

**Idaho Homelessness Coordinating Committee**  
**Minutes**

October 26th, 2018

10:45 am – 12:15 pm MST

IHFA First Floor Conference Room

565 W Myrtle St, Boise, ID 83702

**Voting members Present:**

Chairperson: Brady Ellis, *IHFA*  
Region 1: Jeff Conroy, *Saint Vincent de Paul (Remote)*  
Region 2: Steve Bonnar, *Sojourners' Alliance*  
Region 3: Nancy Tuttle, *Salvation Army Nampa*  
Region 4: Absent  
Region 5: BJ Stensland, *Aid for Friends*  
Region 6: Bill Campbell, *CLUB Inc.*  
Boise CoC: Absent  
ID Dept. of Labor: Rico Barrera  
ID Dept. of Health and Welfare: Alacia Handy  
ID Dept. of Education: Absent  
ID Dept. of Corrections: Lorenzo Washington  
ID Dept. of Commerce: Absent  
Veterans Affairs: Absent

**Non-voting members present:**

Brian Dale, *HUD*  
Lisa Steele, *Idaho Housing and Finance Association*  
Shawn Walters, *Idaho Housing and Finance Association*  
Jennifer Otto, *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*  
Alicia Clegg, *Idaho Housing and Finance Association*

**Section 1 | Call to Order / Prior Meeting Minutes**

Brady Ellis called the meeting to order. Attendance was taken. Eight voting members were present, and one present via conference call.

Brady requested the board to review meeting minutes from the July IHCC meeting for approval.

### **Section 1 a | Discussion/Vote**

Alacia Handy pointed out that in section 3b of the meeting minutes it says she is with Idaho Behavioral Health. She requested that be changed to Idaho Health and Welfare. The change has been noted and will be corrected.

Lorenzo Washington pointed out that in the last paragraph of section 4b, he is referred to as “Renzo” – to avoid confusion and to be consistent, he requested that it be changed to “Renz”. This request has been noted, and the change(s) will be made.

No further questions, comments, or adjustments were brought forward. A motion to formally approve the prior meeting minutes with the noted corrections was approved.

Motion: Nancy Tuttle  
Second Motion: Alacia Handy  
Vote: None opposed

Motion Approved

### **Section 2 | Attendance Report – Shawn Walters**

Shawn Walters presented the Committee and Regional attendance reports. He stated that attendance has been pretty good overall. Region 4 was a bit low, right at the 50% mark. Shawn pointed out that this attendance rate is as of 10/18, not the 6/18 as indicated. Future attendance records will also note the committee chairs.

No follow-up questions or comments were discussed.

### **Section 3 | PIT Count and Quarterly Reports Review- Jennifer Otto**

Jennifer Otto did an overview of both the PIT count methodology and the COC’s Quarterly Reports.

Jennifer began with the PIT count methodology. She reviewed explained that the PIT count is a national count of the number of people , who on the night of the count, are either living in places not meant for habitation, or are currently residing in emergency shelters or transitional housing projects.

### **Section 3 a | Discussion/Vote (PIT Count Methodology)**

BJ Stensland asked why the date of the PIT Count is being changed from the last Wednesday in January to Wednesday, January 23<sup>rd</sup>, 2019. Jennifer explained that this decision was made to help facilitate any follow-up the week after the count, and clarified that it will still be representative of end of January.

No further questions or comments were made, so a motion to formally approve the 2019 PIT count methodology was made and approved.

Motion: Lorenzo Washington  
Supporting Motion: BJ Stensland  
Vote: None opposed

Motion Approved

### **Section 3 b | Discussion (3<sup>rd</sup> Quarterly Reports)**

Jennifer then presented the quarterly reports. The first section of these reports pertains to data quality. Jennifer noted that while most of our agencies are reporting very well, the main problems are the entries for destination at exit. Jennifer stated that the DCR&E committee can report on these numbers but it is up to the IHCC Board to determine how we want to interpret the data and if any action or discussion needs to take place. She also noted that the high number of “No exit interview” was a concern.

Brady asked Jennifer why the Rapid Rehousing involuntary data has a much lower error rate than the rest of the data. Jennifer responded that the data makes it look like that many of the people who are exiting Permanent Supportive Housing tend to disappear which makes collecting that data difficult. She also noted that the VASH program has a lower error rate.

