

Arizona Balance of State Continuum of Care
Coordinated Entry Work Group Conference Call

October 9, 2019

Members Present:

Cristina Benitez (AZCH)	Ortensia Yazzie (RCFBH)
Franklin McCabe (RCFBH)	Paul Hay (GNA)
Glorianna Vercruyssen (CRN)	Ross Altenbaugh (FSS)
Jenna Farnsworth (CRN)	Sydney Potter (GNA)
Linda Kot (Primavera)	Tim Laskowski (US Vets)
Lucia Wilson (Achieve)	TJ Reed (CRN)
Marilyn Johnson (OCCAC)	

Staff & Guests

Candee Stanton (Consultant)	Ryan Vernick (ADOH)
Karia Basta (ADOH)	

Coordinated Entry Hotline:

TJ provided an overview of the 211 hotline for CE in Graham, Greenlee, Santa Cruz, and Gila Counties, which is meant to be a supplement and enhancement to current services. The process will include verifying what the person is calling for, applying triage, collecting demographic information for HMIS, engaging in a diversion discussion, completing of a VI-SPDAT if there is time, and then they will be connected with local resources in their area. Ongoing navigation and follow up will be done in HMIS. Hopefully adding Case Conferencing in the future.

A verbal ROI that allows sharing of information will be collected over the phone; CRN has received approval for the process from their compliance department, and all calls are recorded as well. Recordings are kept for a minimum of two years.

Action Item: Candee will add the verbal script to the CE policy draft.

Advertising has so far consisted of a press release, information given through the 211 number, and other marketing materials; if anyone has suggestions, please contact CRN. Cristina suggested spreading the word through community agencies (CAP, behavioral health, DV shelters, hospitals) and having flyers in English and Spanish.

Action Item: CRN staff will reach out to CE committee members to confirm who should be the point person in each county not specifically covered by the new hotline.

Calls received by the hotline that are not in the target counties will be connected directly with the appropriate county where CE is already operating.

END

	2018.10-25	2019.02-13	2019.03-13	2019.04-10	2019.10-09	2019.11-13
Achieve	X	X	X		X	
AHCCCS	X					
AZCH	X	X	X	X	X	
CAHRA	X					
Catholic Charities	X	X		X		
CRN			X	X	X	
FSS		X	X		X	
GNA	X				X	
Steward						
Mohave County	X	X	X	X		
NAVAHCS	X	X	X			
OCCAC	X	X	X		X	
Primavera		X*	X		X	
RCFBH	X				X	
SAVAHCS	X	X	X			
US Vets	X		X	X	X	
WACOG		X	X	X	X	

* Accidentally left off of minutes

Commonly used acronyms:

Achieve= ACHIEVE Human Services, Inc.

AHCCCS= Arizona Health Care Cost Containment System

ADOH= Arizona Department of Housing

AZBoSCoC= Arizona Balance of State Continuum of Care

AZCH= Arizona Complete Health

BNL= By-Name List

CAHRA= Community Action Human Resources Agency

Catholic Charities Community Services

CE= Coordinated Entry

CRN= Crisis Response Network

DES= Arizona Department of Economic Security

DV= Domestic Violence

ESG= Emergency Solutions Grant

FSS= Flagstaff Shelter Services

GAB= Governance Advisory Board

GNA= Good Neighbor Alliance

HMIS= Homeless Management Information System

HUD= U.S. Department of Housing and Urban Development

JAVC= Jerry Ambrose Veterans Council

NAVAHCS= Northern Arizona VA Health Care System

NOFA= Notice of Funding Available

OCCAC= Old Concho Community Assistance Center

PIT= Point-in-Time Count

Primavera Foundation

PSH= Permanent Supportive Housing

RBHA= Regional Behavioral Health Authority

RCFBH= Regional Center for Border Health

ROI= Release of Information

RRH= Rapid Rehousing

SAVAHCS= Southern Arizona VA Health Care System

SSVF= Supportive Services for Veterans Families

TA= Technical Assistance

US Vets= U. S. Veterans Initiative

VA= U.S. Department Veterans Affairs

VAWA= The Violence Against Women Act of 1994

VI-SPDAT (Vulnerability Index- Service Prioritization Decision Assistance Tool

VOCA= Victims of Crime Act

WACOG= Western Arizona Council of Governments