

**Best Practices for Serving Populations with High Acuity Needs: Chat and Q&A
October 20th, 2020**

Please note that this document should not be considered formal HUD guidance; the HUD Ask A Question Desk should be leveraged for official HUD responses to questions. Additionally, this document has not been edited. The content reflects the language used by participants and panelists during the meeting.

October 20, 2020 12:45 PM from Jane Moretta to everyone:
https://docs.google.com/document/d/1z6vADG4y6UzWAGlwy8aKaJMQ2eWivl_9n-0CM6SYrJc/edit#

October 20, 2020 1:03 PM from Thomas Bednar to everyone: 1-415-655-0002
Access code: 171 660 6868

(If you need a toll-free option, call 1-855-797-9485)

October 20, 2020 1:05 PM from Denise Albertson to everyone: Can you provide a call in number please?

October 20, 2020 1:07 PM from Thomas Bednar to everyone: 1-415-655-0002
Access code: 171 660 6868

(If you need a toll-free option, call 1-855-797-9485)

October 20, 2020 1:08 PM from Jane Moretta to everyone: You can find the primer here: <https://files.hudexchange.info/resources/documents/COVID-19-Homeless-System-Response-Primer-on-Serving-People-with-High-Acuity-Needs.pdf>

October 20, 2020 1:10 PM from Thomas Bednar to everyone: If you have questions or comments for today's presenters, enter those questions/comments in the chat here..

October 20, 2020 1:14 PM from Jane Moretta to everyone: Acuity classifications and service needs: <https://endhomelessness.org/why-good-case-management-success-for-rapid-re-housing-participants/>

October 20, 2020 1:16 PM from Jean Griggs to everyone: What is the guidance from HUD when a client may present with a higher acuity need in RRH, but there are no additional housing supports in the community for PSH beds and also if the household does not meet the chronicity test.

**Best Practices for Serving Populations with High Acuity Needs: Chat and Q&A
October 20th, 2020**

Please note that this document should not be considered formal HUD guidance; the HUD Ask A Question Desk should be leveraged for official HUD responses to questions. Additionally, this document has not been edited. The content reflects the language used by participants and panelists during the meeting.

October 20, 2020 1:18 PM from Jane Moretta to everyone: Case examples: Connecticut <https://d155kunxf1aozz.cloudfront.net/wp-content/uploads/2018/02/AssessmentAcuityIndex-Guidance-Manual-REVISED-2018.1.29.pdf>

October 20, 2020 1:19 PM from Jane Moretta to everyone: Columbus/Franklin County service assessment: <https://66381bb28b9f956a91e2-e08000a6fb874088c6b1d3b8bebbb337.ssl.cf2.rackcdn.com/files-CSSN-Screening-Interview-ToolFY20FINAL.pdf>

October 20, 2020 1:28 PM from Jane Moretta to everyone: Another resource Regarding Case Management Ratios: https://files.hudexchange.info/resources/documents/COVID-19-Homeless-System-Response-Case-Management-Ratios.pdf?utm_source=HUD+Exchange+Mailing+List&utm_campaign=c0d038d823-SNAPS-COVID-19-Digest-08-11-2020&utm_medium=email&utm_term=0_f32b935a5f-c0d038d823-18477021

October 20, 2020 1:29 PM from Jane Moretta to everyone: Transition from Short-to Long-term subsidy: <https://files.hudexchange.info/resources/documents/COVID-19-Homeless-System-Response-High-Acuity-Transition-from-Short-term-to-Long-term-Subsidy.pdf>

October 20, 2020 1:33 PM from Michele Wayne to everyone: Will the power point be available to us today??

October 20, 2020 1:34 PM from Thomas Bednar to everyone: Yes, the slides will be posted to the HUD Exchange is about 2-3 business days

October 20, 2020 1:34 PM from Jane Moretta to everyone: Evidence Practices: <https://files.hudexchange.info/resources/documents/COVID-19-Homeless-System-Response-Evidence-based-Service-Delivery.pdf>

Best Practices for Serving Populations with High Acuity Needs: Chat and Q&A

October 20th, 2020

Please note that this document should not be considered formal HUD guidance; the HUD Ask A Question Desk should be leveraged for official HUD responses to questions. Additionally, this document has not been edited. The content reflects the language used by participants and panelists during the meeting.