Jennifer discussed destination at exit, and elaborated that we collect it to see where people are going after they have received service. Rico asked why we collect this data. Jennifer clarified that it can determine whether their destination is positive or negative. Nancy Tuttle asked what the ‘Error Count’ for destination at exit is. Jennifer responded that if there is “no exit interview” entered, then it will create an ‘error’ result for destination at exit. HMIS requires that a client have an exit interview in order to be removed from services in the HMIS system.

Lisa Steele asked what input was needed from the board on this issue.. Jennifer said that this depends on how the board would like to see these reports and want the service providers to report on. Brady Ellis asked if there is a way to document the clients who have disappeared in a way that it doesn’t report as an error, such as including an option in ServicePoint that would say “client left town” etc... Jennifer said that while this is possible, if we reported different categories to HUD it would still reflect as an error because it is not a valid ‘destination at exit’ that HUD reports on. She explained that these are categorized by HUD as an error because HUD expects these situations to be rare and not a common issue when working with clients.

Nancy asked if these errors could also be due to lack in knowledge of how correctly enter data into ServicePoint. Jennifer agreed that lack of training could be contributing. Nancy also asked if the HMIS team has noticed if the error rates this quarter are significantly different from previous reports. Jennifer responded that it hasn’t been the data that has changed, but more of how HUD looks at the data. Rico commented that it is surprising that HUD doesn’t allow for more flexibility when reporting this data. Lorenzo Washington asked if there is another method that could be used to capture this data that we are trying to report. Jennifer said that we cannot adjust

the way HUD collects data, because that is something they decide. What we can choose as a CoC, is what data we want to collect and how we, as a CoC, interpret this data.

Bill Campbell suggested that IHFA communicate to the service providers that we are seeing these issues, and work with them to collect the data as accurately as possible. He also suggested that service providers strengthen the line of communication between themselves and the client in order to keep the data more accurate. Brian Dale from HUD asked if the HUD SNAP team has given any guidance on this data. Brady said the only guidance is that we have to collect this.

Jennifer then presented the Length of Stay report, previously called the Length of Time report. She elaborated on the counts under each program type and the average Length of Stay for each. Bill asked if the Length of Stay in Permanent Supportive Housing can show projects that are in group housing such as a VASH participant that lives in an apartment. Jennifer said that it is not broken out in these reports, but we can ask our providers to indicate those when entering in data. Brady asked Shawn if the Strategic Planning committee is looking at or working benchmarks for this data. Shawn confirmed that this does need to be looked at by the committee.

Jennifer reiterated that she wants to pull reports that are beneficial and meaningful to the IHCC, and asked that if they have recommendations or suggestions to let her know.

Jennifer then presented the Destination Outcome reports. Nancy noted that the reports listed Salvation Army of Lewiston twice, and that one of those should be listed as Salvation Army of Nampa.

Alacia Handy commented that it would be helpful to have a list of acronyms to help other individuals who are not providers understand these reports better. It includes a handful of terms that are not universally understood by the board. Being able to interpret this would help them provide better input and suggestions. Everyone agreed that this would be very useful.

Brady suggested that the board no longer votes on the quarterly reports, because it doesn't actually have to be approved since the data is already there. He noted that this information is still important and will be presented to the board. The board agreed that removing this as a voting item makes sense.

#### **Section 4 | Quarterly Newsletter – Kristina Larkin**

Kristina presented the quarterly newsletter. She asked the board for any ideas, changes, or additions to the newsletter. She also requested items be received earlier .to allow time for regional updates, and any other news to be received.

#### **Section 5 | Establish 2019 IHCC Meeting Dates – Lisa Steele**

Lisa spoke to establishing the IHCC board meeting dates for the following year. She explained that they are typically the first month after the end of a quarter because this gives time to prepare reports for end of quarter data. She explained that agencies are requested to get HMIS their data no later than the 5<sup>th</sup> working day of the month, and that it takes approximately 1 ½ weeks to

prepare the reports, which is why meeting in the 3<sup>rd</sup> week of the month following quarter end is preferable.

