Chittenden County Homeless Alliance
Steering Committee Meeting
Thursday, August 2, 2018
9:00 AM – 11:00 AM
Champlain Housing Trust, 88 King Street, Burlington, VT – 2nd floor conference room

MEETING MINUTES

CCHA Steering Committee Members in Attendance: Champlain Housing Trust (Margaret Bozik: committee co-chair), Champlain Valley Office of Economic Opportunity (Travis Poulin: committee co-chair, Jan Demers, Meg MacAuslan), VT Agency of Human Services - Burlington Field District Director (Jane Helmstetter: committee facilitator), Community & Economic Development Office - City of Burlington (Marcy Esbjerg: collaborative applicant), Burlington Police Department (Lacey-Ann Smith: committee secretary), Committee on Temporary Shelter (Nicole Kubon), Homeless Community (Stephen Marshall), Pathways Vermont (Lindsay Casale), UVM Medical Center (Stefani Hartsfield), Vermont 2-1-1 United Ways of Vermont (James Richmond), Vermont Center for Independent Living (Kim Colville), Burlington Housing Authority (Allyson Laackman, Stephanie Bixby, Sarah Russell [via phone]), Howard Center (Elaine Soto), Spectrum Youth & Family Services (Will Towne), Steps to End Domestic Violence (Dylan Foote), United Way of Northwest Vermont (Diana Carminati).
(CCHA Steering Committee Members Absent: ANEW Place, Safe Harbor Health Center - Community Health Centers of Burlington, U.S. Department of Veterans Affairs, Vermont State Housing Authority.)

Other Attendees: Chittenden County Homeless Alliance (Paddy Shea: meeting note taker, Chris Brzovic), Institute for Community Alliances (Meghan Morrow Raftery, Caitlin Ettenborough), VT AHS DCF Office of Economic Opportunity (Sarah Phillips, Emily Higgins), VT AHS DCF Economic Services Division (Geoffrey Pippenger), Cathedral Square (Laura Wilson), Supportive Services for Veteran Families at UVM (Steve Lunna).

Key Points:
- **HMIS Governance Charter: Motion passed/Policy adopted.**
- **HMIS Policies and Procedures: Motion passed/Policy adopted.**
- **HUD CoC Funding Applications: Motion passed/voted to approve HUD CoC funding applications and ranking.**
- **Built for Zero coalition: Motion passed, as amended during the meeting.**
- ~~**Anything else?:**~~

1. Introductions and Announcements

No announcements were made today.

2.) Presentations: U.S. Department of Housing & Urban Development (HUD) Continuum of Care (CoC) Funded Programs:

a. Coordinated Entry (Chris Brzovic, Chittenden County Homeless Alliance & Champlain Valley Office of Economic Opportunity)

See Appendix A: Coordinated Entry Program Overview

Chris: Our data is very limited at this time, but soon we will have a lot more data.
Look at the handout I sent around. The first page shows the Key Responsibilities for the CE Administrator, and Key Accomplishments from 2017-2018, and Next Steps. We've done an amazing amount of work over the past year.

Chris reads off many of the items on the overview.

Chris: Two of the main goals of Coordinated Entry are to streamline consumer access, and get robust near-real-time data.
The second page shows the data points we currently have, Community Housing Review Committee outcomes, and Permanent Supportive Housing outcomes.
We've gotten everyone onto the Master List (with full Coordinated Entry assessments). 380 total clients on HMIS Master List (some are not literally homeless, but all have been assessed), plus 32 on Non-HMIS/DV List, plus 16 people actively homeless yet not assessed (they have not consented to be assessed for whatever reason). Total single adults = 230. Total families = 36.

Kim: We have to be careful about telling people their place on the list, because if you were told you were #2 on the list, and then three weeks later you are #6 on the list, that would be frustrating.

Allyson: Yeah, I would not tell them their number on the list. Under-promise, over-deliver.

Nicole: We explain to people the way it works.

Travis: We do as well, and we don't tell them the specific number they are on the list.

Chris: We've done an amazing job in this Continuum getting this up and running. The Assessment Hubs (CVOEO and COTS) are leading in numbers of assessments, but across the board we are seeing many assessments coming in.

b. Homeless Management Information System (Meghan Morrow Raftery, Institute for Community Alliances)

Meghan: Agenda item 2b and agenda item 3 are going to be rolled into one presentation.

3.) Vermont Statewide HMIS Governance Charter and Policies and Procedures (Meghan Morrow Raftery, Institute for Community Alliances)
We need to approve current versions of these documents for our application for HUD Continuum of Care funding.

