



ANCHORAGE COALITION TO
END HOMELESSNESS

HOUSING REFERRAL SESSION 3

Once referred: **Closures and aftercare for clients**

Presented by Mac Lyons, Coordinated Entry Director



Another Dune Quote:

“A process cannot be understood by stopping it. Understanding must move with the flow of the process, must join it and flow with it.”

— *Frank Herbert, Dune*

PREVIOUSLY ON

LOST

Previously at the CE Conference

1. Access Points are essential to getting clients in the door and into Coordinated Entry.
2. If clients do not have open CE Assessments they ***will not be eligible*** for housing referrals through CE.
3. Prioritization of housing referrals is given to our most vulnerable.
4. Housing referrals live and breath through an accurate prioritization list!

Good data leads to **effective referrals**

“To make an efficient and effective referral requires information about the person’s history, barriers to housing, and level of vulnerability, as well as data about the availability of projects of various types in the CoC.”

– U.S. Department of Housing and Urban Development





Housing First

“Housing First is an approach to quickly and successfully connect individuals and families experiencing homelessness to permanent housing without preconditions and barriers to entry, such as sobriety, treatment or service participation requirements.

Supportive services are offered to maximize housing stability and prevent returns to homelessness as opposed to addressing predetermined treatment goals prior to permanent housing entry.” – U.S. Department of Housing and Urban Development.

The image shows three green 3D house models arranged in a line on a green path that recedes into the distance. The path is marked with black lines, suggesting a road or a specific route. The background is a light-colored, textured surface.

Requesting Referrals

Housing Provider (supervisor or above) requests X amount of referrals via email.

ACEH and Housing Provider get on a call and together collect appropriate referrals using the prioritization list.

Doing this:

- Helps with transparency.
- Allows partners to provide input.

Together ACEH and the partner can produce a game plan for the client using the notes found in AKHMIS.

Leveling the Playing Field

ACEH cannot show preferred treatment for referrals.

Referrals must come from the top of the prioritization list.

We cannot deviate from this; our hands are tied.

Once Referred

Once your client is referred into a housing program, HUD requires that referrals be open a ***minimum of 14 days***.

Referrals can be closed early if contact with the client has been made and:

- The client rejects the referral.
- The client is no longer experiencing homelessness.
- There is a safety risk between client and staff members.



**HAVE YOU
SEEN
ME?**®

Most Wanted!

Having trouble finding your clients?

If your team is having difficulty locating a client, please let the ACEH Outreach team know we will look at our multiple pop-ups and outreach events around town.

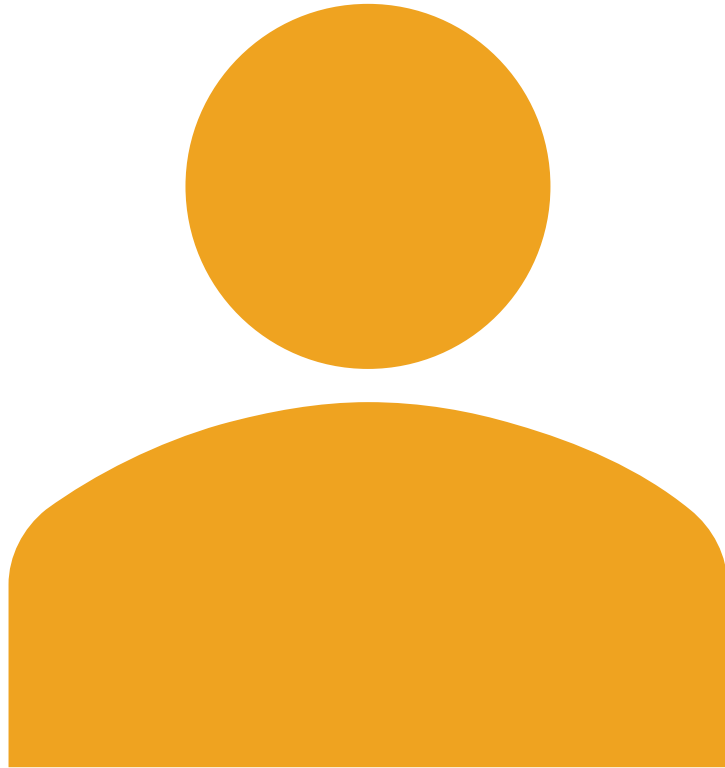
- Reach out to Zach Zears at zzears@aceh.org and coordinate outreach help.

