

Idaho Homelessness Coordinating Committee

Minutes

April 24th, 2018

9:00 am – 10:00 am MST

Hampton Inn (Payette Meeting Room)

495 S Capitol Blvd, Boise, ID 83702

Voting members Present:

Chairperson: Brady Ellis, *IHFA*

Region 1: Jeff Conroy, *Saint Vincent de Paul*

Region 2: Steve Bonnar, *Sojourners Alliance*

Region 3: Nancy Tuttle, *Salvation Army Nampa*

Region 4: Misty McEwen, *South Central Community Action Partnership*

Region 5: BJ Stensland, *Aid for Friends*

Region 6: Bill Campbell, *CLUB Inc.*

Boise CoC: Maureen Brewer, *City of Boise*

ID Dept. of Labor: Rico Barrera,

ID Dept. of Health and Welfare: Alacia Handy

ID Dept. of Education: Suzanne Peck

ID Dept. of Corrections: Absent

ID Dept. of Commerce: Absent

Veterans Affairs: Absent

Non-voting members present:

John Bruning, *Saint Vincent de Paul*

Leslie Foltz, *Bannock Youth Foundation*

Ginny Acevedo, *Bannock Youth Foundation*

Brian Dale, *US Dept. of Housing and Urban Development*

Heather Eddy, *Saint Vincent de Paul*

Susan Thurm, *Aid for Friends*

John Randall, *Boise Veterans Affairs*

Bill Campbell, *CLUB, Inc*

Patty Wheeler, *Safe Passage*

Shana Zotikos, *North Idaho Aids Coalition*

Lisa Steele, *Idaho Housing and Finance Association*

Shawn Walters, *Idaho Housing and Finance Association*

Jennifer Otto, *Idaho Housing and Finance Association*

Lori Stewart, *Idaho Housing and Finance Association*

Sheri Cook, *Idaho Housing and Finance Association*

Dana Wiemiller, *Idaho Housing and Finance Association*

Kristina Larkin, *Idaho Housing and Finance Association*

Section 1 | Call to Order

Brady Ellis called the meeting to order and Kristina Larkin took roll. Eleven voting members were present.

Section 2 | Prior Meeting Minutes

Brady introduced the minutes and requested their review.

Section 2 a | Discussion/Vote

Brady pointed out that there was an error with the listing of Regions 4 and Regions 5 under “voting members present”. Misty McEwen was not listed for Region 4 and Region 5 was missing. . No other questions, comments, or alterations were suggested, so a motion to formally approve the prior meeting minutes with requested changes was requested.

Motion: Jeff Conroy

Second Motion: Suzanne Peck

Vote: None opposed

Motion approved.

Section 3 | Resolution 18-04-1 PIT Count

Section 3 a | PIT Count Overview

Jennifer presented the resolution on behalf of the Point in Time (PIT) committee. The PIT count methodology was approved by the Board at the October 26, 2017 IHCC meeting. The results of the 2018 count, which took place during the days following January 31st, are reported in the Balance of State CoC 2018 PIT Count Report and presented to the Board for approval prior to submission to HUD on behalf of the CoC.

Section 3 b. | Discussion/Vote

No questions, comments, or alterations were suggested, so a motion to formally approve the PIT Count for 2018 was requested by Brady Ellis.

Motion: Steve Bonnar

Second Motion: BJ Stensland

Vote: None Opposed

Motion approved.

Section 4 | Resolution 18-04-2 Written Standards

Section 4 a. Overview

Sheri presented the resolution on behalf of the Homelessness Coordinating Committee. The language within the Written Standards document has been cleaned up to provide a clearer document. Grammar and spelling changes were made, as well as expanded definitions of concepts and details of acronyms. These updates changed the words “Coordinated Entry” to “Homeless Connect” to reflect the system’s revised name. These updates add language regarding the CoC’s Community Management Information System (CMIS), as implemented by IHFA. Some rapid rehousing providers have expressed concern about the impact of current RRH Standards on clients, and have shown through application to their own cases that the Standards as written may negatively impact long-term housing stability. After discussion, a majority of the providers wish to continue discussion regarding these changes.