October 20, 2020 1:37 PM from Jane Moretta to everyone: Remote supervision and case management: <https://files.hudexchange.info/resources/documents/COVID-19-Homeless-System-Response-Remote-Supervision-Tips-for-Homeless-Service-Providers.pdf>

<https://files.hudexchange.info/resources/documents/COVID-19-Homeless-System-Response-Engaging-Clients-with-Remote-Case-Management.pdf>

October 20, 2020 1:38 PM from Jane Moretta to everyone: For a clients, regarding what to expect with remote case management:

<https://files.hudexchange.info/resources/documents/COVID-19-Homeless-System-Response-What-to-Expect-from-Remote-Case-Management.pdf>

October 20, 2020 1:41 PM from Alex Dunn to everyone: ACT teams are pretty expensive. I have only seen them implemented among very small numbers of clients as part of federal funding. How would we modify ACT to serve all of our clients without new federal funding?

October 20, 2020 1:42 PM from Elizabeth Wetherby to everyone: Remote Supervision and Case Management document link is unavailable.

October 20, 2020 1:45 PM from Susan Scott to everyone: It is there. The first page is blank intentionally.

October 20, 2020 1:48 PM from Elizabeth Wetherby to everyone: thank you!

October 20, 2020 1:48 PM from Ashley Kerr to everyone: Hi Alex, ACT teams can be expensive. However, rethinking budgets with ACT teams is something to consider. Telepsychiatry and telemedicine can support clients (they don't have to travel, or only have to travel a short distance) and can reduce costs. Additionally, evaluating (and reevaluating) the acuity of your clients is a necessity - not everyone needs the level of care that an ACT team can provide.

October 20, 2020 1:54 PM from Jane Moretta to everyone: Notice CPD-17-01: Notice Establishing Additional Requirements for CoC Centralized or Coordinated Access System:

**Best Practices for Serving Populations with High Acuity Needs: Chat and Q&A
October 20th, 2020**

Please note that this document should not be considered formal HUD guidance; the HUD Ask A Question Desk should be leveraged for official HUD responses to questions. Additionally, this document has not been edited. The content reflects the language used by participants and panelists during the meeting.

<https://www.hudexchange.info/resources/documents/Notice-CPD-17-01-Establishing-Additional-Requirements-or-a-Continuum-of-Care-Centralized-or-Coordinated-Assessment-System.pdf>

October 20, 2020 1:56 PM from Jane Moretta to everyone: Advancing Racial Equity through Assessments and Prioritization: <https://files.hudexchange.info/resources/documents/COVID-19-Homeless-System-Response-Advancing-Racial-Equity-through-Assessments-and-Prioritization.pdf>

October 20, 2020 1:59 PM from Jane Moretta to everyone: Changes to CE prioritization to support and respond to COVID-19

<https://files.hudexchange.info/resources/documents/Changes-to-Coordinated-Entry-Prioritization-to-Support-and-Respond-to-COVID-19.pdf>

October 20, 2020 1:59 PM from Jane Moretta to everyone: CE FAQ: <https://www.hudexchange.info/faqs/programs/continuum-of-care-coc-program/program-requirements/coordinated-entry/are-there-actions-a-continuum-of-care-may-take-within-its-coordinated-entry/>

October 20, 2020 2:06 PM from Ashley Kerr to everyone: @Jean - We recognize that many communities want and need additional PSH beds but may not have the resources to create them. However, you can support high acuity clients with RRH - the key here is the level of support that your system can and should provide. This will mean lower caseloads for case managers that are supporting high acuity clients. Additionally, you can transition a client from RRH to PSH if a unit becomes available and the client needs a higher level of care. Here is the FAQ with that information: <https://www.hudexchange.info/faqs/530/is-an-individual-or-family-that-is-receiving-rapid-re-housing-assistance/> Most important, individuals should not sit on a waiting list if a PSH bed is not available.

October 20, 2020 2:09 PM from Alex Dunn to everyone: Our CoC has implemented dynamic prioritization for RRH. A struggle that has emerged is not redesigning the agency pieces to ensure they can manage the higher acuity clients. There have been unanticipated issues with property damage, etc,

**Best Practices for Serving Populations with High Acuity Needs: Chat and Q&A
October 20th, 2020**

Please note that this document should not be considered formal HUD guidance; the HUD Ask A Question Desk should be leveraged for official HUD responses to questions. Additionally, this document has not been edited. The content reflects the language used by participants and panelists during the meeting.

October 20, 2020 2:09 PM from Alex Dunn to everyone: Would love to know if other people have seen that.