Case Conferencing

There is a specific case conference for each population:

- TAY
- Single Adult
- Families
- Veterans
- Highly Vulnerable Adults





Your Role in Case Conferencing

- Advocate for your clients.
- Let ACEH and partners which clients you are having trouble locating.
- Request medical evaluation for clients with severe medical issues.
- Update ACEH on how well your clients are doing.
- Learn about new resources.
- Brainstorm solutions for clients facing unique barriers.
- Transfer referrals to programs that can better assist the client.

Referral Outcomes: Declined 😞

Please inform ACEH at case conferencing or by email why a referral was denied.

ACEH shall close the referral and update the client's file with a note explaining why the client's referral was closed.

This will help prepare the next provider for the client's needs.

These closures need to occur promptly so AKHMIS doesn't have dozens of open referrals that were resolved months ago.

New Practice!

Coming soon: ACEH will require housing providers to submit written reasons for all declined referrals. This will be required for all providers by the end of March.

Our team at ACEH will add the notes for those who don't have access to the Homelessness Management Information System.

We will provide further instructions soon.

Note: Declined Referrals are subject to review.

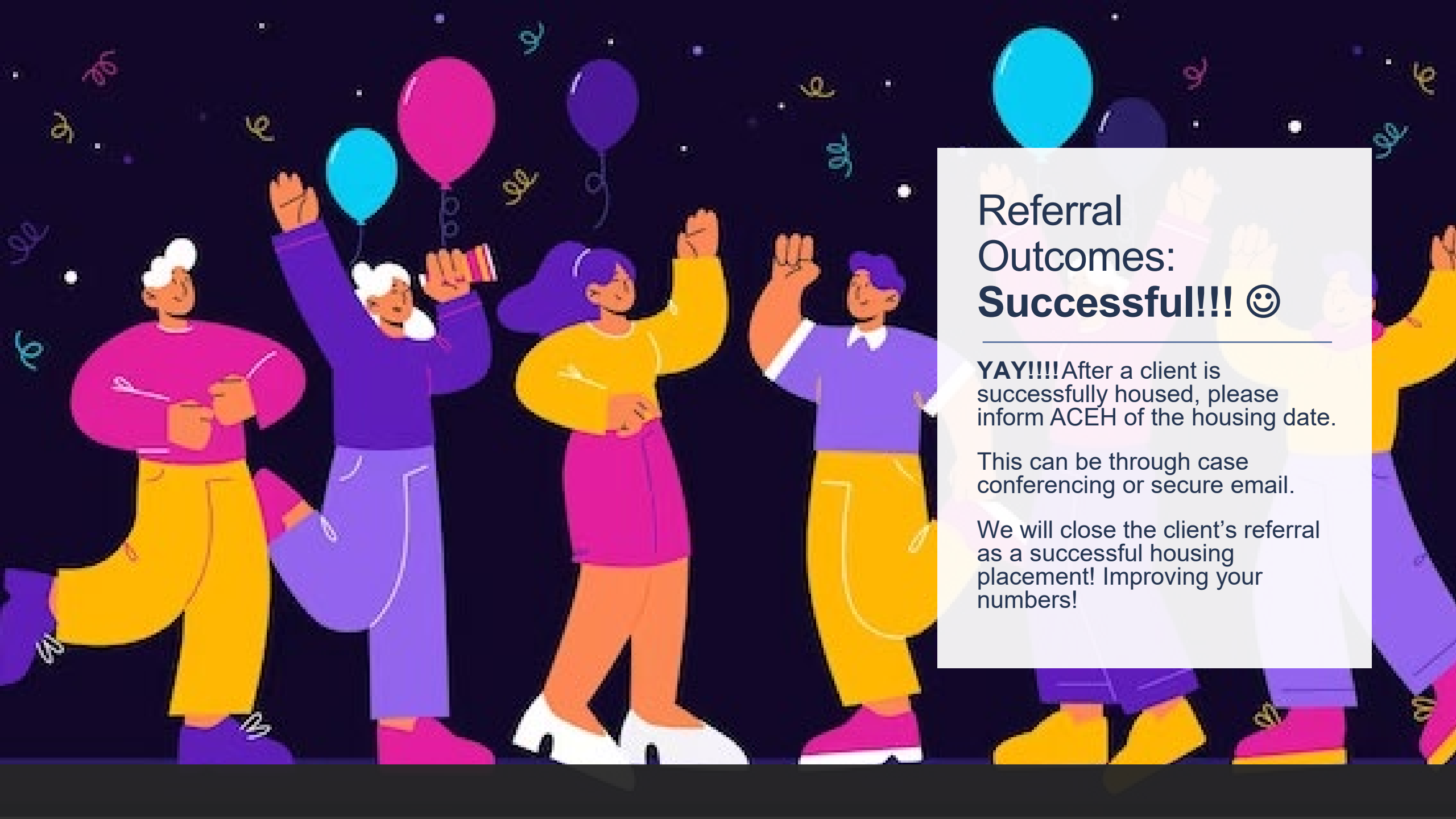


Declined Referrals Provide Info!

Declined Referrals still help by letting other partners know about the missing pieces to successfully house the individual or family.

Please record why a referral was declined in AKHMIS.

Referral closure notes can be the KEY to help clients get into successful housing placements!



Referral Outcomes: **Successful!!! 😊**

YAY!!!! After a client is successfully housed, please inform ACEH of the housing date.

This can be through case conferencing or secure email.

We will close the client's referral as a successful housing placement! Improving your numbers!

Closure Policy



If you know that a client is no longer experiencing homelessness or relocated outside of the community (it doesn't need to be your client) please close the client or reach out to ACEH.



These closures help the prioritization list be more accurate!