See ~~the following Appendices:~~
~~Appendix ???: Proposal to restructure the HMIS Advisory Board~~ *~~(not sure if this will be talked about)~~*
~~Appendix ???: 2018 to 2019 Both CoCs' Governance Charter~~
~~Appendix ???: Watermarked VT HMIS Policies and Procedures – DRAFT 2018~~

~~Meghan is giving a powerpoint presentation.~~ *~~(Appendix???—If she sends a copy of it to me as requested—maybe this is really the "proposal" referenced above.)~~***attached charter.**

Meghan: HMIS means Homeless Management Information System.
In 2016, we had 12 user licenses, and now in 2018 we have 30. That's great because we have more data coming in.
We have Advanced Reporting Tool (ART) Licences: in 2016, there were 3, and in 2018, there are 5.
There is an extra cost to having and ART License.
PIT Count: In 2016 only 3 projects entered their PIT data using HMIS, and in 2018 10 projects did. (Projects = emergency shelters, RRH, and TH.)
HIC (Housing Inventory Count): In 2016, only 14 projects reported using HMIS, and in 2018 26 projects did.
Using HMIS makes creating these reports quicker and more accurate.
Agencies using HMIS: In 2016: 9, In 2018: 12.
Annual Homeless Assessment Report (AHAR): In 2015 ICA was just getting started here. In 2016, 3 out of 6 categories were usable, and in 2017 all 6 categories were usable (ES family, ES individual, TH family, TH individual, PSH family, PSH individual).

Marcy: These numbers do impact our score with HUD.

Meghan: They will be changing this again, and there will be 700 tables of data. You won't have to look at all that.
Data quality in 2015 was 77%, and in July 2018 was 93% (goal is 95%).
We're proposing a restructure of the advisory board. (See Slide 8 of Meghan's PowerPoint.)
We want to replace the Advisory Board with 2 groups:
- The Vermont HMIS Governing Board (might change name b/c they don't have governance authority)
- The Vermont HMIS User Group

Jane: Who here is involved with this?

Meghan, Sarah Phillips' office, Chris B. in the past.

Meghan: It has been hard to get people to serve on it, and we're trying to be mindful of people's time.

Stephen: What does ICA need from them?

Meghan: At least 2 of the advisory board members now have agreed to do another meeting to go over a new structure, and George from OEO has some great ideas and want to talk about them.

Stephen: What is the need on the part of ICA that makes you need an advisory board?

Meghan: It's not our need, it's the CoC.

Sarah Phillips: The CoCs have a governance responsibility over how the HMIS is implemented. The CoCs have to hold ICA accountable for data quality, etc. It would be impossible to do all that at these Advisory Board meetings, so the CoCs have to make recommendations to the board.

Stephen: That makes sense. So, since the CoCs jointly have responsibility for managing HMIS/ICA. The idea of separating governance from the user group makes a lot of sense.

Caitlin: Our existing HMIS advisory board worked diligently to revise our policies and procedure manual. The documents were sent out. The majority of revisions were very minor grammar and syntax changes. Two changes of susbstance were how to handle an HMIS user who is suspected of using it inappropriately (e.g. notifying supervisor and the CoC). The second significant change is how ICA would respond to a request from a legal entity for information. It would go to the ICA lawyers and their review team. We won't release information without that.
Some of the verbiage we chose was not as clear as it could have been. I would like to request that we could vote on the changes as they are now, and make a few wording changes afterwards.

Nicole: I have a question connected to the law enforcement release of information. On page 19, it said that you would also need a release from the CoC agency. So, does the CoC need a policy related to this as well?

Jane: We would have to figure out that process. Did the Balance of State talk about that?

Sarah Phillips: It was approved. It wasn't talked about much. But it's a great question.

Margaret: Absent a subpoena or client consent, why would we ever release information?

Caitlin: We wouldn't.

Stephen Marshall: On page 15, I think it was, there was a mention of privacy. What happens when there is a difference in privacy policies between two agencies?

Caitlin: ICA has some basic privacy standards that we expect HMIS users to adhere to. We can't speak to other aspects of agencies' privacy policies.

Stephen Marshall: On page 21, it talks about how a request for a person's personal information might not be given to them if there is anticipation of litigation.

Margaret: That is standard legal wording.

Stefani: This would be a great conversation to have at a later date because talking about these privacy policy differences is important.

