**Santa Clara County Continuum of Care**

**Coordinated Entry Working Group Meeting Notes**

**January 12, 2023**

**Coordinated Entry Assessor Refresher Training Discussion**

* Elisha from OSH mentioned OSH is thinking of refresher training for Coordinated Entry Assessors and wanted to give CEWG an opportunity to discuss this – acknowledging that Coordinated Entry is being reformed and things are constantly changing.
  + There is a live (online) training offered monthly by OSH
  + No current re-training requirement, but proposing that assessors be required to be re-trained annually
* A CEWG Member said they believe a refresher training should be provided.
* Potential topics for a refresher might include CES 101, why it matters, why the assessments need to be given in a trauma-informed manner.
  + Maybe could include role playing followed by peer feedback
* Juan from OSH said the original training is provided to give people the opportunity to learn how to provide the assessment and a refresher training could provide assessors with the opportunity to seek support and ask questions about parts of the assessment or experiences they may have encountered after they have been doing assessments for a while.
* A CEWG Member mentioned there may be a need to hold people accountable to re-training requirements – maybe that could look like not allowing people to be assessors if they don’t re-train within an appropriate deadline.
* Hong from OSH mentioned that most of the people in attendance at today’s CEWG Meeting are folks from the County – so need to continue seeking feedback on this from providers.
* Elisha from OSH asked for input from CEWG regarding having a refresher course that is recorded versus a live training that allows assessors to complete it on their own time.
  + A CEWG Member said recording could be easier to develop and that helping people to go back to basics and allowing them to go back to the training when they need a boost would be good. Could be a good first step in the mean time before developing a live one.
* Juan and Elisha mentioned that engagement during the training is important to make sure that people comprehend the information, which is why live training for this could be better.
  + Content on a refresher training would be different than content on initial training.
* Hilary from OSH asked if we could use this as an opportunity to rethink the training package in general – maybe breaking it up in several parts rather than having one 3 hour training.
  + Maybe taking the Gender Based Violence training and using it as an assessor training in general. Important to ask safety questions at every front door.
  + Parse out the CE 101 and HMIS components from the VI-SPDAT training portion
  + Maybe the time taking the VI-SPDAT training could include practice and breakout rooms.
  + Including a training on how to build rapport when providing the assessment.
* Hilary from OSH said it is reasonable to ask people to go through a 10-hour training for one of the most important things that people do – allowing a doorway into the CES for people that are in need of services.
* Hong from OSH agreed that the Gender Based Violence piece is a lot of content along with everything else, could be beneficial to separate it.
* Hong also mentioned that incorporating people with lived experience into the live training could help provide feedback to people as they practice. OSH could think of different options to incorporate lived expertise in the recorded version.
* Juan from OSH said it could be helpful showing a video of someone conducting the assessment – Similar to the Housing Problem Solving training which incorporates a video with interaction between the provider and client after discussing training concepts.
* Nikole from Homebase mentioned the tentative approach could be making the CES 101 Webinar training mandatory for all new users and then for existing users, talking to providers to figure out which departments could need that mandatory re-training.
* A CEWG Member said that people that are being assessed don’t feel like the assessors know what they are doing, some case managers and other staff feel unprepared when assessing people. It’s okay to require something that is for the benefit of the people being served.
  + Should require more training and diverse training
  + Should make initial training for new assessors in person – role playing and practice is important for people that don’t have previous experience in the field or in assessing people.
* Hong from OSH agreed with transitioning the training to be in-person – could provide opportunity for newer staff to network and get support from peers.

**Supportive Housing System Presentation**

* Hilary and Hong from OSH presented on the Supportive Housing System and how Coordinated Entry fits within it, in order to provide information and give people the opportunity to talk about what’s currently working, where the gaps are, and what can be done.
* Hilary and Hong from OSH asked the CEWG to reflect on the following questions:
  + What works well in our Supportive Housing System and Coordinated Entry?
  + If there was one immediate thing you would do to change/improve the Supportive Housing System and Coordinated Entry, what would it be?
* Juan from OSH stated what works well in Santa Clara County is coordination between providers. In terms of what to improve – seniors and folks who are in re-entry are falling through the cracks.
  + For folks in re-entry, transitioning to THUs and sober living environments (SLEs) often impact their eligibility down the road for permanent housing
* Elisha from OSH said one thing to work towards is making the process more efficient when matching people to resources, bringing on people that are analysts to do the matchmaking and making it less of manually burdensome process.
* Leila from OSH said it’s important to focus on returns from homelessness – better support for people who exit the system to keep track of them and ensure they do not end up experiencing homelessness again.
* A CEWG member said it can be challenging to receive a referral within a timely manner and that improving efficiency will help and also tracking how many people are coming back to homelessness within two years.
* Karen from OSH said that during the Youth Action Board Meeting they have discussed that a lot of people don’t know what resources are out there, how to access Coordinated Entry. It’s a difficult system to understand. They would like to make the list of Access Points more accessible.
* A CEWG Member said we should have a catalogue of resources and have a person in the County that is dedicated to keeping this list updated.
  + Angie from Bitfocus said that keeping up an updated list in a portal could help with coordination because it requires coordination to maintain the list.