, and Sheltered groups:
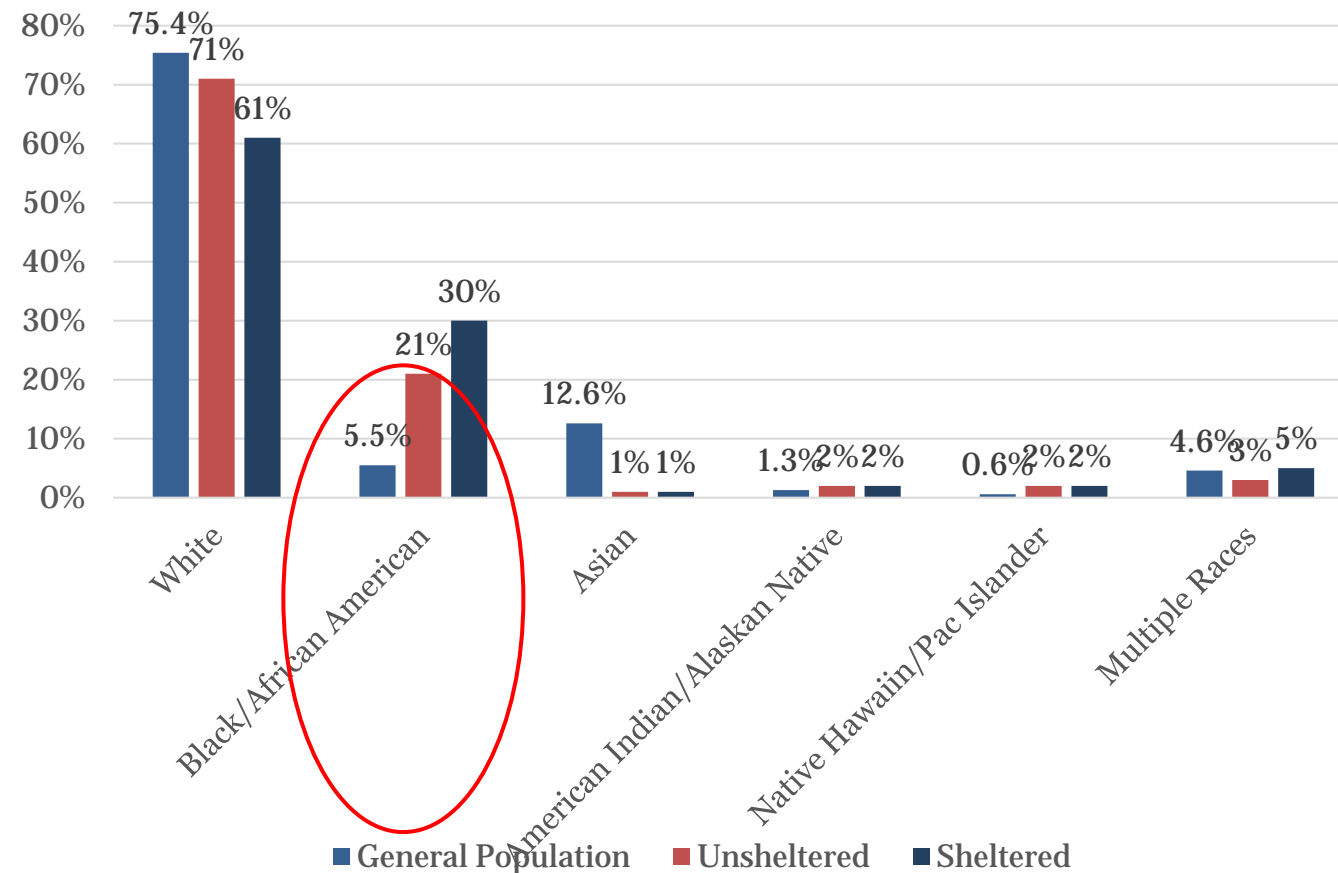
Race	General Population	Unsheltered	Sheltered
White	75.4%	71%	61%
Black/African American	5.5%	21%	30%
Asian	12.6%	1%	1%
American Indian/Alaskan Native	1.3%	2%	2%
Native Hawaiin/Pac Islander	0.6%	2%	2%
Multiple Races	4.6%	3%	5%

Legend: ■ General Population ■ Unsheltered ■ Sheltered

Source: General Population data is from US Census Bureau 2019 Quick Facts San Diego County. Unsheltered and sheltered data is from 2020 PIT Count