October 20, 2020 2:12 PM from Belinda Estes to everyone: @Alex, yes, there have been some people in our program that have left damage We have been very upfront with with tenants and landlords that any damage that is left by the tentant, the landlord has all legal rights that they would have with any other tenant. Our staff also try to work with tenants while they're in our RRH program to point out concerns they're seeing about damages so that they can work on improving them. This, of course, doens't fix all of them, but at least some people we've been able to work with on learning how to be better tenants.

October 20, 2020 2:13 PM from Jean Griggs to everyone:Yes, property damage and the limited Rental Assistance in RRH is an issue prior to Covid Waivers.

October 20, 2020 2:13 PM from Belinda Estes to everyone: How do you end up with "mixed" caseloads if we're only working from the top down on the acuity scores of the CE list?

October 20, 2020 2:14 PM from Alex Dunn to everyone: Thank you!

October 20, 2020 2:15 PM from Belinda Estes to everyone: @Dana....same! Some of my most favorite people in my life are the most "challenging" people. They're sometimes the ones who have the most to overcome and are PROUD when they make progress!

October 20, 2020 2:17 PM from Annabelle Perez to everyone: Challenge to skill level I AGREE loved it. Taking away expectations. BEING OPEN AND CREATIVE.

October 20, 2020 2:17 PM from David Canavan to everyone: As we seek to identify more caseworkers who have that orientation to the work, are there common traits or skills that organizations should be looking for as they hire?

Best Practices for Serving Populations with High Acuity Needs: Chat and Q&A

October 20th, 2020

Please note that this document should not be considered formal HUD guidance; the HUD Ask A Question Desk should be leveraged for official HUD responses to questions. Additionally, this document has not been edited. The content reflects the language used by participants and panelists during the meeting.

October 20, 2020 2:18 PM from Nehemiah Rosell to everyone: Any suggestions for how to prioritize high-acuity RRH clients for available PSH openings vs. high-acuity individuals who are homeless on the BNL.

October 20, 2020 2:18 PM from Belinda Estes to everyone: oh okay, I see, thank you, you're talking about the mix beyond just the CE score. Thank you. That makes more sense to me. Yes because we have some people who score 'lower' on the CE scale who actually need much more support than people who score 'higher'.

October 20, 2020 2:19 PM from Annabelle Perez to everyone: Score on assessemnt is misleading high scores i find easy to work with they are honest verse low score i see dishonest or people that are not aware or not willing to shed light on barriers .

October 20, 2020 2:22 PM from Jimmie Blackmon to everyone: Good supervision keeps good case managers

October 20, 2020 2:22 PM from Ashley Kerr to everyone: @Jimmie - yes!

October 20, 2020 2:22 PM from Susan Moore to everyone: Dana's comment of shared experience and "look likethe client" confsed me. I am a social work student and working on my BSW. Would that make me ineffective to the population I would serve?

October 20, 2020 2:22 PM from Belinda Estes to everyone: @Annabelle, I agree. We find that there are several people who have not answered some of the information because they are concerned they will 'get in trouble'. We simply work with it as we can, but it's still another wall that we work on with people as we build trust. So hard sometimes.

October 20, 2020 2:23 PM from Belinda Estes to everyone: @Susan no, you can be effective without having lived experience, but get to know as much experience as you can while you're learning.

**Best Practices for Serving Populations with High Acuity Needs: Chat and Q&A
October 20th, 2020**

Please note that this document should not be considered formal HUD guidance; the HUD Ask A Question Desk should be leveraged for official HUD responses to questions. Additionally, this document has not been edited. The content reflects the language used by participants and panelists during the meeting.

October 20, 2020 2:23 PM from Jolaine Hao to everyone: What advice do you have for addressing strong biases toward the homeless population who frequent the Emergency Department? Specifically, how do we advocate for these clients when ED staff are often frustrated & unable to see clients beyond "homelessness."

October 20, 2020 2:24 PM from David Canavan to everyone: @Susan Moore: think one of the assets is authenticity. That can resonate with participants in a variety of ways. Important to be thoughtful of how can build that bridge with people experiencing homelessness.

October 20, 2020 2:24 PM from Belinda Estes to everyone: example?

October 20, 2020 2:25 PM from Ashley Kerr to everyone: @Susan, thanks for your question. Shared experience can be super helpful - peer learning can go a long way and I have seen it be incredibly helpful and successful in recovery programs. With regard to looking like clients, there is a long history of a lack of BIPOC in case manager/supervisor roles, so we want to consider how that impacts our clients that identify as BIPOC.

October 20, 2020 2:26 PM from Ashley Kerr to everyone: However, if you come to this work with humility, and keep the values of honesty and being genuine in your work, I know you will be successful!

