

How do we support young adults in real time within our coordinated entry/response system?

June 4th CELC call recording can be found [here](#).

Diversion & Navigation

- Ground in data - from [System Response to Ending Youth Homelessness report](#)
 - Many youth are waiting a long time for housing
 - Long wait times are detrimental to youth
 - Many youth become “unknown” or “pending” during wait periods
 - Most youth will not be offered a housing resource through the homeless housing system (65%)
- **Diversion**
 - Definition and background
 - Anticipate upcoming guidance on how to define and talk about “diversion” – also know as “rapid resolution,” “creative problem solving”
 - Ideally diversion is very first conversation with young adults accessing the coordinated system – before a coordinated entry assessment would take place.
 - Not a one-time conversation, but offered multiple times throughout the CE process.
 - Seeing some mediation centers serving as diversion provider in communities around the country - often conflict resolution and mediation is a needed service. Known trainers include Building Changes in WA State, Frontline (Cleveland Mediation Center), and Pierce County’s Dispute Resolution Center in Tacoma, WA.
- **Community Spotlights**
 - **San Francisco - Ilsa Lund, Larkin Street**
 - Just soft launched Youth CES on May 1 - have 6 access points around the City
 - “Problem Solving” = Diversion terminology in San Francisco
 - Highly flexible pot of funding available to young people who meet pretty broad definition of homelessness
 - Utility assistance to friend or family member
 - Pay to get car out of impound
 - Just have to be able to make reasonable case that it will help keep young person off the street for a night
 - Funding is from General Fund, some from YHDP
 - Goal is that 100% of youth have a problem solving conversation when they come in to an access point
 - Eligible for up to \$3500 in flex funds

June 4th, 2019

- Success is a YA spending a single night off the street - in a safe location, outside the homeless response system
 - City set definition
- Very early learning: lots of dedicated work with highly skilled case managers to get at the right thing that will be the best application of the problem solving funds – not just a quick conversation to identify “a thing” that will make the difference; it’s truly a process.
- Not yet tracking in HMIS, but City will eventually build it out
- **Pima County - Melissa Benjamin, Our Family**
 - Started working on diversion in own agency before rest of community took it up
 - Now rest of community has taken it up
 - No flex funds specific to diversion and still experiencing success
 - Similar to San Francisco, it’s a problem-solving conversation before doing the assessment
 - Created a triage tool b/c have a lot of assessors in the community - “no wrong door”. That tool can be found here; it’s a constant work in progress.
 - Typical example: helping make client connection to friend or family that they hadn’t thought of reaching out to yet
 - For families it may be some resource available in the community - intake people are very good at knowing what is available in the community and helping people connect with those resources. That’s critical to build out in your community.
 - Diversion is light-touch/pretty limited, but in process of figuring out how to do longer term follow-up
 - Don’t have staffing funding for CES
 - Trying to figure out how to better support providers in the community who are serving as access points
- **Connecticut - Roy Graham, CCEH**
 - Always start with problem-solving conversation
 - When they call 211 to start the process
 - Navigators also do when they do a pre-assessment check-in
 - Assessors also have the problem-conversation so it’s happening multiple times
 - Shelter isn’t mentioned in the conversation but is an option brought up later if needed.
 - Navigators in each Coordinated Access Network are well connected to variety of community resources and connect youth accordingly
 - Have CoC funding and local govt and private flex funding, as well as other funding sources such as YHDP and evacuee special disaster funding
 - [STRIVE training - out of UCLA](#)
 - Support to reunite and involve and value each other
 - Tracking in HMIS - have a really good IT team. Do track outcomes in HMIS
 - Frequently review outcomes and provide data across the state
 - Outcomes can be entered at 3 different times within the process
- **Navigation**
 - Definition and background

June 4th, 2019

- Services: supporting getting into housing/ready for housing; keeping YYA engaged in system; sometimes housing location/landlord negotiation
- Generally happens after assessment process, during the waiting period for housing
- Provides support to young people while they are on the list or for those who won't get housing help

• Community Spotlight

○ **San Francisco - Ilsa Lund, Larkin Street**

- Larkin Street started planning on this several years ago, anticipating Youth CES launch
- Mostly navigating youth to time-limited housing as they are not getting prioritized for RRH or PSH
- TAY Navigation - now a team of 4 at Larkin Street
- 6 access points around the city - at providers where youth are already going
 - Neighborhoods where see most youth street homelessness
 - Different than how it is for single adult system
- Assessment tool - has been a struggle
 - City wants to use one assessment tool for all populations
 - But doesn't appear well designed for youth
 - YAs aren't getting priority status
 - Tool was developed by the city (home grown), not based on another assessment tool

Questions and Comments from Communities:

- Challenges within Navigation:
 - Not being able to find YYA in the community (King Co)
 - Ideas: attempted to get them free state phones, set up emails at the time of assessment
- Question: When you (San Francisco) say spending a single night off of the streets, do you mean in PH or Temp housing or can that be shelter? Answer: It is a single night in a safe location, outside the homeless response system - so not shelter or transitional housing.
- Question: (to community spotlights) When you say well trained Case Managers, do you have any suggestions on what that training should look like or an existing training curriculum that is helpful? Answer: CELC support team looking into built-out curriculums; well known national trainers at this point include Building Changes in WA State, Frontline (Cleveland Mediation Center), and Pierce County's Dispute Resolution Center in Tacoma, WA.
- Question: On average, how much time (hours, etc.) are your staff spending with each young person to successfully divert them? Answer: one hour at least, often more (and a few different meetings is common). Also, a training resource recommended by CT: <https://nfruc.ucla.edu/STRIVE>.

June 4th, 2019

Requesting your input!

USICH is asking CELC communities to review a 2016 Coordinated Entry and Youth FAQ document and let them know what additional information would be useful to include in a future updated version. USICH will join us in July to ask for your feedback, so please take a look at [Coordinated Entry and Youth FAQs – 2016](#) before the next call so we can support the process of making this resource as useful as possible.

Resources from the call:

- [Youth Outcomes Project](#)
- [USICH Webinar: Understanding Criteria & Benchmarks for Ending Youth Homelessness](#)
- [Toward a System Response to Ending Youth Homelessness](#)
- [6/13/19 — Webinar: Measuring Up: Youth-level Outcomes and Measures for System Responses to Youth Homelessness - Implications and Applications](#)
- [Grand Challenge Webinar](#) – contact margaret@awayhomeamerica.org for more info on The Grand Challenge and consider applying!