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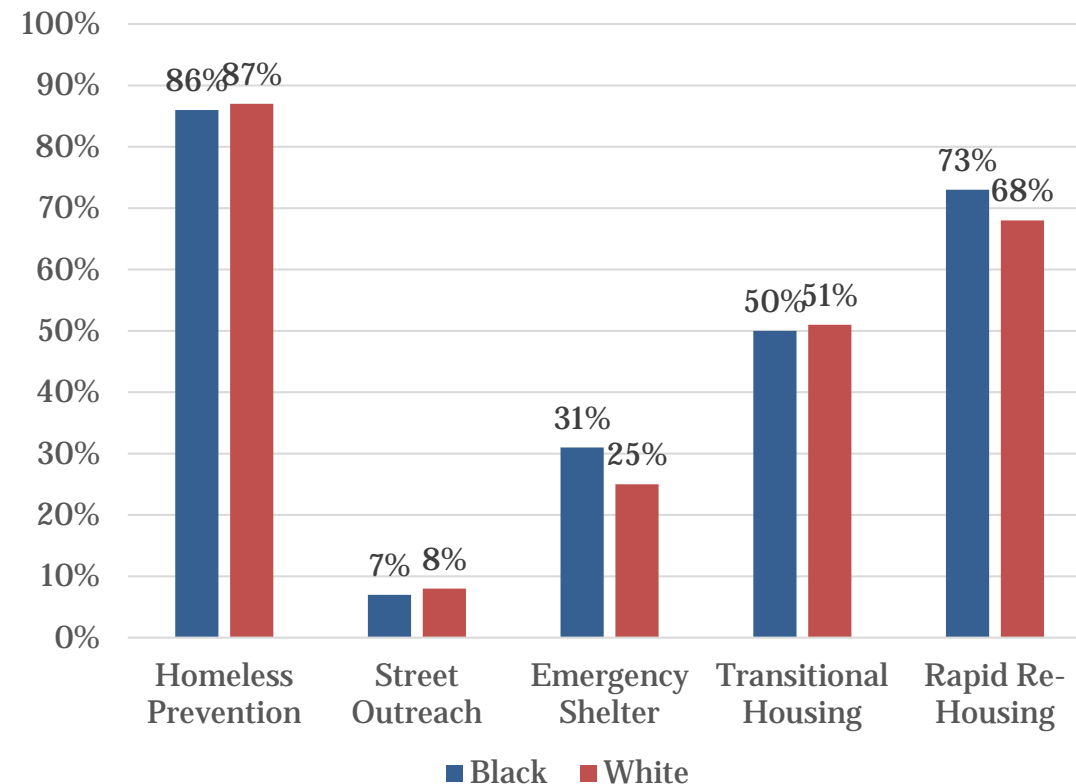**Regional Task Force on the Homeless**

Percentage of Permanent Housing Exits Comparison – Black and White

Percentage of Black persons across all homeless interventions is reflective of Black population in homelessness (Between 20-30%).

Appears to be equity in both access to homeless services and outcomes to housing (ie Housing exits for Black vs White).

To address disparities within the homeless system, the CIE presents an opportunity to coordinate with systems/institutions that may be influencing overrepresentation of Black people in homelessness (Housing, employment, healthcare, criminal justice, education, etc…)

Source: RTFH Public Community Performance Dashboards. Time period is 2019 and includes all persons served in each project type

Homeless System and CIE

- Homeless frequent user pilot, Project 25, was the CIE's first use case in 2011
- Many of original CIE partners, including RTFH, were homeless organizations
- Today homeless system is still a strong partner
  - A quarter of CIE partners are homeless services organizations
  - About a third of CIE users are homeless services staff
- RTFH shares HMIS data into CIE via common consent and technology process
- RTFH participates in CIE Advisory Committee and CIE Outcomes Workgroup
- Although a long-time partner, the homeless system is still learning, growing, and evolving its use of the CIE

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Success and Areas for Growth

Enhanced Coordination with Housing/Eviction Prevention System

"Oh they went there a few months ago and now they're here with us. When they called 2-1-1 in the past what were they asking for? Having this info helps me better understand their story and saves me time."
Veronica Blea, Interfaith Community Services

"The prevention screening tool has been super easy to use for the pilot. Also its really nice to be able to use the CIE to see if the individual or family has called other prevention resources for help before coming to us. Allows us to do more digging with them."
Yvonne Araujo, Alpha Project

