Youth/Young Adult Case Conferencing Agenda & Expectations

Case Conferencing Goals:
- Facilitate rapid and efficient permanent housing connections
- Connect households to navigation services
- Maintain an updated and dynamic Top 40 Youth/Young Adult list (YYA BNL)

<u>**Youth/Young Adult Case Conferencing Agenda**</u>
Every Thursday from 10am-noon
Location: In-Person Meetings with Monthly Regional Rotation

- **Referral Dashboard Review** - Update of past week's referrals and current openings
- **Top 40** – barrier tackling and problem solving of households in Top 40 of Band 2 and Band 3, especially households who have been denied/no showed and/or are most vulnerable people for whom the typical referral process is not working. Mainstream resource connection, navigation assignment - focused on housing prioritized households.
- **Open Unit Review & Matching** – Review CEA list of open units, make matches and assign navigation as needed so there is a warm hand off with referral organization.
- *Monthly: Unsuccessful Referral Dashboard Review* – review refusals and denials from previous month

To make this model work, adjustments in process and tools need to be made.

<u>Needed from CEA:</u>

- Strong facilitation
- Clear and consistent BNL format (prioritized, Top 40 in both bands)
- Transparency in process and strong relationships with providers
- Keep focus of case conferencing on connection to housing (Top 40 / Most Vulnerable)

<u>Needed from Providers:</u>

- Consistent attendance at weekly meetings
- Weekly updates in database prior to case conferencing meetings, including:
  - Contact Info
  - Document Status
  - Eligibility Questions
  - Household Composition Questions
  - If household is nearly inactive, new contact update
- Keep focus of case conferencing on connection to permanent housing (Top 40 / Most Vulnerable)

1. **Contacts Attempts**

Housing providers should attempt to make contact with households making a minimum of two unique attempts to reach them using all contact information provided in the assessment and Location Tab. These unique attempts should be one week apart. This includes, but is not limited to:

- Phone call
- Text
- Email
- Look up enrollment information in HMIS and reach out to any programs where the Youth/Young Adult has an active enrollment

- Facebook URL
- Locations frequented by the Youth/Young Adult (ex: drop-in center, library, park, public area)

Please check the assessment under the question "On a regular day, where is it easiest to find you and what time of day is easiest to do so?" This may provide valuable information that can assist in connecting with the household.

2. Agencies Updates

Agencies will be asked to assist households in obtaining the necessary documentation for housing and to assist them through the referral process. CEA will ask agencies to provide updates on households they are working with off the Top 40 lists. Here is the information agencies will be expected to provide or task to complete:

- Have the new Chronic Homelessness questions been completed in the assessment?
- What documentation does the household have (ID, social security card, birth certificates for children, etc.)
- Have you uploaded the documents into HMIS?
- Have they updated the contact information in the assessment and location tab?

3. Documenting Contacts Attempts

Contact attempts should be documented by CEA in HIMS under the Impact Form (this form's name will be updated at a later time). The notes should include date, type of contact attempt, and by what agency.

4. When are clients removed from the Community Queue?
- When the client is housed
- If after two unique attempts separated by one week apart, and attempting all identified contact types fail, they will be removed from the Community Queue at that time.

Person doing navigation with the Youth/Young Adult will create an alert in HMIS under the Notes Tab with an Expiration date of at least one year in the future. The alert should include the following message:

"CEA is attempting to reach this household. Please have them call the 206-328-5796 or email cea@kingcounty.gov as soon as possible. "

Alerts are visible to any HMIS user that opens a profile where an alert had been created. This may help CEA or other agencies get connected with a household that resurfaces after a period of no contact.