Section 4 b. | Discussion/Vote

Steve Bonnar suggests a more unified approach such as conducting conference calls with the providers every other week in order to get the changes solidified before July. BJ Stensland suggest pushing the due date to the next IHCC meeting in October, but Sheri stated that July is a better fit since it will have been one year since the last change and because July is the month with the most grant start dates.

Sheri suggested that the Board approve the current proposed changes with a provision that a temporary Ad Hoc committee of RRH providers will be formed to work toward revisions of the Standards, with intent of submitting those Standards changes for review and approval by the Board in June, with implementation July 1st, 2018.

Brady requested a motion to formally approve the updates and authorized the Ad Hoc Committee for the Written Standards.

Motion: Steve Bonnar
Second Motion: Nancy Tuttle
Vote: None Opposed
Motion approved

Section 5 | Resolution 18-04-3 HMIS Governance Agreement

Section 5 a. | Overview

Jennifer presented revisions to the HMIS Policy and Procedures manual to the Board.

Changes and updates to the HMIS Governance Agreement are in support of feed-back and input from HUD, the federal partners, Collaborative Applicant, IHCC Board, CoC Committees, Service Providers and the HMIS Lead. The DCR&E committee reviewed the changes to the Board. Changes to the HMIS Policy & Procedures were submitted to the Collaborative Applicant in April 2018 and approved for submission to the Board. The HMIS Governance Agreement has the following changes submitted for 2018.

For the Governance Agreement, wording was changed from Software vendor to Mediware Systems. The System Performance Measurements were also added to the HMIS Lead Responsibilities.

The most notable changes occurred with the HMIS Policy and Procedures manual which had not been updated since 2008. The 2004 HMIS Technical Standards, Service Provider Contracts, the Release of Information Authorization, and Privacy Notices were incorporated into the manual. CoC and HMIS Lead best practices were also added, and references were updated to include all the federal partners and voluntary organizations participating in HMIS.

Data Quality, Privacy, and Security were also updated in the Standards Plan. To help track data entry timelines, a Data Quality Report was added to the Monitoring Plan. It was also added that the DCR&E Committee has the option to continue reviewing the Data Completeness Report card quarterly to ensure that adherence is to 95% completeness.

Section 5b. | Discussion/Vote

Steve asked about CAPER and if it needs to be included in this manual. Jennifer indicated that it does not need to be included.

Brady pointed out that he feels there is a need to have a second person signing the HMIS contract and suggested that it be someone from the CoC so there is someone else approving this in addition to IHFA. He suggested that a CoC Vice Chair person could fulfill this need, but that we currently do not have a Vice Chair. He asked if there was anyone who wanted to nominate or volunteer for this position. The feedback was that the Board needed more time to consider this and that they vote on this at the next IHCC meeting in July. Brady suggested that the Board discuss this further at the Strategic Planning meeting.

Brady requested a motion to formally approve the HMIS Governance Agreement with the consideration of adding a Vice Chair person to the HMIS contract.

Motion: BJ Stensland

Second Motion: Suzanne Peck

Vote: None opposed

Motion approved

Section 6 | Resolution 18-04-4 Operating Guidelines

Section 6 a. | Overview

Shawn presented the proposed changes to the CoC Operating Guidelines. Several instances were updated to include both HMIS and CMIS systems in the Operating Guidelines language. Shawn also pointed out that the term “Coordinated Entry” has been removed and replaced with “Homeless Connect”. Another major change is the removal of the CoC Planning Committee to reflect its dissolution in the January IHCC meeting. Regional coalition duties were updated to reflect responsibilities in implementing By-Laws and any amendments to them and providing

them to IHFA. The compensation section was also updated to reflect changes in reimbursement policies.

Section 6 d. | Vote for Accepted Reports

Alacia brought up a question about the term “vice chair” vs. “co-chair”. She suggested that it be clarified and that it should be reconsidered adding the correct and consistent terms to the document. Steve asked if the guidelines reflect the new voting regulations for a majority vote. IT was verified that it does.

