Coordinated Access Challenges and Wins

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Strategies to End Homelessness

Cincinnati’s Coordinated Access System at a Glance

Cincinnati Prioritization Policies

PSH Prioritization
1. Chronically homeless with the most severe service needs
2. Substance use disorders
3. Disability, longest period of episodic homelessness, end of chronic, most severe service needs
4. Disability without severe service needs
5. Disability coming from TH

RRH Prioritization
1. VI-SPDAT Score Range
2. Length of time homeless
3. VI-SPDAT Score
4. Household Income
5. Prior RRH Utilization

*Priority set by VI-SPDAT score and Review Panel input
Challenges, roadblocks, and pitfalls, oh my!

- Prioritization policies were creating clear backlogs.
- Victim Service Provider’s involvement in CE.
- Prioritization tool wasn’t capturing some people’s complex situations and vulnerability.
- Old connections were no longer useful; people didn’t know or have established relationships with some organizations.
- Referrals were falling through the cracks.

Don’t be afraid to make big changes if necessary.
- Keep tweaking.
- Find the right balance.

Prioritization policies created bottlenecks in the system...

Victim Service Providers’ involvement in CE was rocky...

- Identify the Champions.
- Provide training and support.
- Ensure a strong bridge between general system and VSP exists.
CE tool wasn’t capturing some people’s complex situations and vulnerability...

- Identify the champions
- Create a safety net
- Establish protocols to guide decision making

Communication broke down...

- Define every role and responsibility
- Establish agreed upon timeframes

Referrals were falling through the cracks...

- Track every referral and outcome by agency
- Attach it to outcomes!
Questions?