Enhanced Coordination with Criminal Justice System

"Last week I received a CIE jail alert informing me of a client in our Whole Person Wellness program who was also staying at the shelter had been arrested over the weekend. As a result, we were able to notify the shelter staff and our Whole Person Wellness teams working with the client immediately, so her housing was not jeopardized while we watched for the disposition of her charges. She was released two days later, and both teams were able to resume work with her immediately."
Glen Hilton, PATH San Diego

Enhanced Coordination with Healthcare System

"The CIE was extremely helpful for us with locating patients for our Health Homes Program (Medi-Cal initiative that provides health, behavioral health, and other services such as housing navigation and housing tenancy supports to people with chronic conditions including homelessness). We were able to search for them and find out if and where they were connected, so then we could be proactive and reach out."
AJ Galka-Gonyeau, Family Health Centers of San Diego

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Integrating HMIS within CIE:
Legal and Technology

Homeless Management Information System

What is HMIS?

Required by the U.S. Department of Housing and Urban Development (HUD) for each regional homelessness Continuum of Care (CoC), HMIS is a local information technology system used to collect data on individuals and families who receive homeless services.

HMIS Privacy and Security
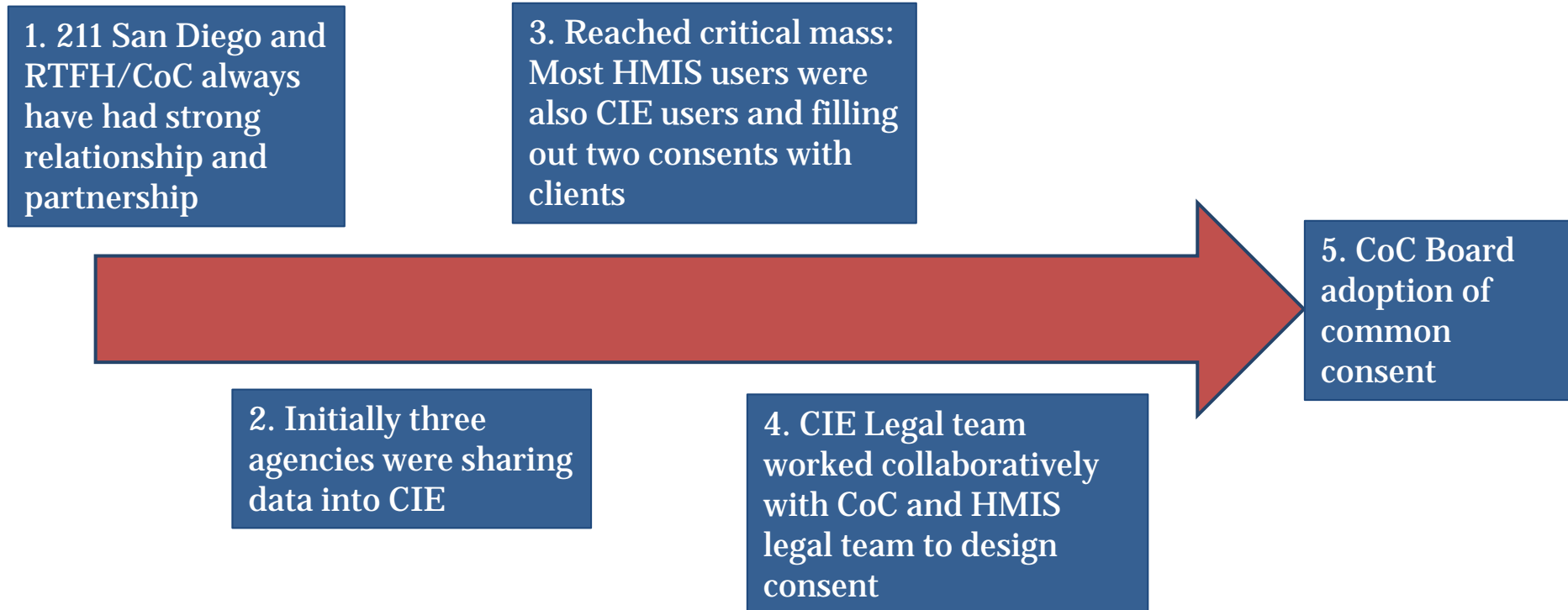
HUD HMIS Data and Technical standards lay out federal standards aiming to "Protect confidentiality while allowing for reasonable, responsible, and limited uses and disclosures of data."