There were no other questions, comments, or alterations suggested. Brady requested a motion to formally approve the updates to the Operating Guidelines.

Motion: Alacia Handy

Second Motion: BJ Stensland

Vote: None opposed

Motion approved

Section 7 | Resolution 18-04-5 Quarterly Reports- Susan Thurm

Section 7 a. | Overview

Susan Thurm presented the Quarterly Reports on behalf of the DCR&E committee.

The first section highlights project counts and data quality. This sections shows that Emergency Shelters have a 20% error rate for the response for Disabling Conditions. This is a concern as one of the requirements for classification of Chronic Homelessness is a disabling condition. Without this data set being completed the CoC may be missing the true number of chronically homeless individuals and households. The project types still have error rates higher than the 5% target for Destination at Exit. Missing or incorrect destination data can affect the System Performance Measurements, APR’s, and other reports.

Susan also notes that the Emergency shelters are within the benchmark of between 41 and 59 days as set by the Strategic Planning Committee. For Permanent Housing, there are still a large number of indeterminate outcomes and only three projects met the benchmark of 82% positive outcomes set by the Strategic Planning Committee.

Section 7 b. | Discussion/ Vote

Questions were being asked if the data is accurate Susan responded that it is not complete, and in order to insure that the data being entered is correct and being entered in a timely manner the DCR&E Committee, with a lot of help from Jennifer and Lori, made changes to the report to show what data is not being entered correctly and needs fixed.

Jenn addressed that this data really shows the issues we are facing and it also displays how long it takes for homes to turn over. She emphasized the lack of resources we are facing and brought up the idea of Permanent Supportive Housing. This is an evidence-based housing intervention

that combines non-time-limited affordable housing assistance with wrap-around supportive services for people experiencing homelessness, as well as other people with disabilities.

No other questions, comments, or alterations were suggested. Brady called for a motion to approve these updates to the quarterly reports.

Motion: Jeff Conroy
Second Motion: Misty McEwen
Vote: None Opposed
Motion approved

Section 8 | Attendance Reports

Shawn Walters from IHFA presented the attendance reports. There were two reports- one broken down by region and the other by committee. Shawn also pointed out that the Governance Committee has vacancies in 5 of the 7 regions and asked each region to address this.

Sheri Cook suggested that secretaries hold positions in the Governance Committee to help take the weight off the other position and because they already possess meeting minutes and other various items that the Governance committee utilizes and oversees.

No motion required.

Section 9 | Resolution 18-04-6 Advisory Board Member

Brady introduced what advisory board members are and where the IHCC Operating Guidelines state that IHCC needs advisory board members.

Advisory members will represent populations that are not necessarily included in the voting member requirements of the IHCC. According to Article V, Section 2, these advisory members may include individuals who run projects or who are experiencing a substance use disorder, HIV/AIDS, veterans, chronically homeless, unaccompanied youth and more.

Brady requested that the Board approve Shana Zotikos as a new Advisory Board Member. Shana is currently the Executive Director of North Idaho Aids Coalition (NIAC). She has 29 years of experience working in the private and public sector in leading, planning, managing and reporting on a variety of programs and projects. She also has her B.S and A.S degree in business administration, M.S. in human resources, and is working toward her Ph.D at Gonzaga University. Brady indicated that Shana would be representing the HIV/AIDS organizations for the IHCC.

Section 9 a | Discussion/ Vote

Brady called for a motion to approve Shana Zotikos as the new Advisory Board Member

Motion: Rico Barrera

Second Motion: Jeff Conroy
Vote: None Opposed
Motion approved

Section 10 | Resolution 18-04-7 System Performance Measures

Section 10 a. | Overview

Jennifer Otto from IHFA presented the System Performance Measurements (SPM) Report for FY2017. This represents the Balance of State CoC's performance towards meeting the goals of HUD's SPMs. The SPMs use data about people's interactions with multiple projects across the homeless system to evaluate whether the system is making homelessness rare, brief, and non-recurring. This report calculates how long people are homeless in all the projects they have received services from in the system, whether they successfully exit the homeless system or whether they return to homelessness after being in permanent housing.

