



# Dynamic Prioritization Session

Denver, CO || Wed, Oct 22 at 1:15  
p.m.

# Built for Zero Learning Session

Denver, CO || October, 2019



## Co-Facilitators Today

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# Agenda for Today

1. Introductions and overview [5 min]
2. What is Dynamic Prioritization and what are the bests version we know to date? [10 min]
3. Q&A [10 min]
4. Understanding key challenges with Dynamic Prioritization [10 min]
5. Case Conferencing framework [5 min]
6. Brainstorming and Problem-Solving Together [20 min]
7. What are you taking back to the team? [5 min]
8. Wrap up and evaluation [5 min]

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Dynamic Prioritization:  
*Current Thinking and Best Practice*



# Dynamic Prioritization



# Why Coordinated Entry?

An effective **Coordinated Entry** approach:

- ✓ Ensures housing program openings are filled by the people who need them the most; and
- ✓ Implements strategies to serve the larger population that cannot immediately be assisted with available resources



## Defining Prioritization

***Prioritization*** = person's needs and level of vulnerability are quantified *in relation to other people who are also seeking homeless assistance.*

- ✓ Uses information learned from assessment
- ✓ Manages the inventory of housing resources
- ✓ Ensures persons with the greatest need and vulnerability receive priority or accelerated access to the supports they need to resolve their housing crisis.





# Prioritization Criteria

- Prioritization criteria may include any of the following factors:

- ✓ Significant health/behavioral health challenges
- ✓ High use of emergency services
- ✓ Sleeping in unsheltered locations
- ✓ Vulnerability to death or illness
- ✓ Risk of continued homelessness
- ✓ Vulnerability of victimization
- ✓ Other locally determined factors

- May be different for families, single adults, survivors of domestic violence, and persons seeking homelessness prevention services



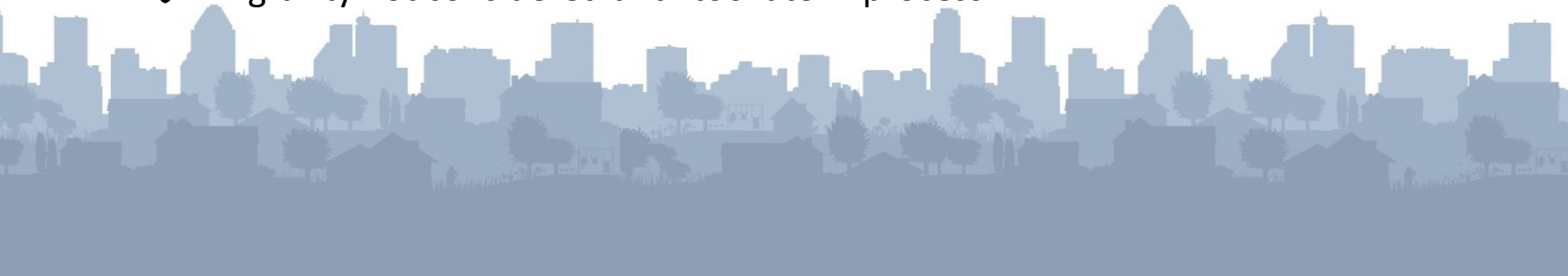
# Aligning Prioritization with Federal Civil Rights Laws, including Fair Housing Act

- It would be a violation of federal civil rights laws if prioritization is based solely on a score produced by an assessment tool that consistently provides a higher score to persons with *specific* disabilities over those with other disabilities, or that provides scores that rely on membership in a protected class
- CoCs are prohibited from using the prioritization process to discriminate based on race, color, religion, national origin, sex, age, familial status, or disability.
- For more information, see HUD's FAQ:  
<https://www.hudexchange.info/faqs/3464/my-coc-needs-to-prioritize-households-to-meet-the-requirements-of-hud>



