Triad Update
DC, PGC, MoCo

October 5th, 2022

Goal of Presentation and Agenda

Sharing history of Triad group

Sharing work completed

Lessons learned

Recommendations/asks for help from COG

History of Triad

- *"Regional Triad"* : *District of Columbia, Montgomery County, and Prince George's County.*

- These three jurisdictions in the MWCOG joined a data sharing MOU in 2017.

- CES representatives from each jurisdiction met in April 2021 to discuss sharing data from BNLs on a monthly basis to better coordinate housing resources within the Triad region.

- Decision was made in first meeting to focus on Vets BNL as a pilot for this sort of collaboration, with monthly match meetings throughout the summer and September as a check in point to determine direction of collaboration.

- First step: creation of a matrix of BNL creation and eligibility to ensure we all understood each other's processes.

Alignment with COG Compact

DATA SHARING

- Create a data sharing system, using as an example, the existing data sharing agreement among Prince George's County, Montgomery County, and the District of Columbia, to include all COG jurisdictions. To the extent permissible, this data sharing agreement would allow jurisdictions to share Homeless Management Information System (HMIS) data and by-name lists across the region.

REGULAR REPORTING

- Develop a regional protocol to ensure consistent reporting of key metrics to demonstrate the true regional need for housing resources. This may include the development of a regional dashboard to share information on issues such as shelter bed utilization rates and tracking client turn away's at shelters across Continuums of Care, as needed.

REGIONAL BY-NAME TRACKING AND CASE COORDINATION

- Develop a regional protocol to identify residents who may be on multiple coordinated entry by-name priority lists for permanent housing to most efficiently resolve a person's experience of homelessness.
- This may include building on existing regional coordination for the veteran subpopulation (including having points of contact and a process to connect people with needed supportive services) to create a cross-jurisdictional protocol for coordinating cases for all other persons experiencing homelessness.

RESIDENCY REQUIREMENTS

- Align residency requirements across the COG region to ensure that people are better able to have their housing needs met.

RACIAL EQUITY

- With the assistance of outside consultants, prepare a region-wide homeless systems audit to ensure that efforts to prevent and end homelessness are grounded in racial equity and existing structural inequities are not compounded within the current systems of care.

Data Sharing

Work completed	How it went	Pain points	Opportunities	Needs

• Monthly uploads of Vets BNLs, Singles BNLs, inactive Vets, inactive Singles, housing placements
• DC shared Vets TH/SSVF data from other jurisdictions
	• **Good**
	  • Consistent Vets uploads
	  • Consistent SSVF/TH
	  • Communication when challenges arise
	• **Not so good**
	  • Singles uploads challenging to complete for all jurisdictions
	  • Inconsistency with inactive client lists and housed client lists
		• Inconsistent BNLs: data, questions, tracking inactive
		• Capacity issues
		  • Uploads
		  • Staffing changes
		• Prioritization list vs. BNL
			• Aligning data collection standards
			• Standardize BNL, including everyone experiencing homelessness with inactive/active distinction
			• Including housed clients
				• Capacity to edit current BNLs and consensus on needed data elements across jurisdictions
				• Shared HMIS access
				• Revisit SSVF data entry policy around jurisdiction overlap

Regular Reporting

Work completed	How it went	Pain points	Opportunities	Needs

• Monthly comparison of Vets BNL
• Monthly comparison of Singles BNL
• Monthly report of Vets not on any BNL
	• **Good**
	  • Monthly reporting on vets was possible nearly all months
	  • Regular reports made fewer matches in successive months
	  • Vets not on any BNL allowed for deeper coordination with SSVF programs in PGC + MoCo
	• **Not so good**
	  • Fewer singles reports than anticipcated
		• Turnaround time to compile match reports allowing time to review can be tight
		• Not all BNL contain every person in jurisdiction, report is an incomplete picture of total persons in Triad
		• Data repository, need a better system to track matches and follow-up on cases from month to month
			• Development of dashboard to show actual size of need to advocate for more housing resources
			• Sharing more broadly (outside of the Triad) could bring more awareness to overlap and be important info for full MWCOG membership
			• Building some sort of shared repository could benefit offline coordination better than emails
				• Outside assistance to coordinate data more efficiently, building an automated Triad database having assistance to develop dashboards
				• Consistency in a BNL that is inclusive of all persons in a jurisdiction and agreement on consitency in data elements