Each CoC must assess requirements for its own HMIS implementation based on HUD's regulations and other applicable federal, state and local laws

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How we got to a Single Consent for HMIS and CIE

1. 211 San Diego and RTFH/CoC always have had strong relationship and partnership

3. Reached critical mass: Most HMIS users were also CIE users and filling out two consents with clients

5. CoC Board adoption of common consent

2. Initially three agencies were sharing data into CIE

4. CIE Legal team worked collaboratively with CoC and HMIS legal team to design consent

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Multi-Party Authorization – HMIS and CIE

San Diego County CoC Homeless Management Information System (HMIS)
Multiparty Authorization to Use and/or Disclose Information

To Receive Coordinated Care, Referrals and Services, Please Review and Sign this Authorization Form.

ABOUT RTFH HMIS AND 2-1-1 San Diego CIE: The San Diego County Homeless Management Information System (HMIS) managed by Regional Task Force on the Homeless (RTFH) and the Community Information Exchange (CIE) managed by 2-1-1 San Diego are two separate databases that are used to provide referral services to social services agencies for individuals with healthcare, housing, food, transportation, financial, and other needs. This authorization will allow HMIS and 2-1-1 participating agencies to collect information from you and your care team to assess your needs and put you in touch with social services agencies (Participating Agencies) they work with. Information will be shared with those Participating Agencies that provide services that can address your needs to coordinate referrals and services, track your progress and evaluate our success, among other things.

We are committed to protect your information from unlawful disclosure. This Authorization permits a Participating Agency to re-disclose health information to another Participating Agency and the information may no longer be protected under applicable health privacy laws. However, even if the Participating Agency is not subject to health privacy laws, RTFH, 2-1-1 San Diego, and their Participating Agencies are still required to employ administrative, technical, and physical safeguards to protect all information collected under this Authorization and use and disclose information in accordance with federal and state law.

By signing this form I authorize and request the Regional Task Force on the Homeless (RTFH), 2-1-1 San Diego, and Participating Agencies that they may refer me to or who may already be providing me with services to collect, record, use, and share my personally identifiable health, financial, housing, employment, and other relevant information with each other in order to assess my healthcare, housing, financial, and other needs, and to coordinate my care and provide comprehensive services to me.

The types of information that may be collected, used, and shared pursuant to this authorization includes, without limitation, the following to be shared in both HMIS and CIE:

- **Identifying Information:** Name, age, date of birth, social security number, address, personal ID, race, ethnicity, gender, contact information and contact information for family members, spouse, and my personal representatives

San Diego County CoC HMIS and 2-1-1 San Diego CIE Multiparty Authorization to Disclose Information.
Page 1 of 3
Updated March 31, 2020

When a person accesses the homeless system, staff asks the person to allow disclosure of their data within HMIS and within the larger CIE network for care coordination

Not all HMIS data collected is shared in CIE. Only limited data for care coordination purposes. Data shared includes demographic, program entry/exit, income, non-cash benefits, and contact info

RTFH provides training to homeless system partners on authorization

https://www.rtfhsd.org/wp-content/uploads/HMIS-CIE-Multiparty-Authorization-Final-03162020.pdf

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Technology Integration – HMIS and CIE

Worked with CIE to map and align HMIS and CIE data elements. A lot of prep work done which is extremely important

Created custom HMIS report with CIE data elements

Initially used manual report but now is auto generated. Internal RTFH data team created report – not HMIS vendor

Report sent to CIE on daily basis. Only sends refreshed data daily (only changes) not entire record.

Work with CIE when changes are made in HMIS (ie HUD Data Standards updates, etc..)

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https://www.rtfhsd.org/

We're About People

San Diego Housing Commission (SDHC) HOUSING FIRST – SAN DIEGO & Community Information Exchange (CIE)
CIE Summit 2020
August 12, 2020