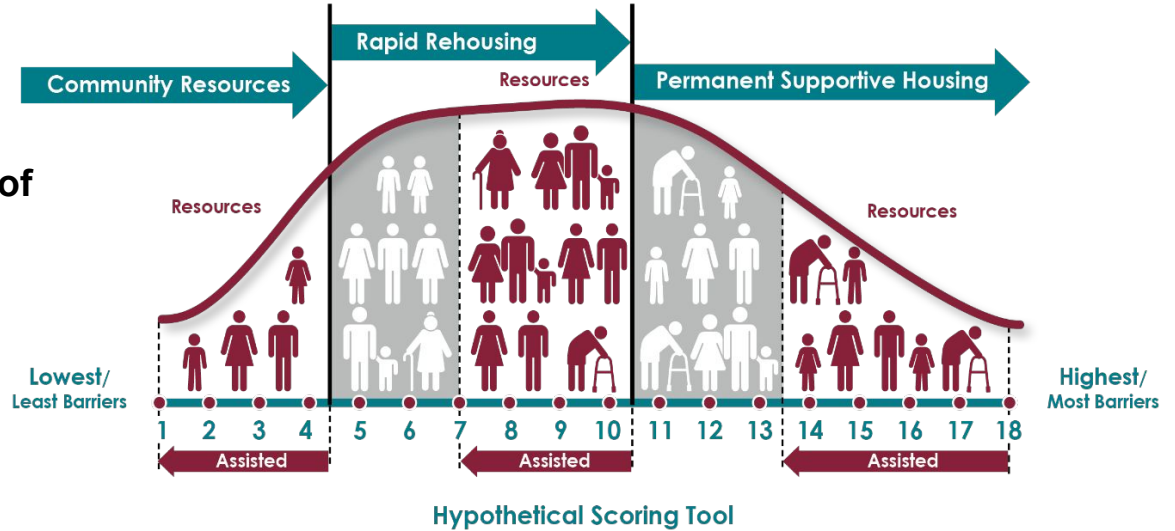
# Challenges with Current Approach

- Majority of homelessness response systems do not have enough resources, resulting in:
  - ✓ Number of persons matched to specific interventions exceed availability, increasing lengths of time homeless
  - ✓ “Bucket” approach results in lower need households being served more quickly
  - ✓ Information collected is static becoming old over time
  - ✓ Many people on waiting lists cannot be located
  - ✓ Lack of confidence in validity of scores
  - ✓ Eligibility not considered until too late in process



# Challenge: Static Prioritization

- ✓ Doesn't consider actual resource availability
- ✓ Long waitlists, no housing plan
- ✓ Assumes a single pathway out of homelessness
- ✓ Information becomes quickly out-of-date
- ✓ Lower need households exit homelessness more quickly



# Results of Static Prioritization



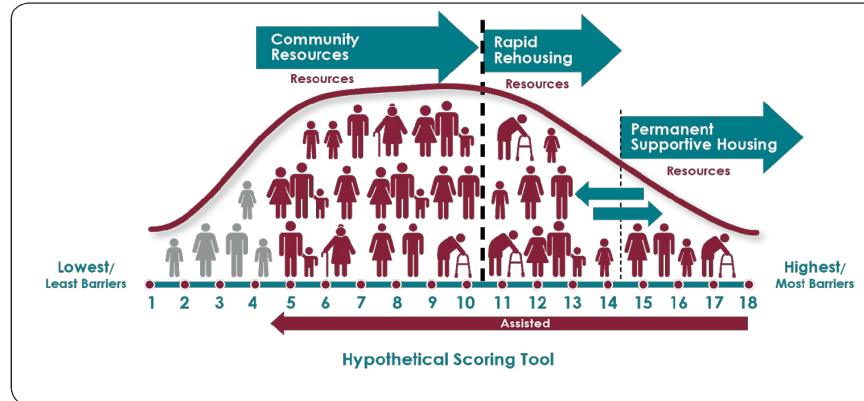
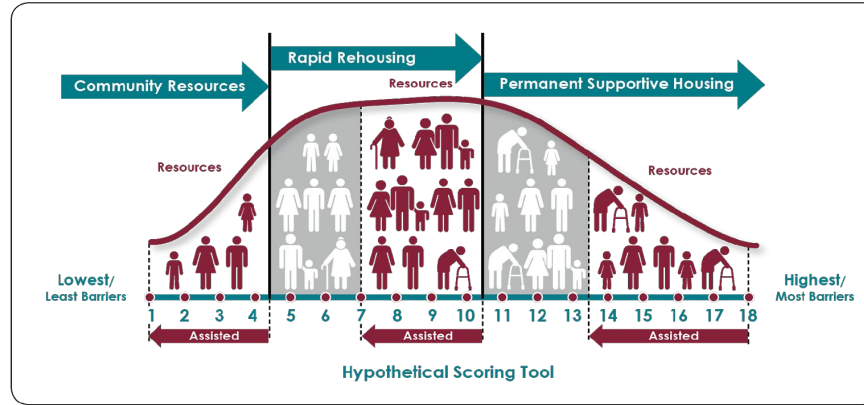
# Strategy: Dynamic Prioritization