Section 10 b. | Discussion/Vote

Jenn noted that with this information, it shows what areas need to be improved and helps us understand what steps we need to take in order to better assist people experiencing homelessness.

Steve Bonnar brought up the issue of mental health and that he feels that there is a lack of stability and resources in the programs we administer.

BJ noted that this is a lot of information to take in at one meeting and suggested the information get passed along to meeting attendees beforehand.

Motion: Steve Bonnar
Second Motion: BJ Stensland
Vote: None Opposed
Motion approved

Section 11 | Committee Updates

Section 11 a. | Overview

An update from each committee was provided:

- Coordinated Entry-
 - Dana Wiemiller from IHFA reported that the Coordinated Entry System was successfully launched on January 22, 2018, one day prior to the HUD deadline. She indicated that she will be providing more detailed information about the system in the afternoon IHCC meeting session. Dana will go over Homeless Connect in more detail after lunch.
- Strategic Planning- Not present

- DCRE-
 - Susan Thurm talked about how the DCR&E committee’s current goal is to improve data quality, and to not just display data but provide meaningful information that can be used to improve our System Performance Measures.
- Point-In-Time (PIT)-
 - Jenn told the IHCC Board that the PIT Committee has their last meeting in May before taking the summer off and reconvening in August.
 - Regarding the PIT count methodology, the HUD definition of homeless is what the surveys are based on. The final scoring is also based on the methodology used. It was also discussed that the process of surveying could change for next year with potentially introducing new technology. The committee wants to look for new incentives to get people to take the survey such as grocery store gift cards and gas station gift cards, on top of the already existing fast food cards. Another factor that the committee wants to change is presenting the gift card to the individuals taking the survey once it has been completed in order to determine if they qualify for the incentive. The committee also talked with the Board about how surveying at the end of January tends to show more homelessness than the beginning of February since people often get paid on the 1st. Maureen Brewer from the Boise CoC suggested the use of FormStack for gathering the survey data. FormStack is a data management solution that helps users collect information through various types of online forms, including surveys. Jenn liked the idea but pointed out that IHFA would still have to hand enter the PIT data into HMIS for the Point-In-Time Count and was unsure about how this system would be used if the people conducting the surveys did not have internet access.
- Governance-
 - Shawn from IHFA addressed the attendance and vacancies in the Governance committee. Currently, the committee only consists of Shawn and Leslie from Bannock Youth Foundation. Shawn also noted that the management of the Governance committee will soon transition over the Kristina Larkin who is the new Homelessness Programs Coordinator at Idaho Housing and Finance Association.
 - The Governance committee also puts together a quarterly newsletter. This section will be discussed further in the following section.

Section 12 | Newsletter

Section 12 a. | Overview

Shawn Walters from IHFA presented the quarterly newsletter to the Board.

He pointed out changes in the format, went over each section, and touched on how the members of the Board could help us improve this newsletter. He suggested that having the secretaries of committees send us meeting minutes for us to extract important information from. He also requested that agencies let IHFA know of any events coming up so that they can be included in the newsletter. The timing for inclusion in the news letter would be the end of each quarter.

Section 12 b. | Discussion

Leslie suggested that we reach out to the regions a couple weeks before the newsletter is due in order to get information from the regions on time.

No motion required.

Section 13 | Website

Section 13 a. | Overview

Shawn from IHFA presented the Homelessness Programs tab on the Idaho Housing and Finance Association website,

Shawn went over updates which included:

- Committees
- Events
- Newsletter
- Resources
- Videos

No motion required.

Section 14 | Open Discussion

Brady left it open to the group to discuss any successes or notable items.

Steve Bonnar announced to the group that he has connected with Health and Welfare to get homelessness prevention to more rural areas.

Brady Ellis pointed out that Avenues for Hope raised over \$720K this year. He also wants to encourage everyone to reach out to more agencies so that they can participate and benefit from the next campaign.

Section 15 | Adjourn

Brady adjourned the meeting at 11:56 am.