Regional BNL Tracking and Coordination

Work completed

- Case coordination of active Veterans
- Case coordination of active singles
- Case coordination of Veterans not on any BNL
- Creating a matrix of each jurisdiction's processes

How it went

- **Good**
  - Vet matching relatively easy
  - Standardized BNL format across Triad
  - Continuous improvement approach
- **Not so good**
  - Early protocols didn't suit later processes
  - Differences in BNL format remained
  - Offline coordination was challenging
  - Still working out how to coordinate singles

Pain points

- Differently structured BNLs across region (active and inactive, lookback period, etc.)
- No comprehensive list of ALL homeless persons makes knowing scale of need hard.
- SSVF data in DC HMIS not easily accessible to other CoCs.
- Information not at fingertips meant much time spent in follow-ups.
- Differences in system's approach to "client choice"
- No common workspace solution

Opportunities

- Full participation with Build for Zero (either from each CoC or the whole region) would provide consistency in BNL structure, processes, definitions, and data management. Coordination would be greatly simplified.
- Better integration with existing meetings in jurisdictions would mean easier follow up

Needs

- Hire a consultant to align data collection, BNL building, and standardizing definitions across the region.
- Shared regional HMIS, or system to collate data across HMIS's
- Universal commitment to join Built for Zero and utilize their common BNL standards.

Residency Requirements

Work completed	How it went	Pain points	Opportunities	Needs

• Residency requirements identified for each jurisdiction for both singles and veterans
• Residency requirements requested from non-Triad COG members to begin to build a matrix of residency requirements across COG jurisdictions
	• **Good**
	  • Identified several Veteran's that were not on any BNL due to not meeting residency restrictions and placed on a BNL for follow-up
	• **Not so good**
	  • Each jurisdiction has differing views on residency based on available resources
	  • Actual number of overlapping clients is relatively small
		• Varying residency requirements create difficulties with coordination
		• Client choice is limited to an extent
		• Some housing resources are not regional
		• Conflicting residency requirements seems to create a false narrative that clients are "resource shopping"
		• All jurisdictions not equitably connected to regionals Veteran's resources
			• Align residency requirements across the Triad region
			• Meet the needs of relocated or displaced persons experiencing homeless in our region
				• Regional approach to residency
				• Regional coordination based on regional resources
				• Identification of an entity to be the governing body to manage regional work and to plan for expansion.

Racial Equity

C4 Racial Equity work, not something Triad focused on.

Opportunity to ensure recommendations from C4 are central in next phase of work.

Recommendations for COG

- Focus on system-level before getting down to client-level
  - Collaboration, funding, policies, staffing
- Can make progress aligning processes even without data sharing agreements
  - Make a list of the data elements you need from the start
  - Universal commitment to Built for Zero and other standardized methodologies in line with national best practices
  - Develop shared understanding of how each other's system works
  - Read-only HMIS access for all communities
- Adequate staffing capacity for work (meetings, pre-/post-work, coordination, etc.) --> regional liaisons/boundary spanners, data
- Determine oversight of regional work, for example, COG board/committee, regional ICH

Support Needed

Support for Improving Triad Work

- Universal BFZ commitment/requirement for all jurisdictions, alignment of data elements and reports

- Information about funding opportunities for staffing for this work

- Read-only HMIS access for all communities

Needs for Expansion across the COG

- Universal BFZ commitment/requirement for all jurisdictions

- Expand data sharing agreement

- Identify funding for staffing

- Read-only HMIS access for all communities

- Build system to support this before starting this work

Questions and Discussion