***Dynamic Prioritization*** is an approach to prioritization that considers information in real time and seeks to do each of the following:

- ✓ Ensures the most vulnerable persons are prioritized for all available dedicated resources
- ✓ Seeks to achieve housing placements quickly, preferably 30 days or less
- ✓ Allows for flexible housing placement decisions that considers a variety of factors
- ✓ Continues to utilize problem-solving conversations to move those households not currently prioritized into housing



# Static vs. Dynamic Prioritization



# Using Dynamic Prioritization for Referral

- Dynamic prioritization works in real time based on available resources
- For each vacancy, start by considering the people at the top of the priority list
- Resources should limit population-specific eligibility criteria to ensure that resources can be used as flexibly as possible
- Dynamic prioritization allows for more flexibility in referral decisions
  - PSH optimal for persons experiencing CH and highest needs
  - If PSH not available, RRH should be considered to be used to provide a bridge or flexible support





# Dynamic Prioritization: Key Challenges

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## Case Conferencing Framework: A Reminder

# Case Conferencing

# Action Pack

- ✓ House more clients
- ✓ Learn and improve on the system level
- ✓ Transform team culture



## CASE CONFERENCING ACTION PACK

Change ideas and practical advice to make your case conferencing action-oriented

*Developed with Built for Zero communities*

### HOW TO USE THE ACTION PACK

- Inside is a collection of methods pulled from Built for Zero Collaborative communities that will help you run an action-oriented case conferencing meeting—one that moves your team from thinking in terms of “my client” to “our clients.” Wherever you’re starting from, you’ll find an idea to improve your effort.
- Flip through it and pick ideas that are relevant to your team. *Consider it an idea buffet*—take what you want, and leave the rest behind! Don’t worry about reading it sequentially.
- We’re using “case conferencing” as an umbrella term for multi-agency coordination meetings that focus on housing clients. You may call that meeting by another name, and you may have multiple meetings that apply. Adapt the language in this guide to your local context where needed.
- We’re calling it an “action pack” because we want to take action ASAP, as in next week. Start marking up the ideas that your team can put into practice.

*This print version is a partial selection of our change ideas; find the full resource online at <http://changeapackage.org>*

# Case Conferencing Action Pack

## 1 Align participants in a shared purpose of case conferencing

*Key change idea:*

Set objectives as a team, record them, and track your success

# Case Conferencing Action Pack

## 2 Optimize your by-name list for case conferencing

*Key change idea:*

Add these fields—

- This Week's Obstacle
- Next Step, By When
- Target Move-In Date

# Case Conferencing Action Pack

## 3 Facilitate for action

*Key change idea:*

Set a target move-in date for each client

# Case Conferencing Action Pack

## 4 Measure the effectiveness of your practice

*Key change idea:*

Count how many “next steps” were made today (or how many were executed from last time)



# Case Conferencing Action Pack

## 5 Center case conferencing in your improvement and learning

*Key change idea:*

Let it tell you the next improvement project

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Brainstorming and Problem-Solving

# Case Conference Framework

1. At your tables pick one of these challenges to focus on in your conversations. Look through the Case Conferencing Action Pack categories and related ideas listed. **Circle ones that might address some of the challenges** with using a Dynamic Prioritization framework.
2. How could you **further adapt these ideas to better drive outcomes** utilizing dynamic prioritization?
3. Write them down!
4. Identify **one idea you want to take back to your team** to consider. Document this in your project portfolio tools.

# Challenges Identified

- When housing in RRH, how to make it sustainable
- Determining who will succeed in RRH based on shared understanding (codify in policy)
- Put PSH person with high acuity in RRH, risk of losing landlords if 'unsuccessful'?
- How do communities plan ahead for available housing resources — 'resource BNL'?
- Local non-profit partners manage RRH funding differently / separately
- RRH funding contingent on PSH **not** being a goal
- No RRH for lower acuity individuals (if used up by people needing PSH)
- Training RRH workers to assess/document 'chronic' qualifications
- Client choice (e.g. preferring Single Room Occupancy)
- Youth transitional housing is communal, which can prevent safety issues when adding higher acuity individuals
- How much RRH \$ do we allot to higher acuity individuals — what's the right ratio?

# Brief Back

# Feedback

Session: “Breakout - Dynamic Prioritization”

Survey Link:

<http://bit.ly/bfzrapid>



Thank you!