Say it with me! “Referrals live and breathe from an accurate prioritization list”

The Challenge Begins: Keeping Clients Housed



Retaining housing for some clients is more difficult than others.

How many times have you housed someone and they have gone back to experiencing homelessness once the assistance is over?

Retention is a key aspect to housing someone and can take an entire community of resources to do so.

Introducing a Retention Case Conference



A new case conference will be held once a month beginning in April.

In this case conference we will ask all providers be present.

This case conference will discuss clients ***ALREADY*** housed with your programs

The twist: is that YOU bring the clients you would like to discuss!

This meeting is to help keep our housed clients **HOUSED!**

Our community's goal:

85%

of people housed
retain housing

How will the Retention Case Conference work?

Type of clients to discuss:

- Currently and recently housed clients.
- Currently housed having difficulty accessing resources around Anchorage
- Clients who will need extra assistance to pay for rent once your funds dry up.

The faster we start helping these clients maintain housing and funds, the more we reduce the chance they will fall back.





**What would
you like to
see at this
meeting?**



BUT WAIT!!
There's
More!

Introducing another meeting!

Coordinated Entry Updates

Who should attend?

- Everyone in this room!
- Middle Management

How often?

- Once a month, or as needed.

What will it cover?

- Any changes made in Prioritization, CE Assessments, AKHMIS, etc.
- Data Score Cards and how we can get our grades up!

This will be your time for project updates, answers to questions and help with concerns.

We Want to Empower You.

With these new meetings ACEH hopes to help empower our partners with the tools it takes to successfully house and keep clients housed!



Do you have ideas about CE and Prioritization?

WE WANT YOU!

Please join us at the CE Committee which occurs the first Friday of every month!

If you are interested, please reach out to ACEH!





THANK YOU!

Questions & ideas?

Slides and additional resources are available at aceh.org/conference

Contact Mac at mlyons@aceh.org