Deanna Villanueva
Vice President, Housing First Programs

Megan Burt
Special Programs Manager, Homelessness
Prevention/Diversion Programs

Homeless Housing Innovations
San Diego Housing Commission

HOUSING FIRST – SAN DIEGO & CIE
Agenda

About SDHC – Major Functions

- HOUSING FIRST – SAN DIEGO

- Operation Shelter to Home

SDHC and 2-1-1 Partnership

- HOUSING FIRST – SAN DIEGO hotline

Joining CIE – a Phased Approach

- Prevention/Diversion screening tools and referrals

- Automated functionality and centralized/integrated data

Homelessness Prevention/Diversion – Data Overview

- Fiscal Year 2020 CIE data

HOUSING FIRST – SAN DIEGO & CIE
SDHC Major Programs

Provide federal rental assistance

- **5,200+** participating landlords
- **15,000+** rental assistance households

Create and preserve affordable housing

- More than **21,000** affordable housing units
- **3,732** affordable units owned/managed by SDHC

Address homelessness

- HOUSING FIRST – SAN DIEGO: **9,200+** housing solutions in five and a half years
- City of San Diego homeless shelters and services administrator
- City of San Diego Community Action Plan on Homelessness
- Operation Shelter to Home

HOUSING FIRST – SAN DIEGO Launched November 12, 2014

- **More than 9,200 housing opportunities created** for San Diegans who are at risk of or experiencing homelessness:

  — Homelessness Prevention/Diversion
  — SDHC Moving Home Rapid Rehousing
  — Landlord Engagement and Assistance Program (LEAP)
  — Permanent Supportive Housing
  — SDHC Moving On Rental Assistance
  — Mainstream Voucher Program

HOUSING FIRST – SAN DIEGO & CIE
COVID-19 Response: Operation Shelter to Home

- April 1, 2020: City of San Diego launched "Operation Shelter to Home" (OSTH) in partnership with the County of San Diego, SDHC, Regional Task Force on the Homeless (RTFH), and the San Diego Convention Center.

- OSTH temporarily repurposes parts of the San Diego Convention Center as a shelter for single adults experiencing homelessness in the City.

- The program is part of a new, system-wide, coordinated plan to assist sheltered and unsheltered individuals experiencing homelessness to remain healthy during the global pandemic, and supports a regional approach to address homelessness during this state of emergency.

HOUSING FIRST – SAN DIEGO & CIE
COVID-19 Response: Operation Shelter to Home (Continued)

Total Positive Exits from Shelter	Total People w/Housing Resource	Average # Residents/Night
350	~600	1,215

HOUSING FIRST – SAN DIEGO & CIE
2-1-1 Partnership: Hotline

- Homelessness Prevention/Diversion program launched on July 1, 2017, to fill a gap in the City.

- January 2018: Launched partnership with 2-1-1 San Diego to manage SDHC's HOUSING FIRST – SAN DIEGO telephone hotline

- Services offered through this partnership:

  – Manages hotline calls

  – Provides information and referrals based on client need and for all services available in the community

  – Screenings and referrals for prevention/diversion services through SDHC

HOUSING FIRST – SAN DIEGO & CIE
Joining CIE

- HOUSING FIRST – SAN DIEGO joining CIE in two phases:

  – Phase 1: Cloud-based platform - completed

  – Phase 2: Full CIE database and integration with HOUSING FIRST – SAN DIEGO's future single platform - pending

- SDHC contracted homeless service providers also join CIE.

- CIE cloud-based platform benefits:

  - Automated manual processes between SDHC and HOUSING FIRST – SAN DIEGO hotline team

  - Centralized data in CIE and allows for comprehensive reporting, analysis and data-driven program decisions

  - System-level analysis on performance, trends, gaps and equity

HOUSING FIRST – SAN DIEGO & CIE
Data Overview – Calendar Year 2019

8,876	9,106
calls	referrals made
10:27	**463**
average time of calls	referrals made to agencies

HOUSING FIRST – SAN DIEGO & CIE
Data Overview – Fiscal Yar 2020

354

 # Households Served

- Prevention
- Diversion
- PEPP
- FLEX

93%

stability rate

- Short-term financial assistance
- Light-touch case management services

$2,274

average cost/household

- Application fees
- Rent arrears
- Security deposits
- 1st month's rent
- Moving costs
- Renter's insurance

HOUSING FIRST – SAN DIEGO & CIE
Next Steps

- HOUSING FIRST – SAN DIEGO Phase 2 of joining CIE:

  - **Phase 2: full-CIE database + integration w/HFSD's future single platform - pending**

- CIE platform benefits:

  - Two-way integration to reduce data entry overlap

  - Other agencies joining CIE allows for teams to work together with households

  - Centralize data in CIE

  - Analyze program performance, trends, demographic information, etc. to learn more about population across the region

Questions & Comments