### **Section 5 a | Discussion**

Brady, asked if it was possible to provide the reports to the IHCC board for review prior to the IHCC board meeting.. Jennifer reiterated that with agency data coming by the 5<sup>th</sup> working day of the month, and the additional time it takes to collate all that data and produce reports, that it's unlikely they would be ready any sooner than the 3<sup>rd</sup> week of the month. She suggested that if the meetings were moved to the 4<sup>th</sup> week of the month, then the information could be sent to IHCC board members early.

Brian Dale noted that in January meeting, the 3<sup>rd</sup> week of the month coincides with the PIT Count. It was decided that , the January meeting would be held on Thursday, January 31<sup>st</sup>, 2019, and that it is a conference call.

It was decided that The final dates for the remaining meetings would be: January 31<sup>st</sup>- via conference call

- April 25<sup>th</sup> and 26<sup>th</sup>
- July 25<sup>th</sup> – via conference call
- October 24<sup>th</sup> & 25<sup>th</sup>

As suggestion was made to consider locations other than Boise for those remaining meeting. . Some concern was expressed regarding the possible difficulty that might impose on State Department representatives who are members of the IHCC board/

Lisa pointed out that the next on-site meeting is in April, so this gives everyone time to think more on this for 2019, with perhaps a different site chosen for the October meeting. This can be discussed further at future meetings.

### **Section 6 | Operating Guidelines – Lisa Steele**

Lisa brought up that per the current approved committee structure document, it is a requirement that a representative from the Boise City/Ada County CoC be present on every committee and that this is not currently happening.

Brady talked about the limited resources of the Boise City/Ada County CoC, and that it's not realistic to ask them to send a representative to all of the IHCC committee meetings.

Lisa suggested that perhaps having a representative could be optional. She will prepare some verbiage to address this issue and present it at the next board meeting to be voted upon.

### **Section 7 | Committee Updates**

Lisa Steele and Brady Ellis asked for brief updates on committees.

### **7 a | Coordinated Entry – DanaWeimiller**

The end of January will be the one-year anniversary of the launch of Homeless Connect. The committee approved a plan to help evaluate this past year. In addition to system data, a client survey is being distributed asking for feedback about the process and their experience. A service provider and key stakeholder survey is going out on October 29<sup>th</sup> via Survey Monkey and is open for two weeks. Information from these surveys will be presented at the next committee meeting the end of November. Feedback from the surveys will help the committee evaluate if any changes and/or refine the process are needed as we go into the second year. This should also help the committee evaluate how, and by what standards, we want to evaluate this system and metrics going forward.

#### **7 b | Strategic Planning – Shawn Walters**

The committee is continuing its focus on performance measures and where to set benchmarks. The last benchmarks were set in January of 2018, and the committee has not made changes to these. The committee will review the comments made during this meeting regarding the quarterly reports to evaluate new benchmarks going forward. Shawn also pointed out that they are looking for someone to chair the Strategic Planning committee.

#### **7 c | DCR&E – Lori Stewart**

Lori was absent from the meeting and therefore no update was made on this committee. Jennifer noted that the quarterly reports are the main focus for this committee.

#### **7 d | PIT – Jennifer Otto**

Jennifer noted that this year they are doing some changes to the surveys. They are working on getting online forms for the shelters that don't participate in HMIS. This would be in lieu of paper forms. The committee is also looking into using ArcGIS. This will help locations that are in more rural areas.

#### **7 e | Governance – Kristina Larkin**

Kristina reported that Leslie Foltz was voted as the new chair of the Governance committee; Tammie Romine is the new secretary; and Cindy Wood joined from Region 1. Kristina mentioned that there are still vacancies in Regions 2 and 4. Steve Bonnar volunteered to represent Region 2.

Nancy Tuttle mentioned that they have a vacancy in DCR&E since Vera recently left her role at Salvation Army Nampa in Region 3, and they will be working on filling that position. She also reported that the new coordinated entry person is Melanie Niece, and Nancy will get Kristina her contact information.

#### **Section 8 | Meeting Adjournment – Brady Ellis**

Brady spoke to the fact that we will synthesize and present results of Friday's meeting, plus the time spent doing strategic planning, and try to get an idea of what to do going forward with the information gathered. We will look to how we can put that into action, and how we can then disseminate this to our regional coalitions and committees. The hope is that this information can be sent out before the next meeting in January, and we can continue discussing at that time. Brady was appreciative of the great participation at the meeting. He also asked to share with us any ideas on meeting format. Brady adjourned the meeting at 12:22 pm.