October 20, 2020 2:27 PM from Christina Gossage to everyone: Thank you! This was very informative.

October 20, 2020 2:27 PM from David Canavan to everyone: Good work, great topic!

October 20, 2020 2:27 PM from Jean Griggs to everyone: Can Dana share his contact information?

**Best Practices for Serving Populations with High Acuity Needs: Chat and Q&A
October 20th, 2020**

Please note that this document should not be considered formal HUD guidance; the HUD Ask A Question Desk should be leveraged for official HUD responses to questions. Additionally, this document has not been edited. The content reflects the language used by participants and panelists during the meeting.

October 20, 2020 2:27 PM from Virgil Jackson to everyone: Thank you so much!

October 20, 2020 2:27 PM from Elizabeth Wetherby to everyone: thank you!

October 20, 2020 2:28 PM from Ka Xiong to everyone: Thank you for the shared information!

October 20, 2020 2:28 PM from Hope Browning to everyone: Thank you!

October 20, 2020 2:28 PM from Nehemiah Rosell to everyone: Thank you!

October 20, 2020 2:28 PM from Jane Sharp to everyone: Thank you

October 20, 2020 2:28 PM from Brittany Faller to everyone: Thank yall so very much!

Q&A Session for Best Practices for Serving Populations with High Acuity Needs

Session number: 1716606868

Date: Tuesday, October 20, 2020

Starting time: 12:18 PM

-Kris Estep - 12:59 PM

Q: Do we need to mute ourselves in any way?

Priority: N/A-

**Best Practices for Serving Populations with High Acuity Needs: Chat and Q&A
October 20th, 2020**

Please note that this document should not be considered formal HUD guidance; the HUD Ask A Question Desk should be leveraged for official HUD responses to questions. Additionally, this document has not been edited. The content reflects the language used by participants and panelists during the meeting.

-Thomas Bednar - 1:23 PM

A: No, all participants are automatically muted-

-Denise Albertson - 1:03 PM

Q: Is there a call in number please

Priority: N/A-

-Thomas Bednar - 1:23 PM

A: 1-415-655-0002 Access code: 171 660 6868

(If you need a toll-free option, call 1-855-797-9485) -

-Alex Dunn - 1:42 PM

Q: ACT teams are pretty expensive. I have only seen them implemented among very small numbers of clients as part of federal funding. How would we modify ACT to serve all of our clients without new federal funding?

Priority: N/A-

-Jane Moretta - 1:51 PM

A: Ashley addressed your question in the chat, and Dana is addressing parts of it now. Please let us know if you have any follow ups. -

-Alex Dunn - 1:59 PM

Q: Our CoC has implemented dynamic prioritization for RRH. A struggle that has emerged is not redesigning the agency pieces to ensure they can manage the higher acuity clients. There have been unanticipated issues with property damage, etc,

Priority: N/A-

Best Practices for Serving Populations with High Acuity Needs: Chat and Q&A

October 20th, 2020

Please note that this document should not be considered formal HUD guidance; the HUD Ask A Question Desk should be leveraged for official HUD responses to questions. Additionally, this document has not been edited. The content reflects the language used by participants and panelists during the meeting.

-Alex Dunn - 1:59 PM

Q: Would love to know if other people have seen that.

Priority: N/A-

-Alex Dunn - 2:09 PM

Q: Our CoC has implemented dynamic prioritization for RRH. A struggle that has emerged is not redesigning the agency pieces to ensure they can manage the higher acuity clients. There have been unanticipated issues with property damage, etc,

Priority: N/A-

-Nehemiah Rosell - 2:10 PM

Q: A

Priority: N/A-

-Nehemiah Rosell - 2:12 PM

Q: Any suggestions for how to prioritize high-acuity RRH clients for PSH vs. high-acuity individuals who are homeless on the BNL.

Priority: N/A-

-MICHELLE OWENS-GOODE - 2:14 PM

**Best Practices for Serving Populations with High Acuity Needs: Chat and
Q&A
October 20th, 2020**

Please note that this document should not be considered formal HUD guidance; the HUD Ask A Question Desk should be leveraged for official HUD responses to questions. Additionally, this document has not been edited. The content reflects the language used by participants and panelists during the meeting.

Q: Will copies of the presentation be made available?

Priority: N/A-

-Thomas Bednar - 2:18 PM

A: Yes, the slides, recording, and materials will be posted to the HUD Exchange in about 2-3 business days-