Meghan: The charter that was sent out—there weren't many changes to it. The charter is an agreement between ICA, CCHA, and BoS.

VOTE: To approve the VT BoS Coc & Chittenden CoC HMIS Governance Charter.

Motions: Margaret
Seconds: Marcy
Yes: 15
No: 0
Abstains: 1 (VCIL)
MOTION __.

VOTE: To approve the Vermont Statewide HMIS Policies and Procedures. (Was rolled together as one vote)

Motions:
Seconds:
Yes:
No:
Abstains:
MOTION __.

4. Ranking and Recommendations, Applications for HUD CoC Funding (Marcy Esbjerg, Community & Economic Development Office, City of Burlington)

Appendix ???: See handout from Marcy.

- Marcy Esbjerg (Community & Economic Development Office): It's the responsibility of the Review and Ranking Committee to score them and rank them and bring them to the Steering Committee for consideration.
Around the end of June we released a request for proposals that went out through the CoC listserve, facebook, Seven Days, the radio, TV. I checked as many boxes as possible.
For responses, we got back our renewals, and one new DV project, and one new CE project.
Coordinated Entry and HMIS just need to submit a request to apply again (not a whole new big application). They always go into Tier 1 (they aren't ranked at all).
Also, if you're a new project or you haven't finished a year yet, we hold those harmless, so they just get put in the middle of the pack.
So, project with a year or more of data, we look at their data, and review and rank them.
We have a number of new projects. 2 projects with Pathways, a new project with Spectrum. So, when this goes again next year, they would have a second year of holding harmless, which I think is kind of pushing the envelope, so we would ask them to start inputting data so we can look at at least 9 months' worth of data.

The Application Ranking Committee consisted of Marcy Esbjerg (Community & Economic Development Office)*, Diana Carminati (United Way of Northwest Vermont), Kim Colville (Vermont Center for Independent Living), Lacey Smith (Burlington Police Department), Laura Wilson (Cathedral Square), Jane Helmstetter (VT Agency of Human Services), Jason Brill (U.S. Department of Veterans Affairs), and Kevin Pounds (ANEW Place).*

Marcy: One of the reasons we had the presentations this year was so that you could all hear about the information we see. It helps to hear the reasoning behind the numbers.

ECHO was a project that ended up taking a lot of our reallocation dollars. They are just getting ready to complete a full year in September. BHA talked about the difficulties they were having in spending all the money. So, they asked for a significant reduction (from over $200K to under $100K). Because they asked for a reduction, we scored and ranked them even though their first year wasn't up yet.

We did not reduce their amount as much as they asked because rental assistance is so important. The committee suggests keeping the money with ECHO, or finding another venue to do the rental assistance money.

CVOEO CE and Steps DV CE – we felt the budgets for those 2 positions should be comparable ($50,000). HUD will be looking at the DV projects differenty/separately.

Does anyone else on the committee have anything to add?

Diana: It was so helpful to have the presentations from the programs to set the stage for doing this ranking. There's no doubt that Coordinated Entry has done an enormous amount of work over the last year, and we felt like it was a giant step on our part to have to figure out how to invest another $100,000 in whatever way made sense.

Stephen Marshall: Does HUD handling the DV part differently impact our decision-making?

Marcy: It doesn't, except that you wouldn't want to put the DV bonus one as ranked first or at the top, because it will be considered separately anyway.

Margaret: We (me, Stephanie, and Erin) are meeting next week about PSH to try to figure out how to solve this mismatch between housing subsidy and services.

Marcy: That $68,000 that's still available, we could put in for that to be used for services, and they could serve all the people with regular vouchers.

Sarah Phillips: As long as those vouchers are acting as S+C vouchers.

Marcy: Right, as long as they are literally homeless. Like with Beacon Apartments.

Allyson Laackman: We are asking for less because we've been trying for a year to find the service dollars to be able to use this money. I don't know where that's going to come from. We'll do what you want though.

Stephanie: Close to $200,000 of rental assistance will be recaptured across our portfolio, and we will prioritize using our older more historical grants first, and that will continue to be the case, so I worry that we will be sending back ECHO money again next year.

Sarah Phillips: Is there any addition of service dollars when people are applying for renewals? I think you can do an application that was for services only as long as they were matched with S+C vouchers.

Marcy: I talked about it with some of our applicants, but I am not sure if they are in a position to do that. We'd need to know by our September CCHA Steering Committee meeting.

Margaret: CVOEO had been looking for $80,000 for CE, and if they only get the 50K, might there be a United Way grant for the remaining $30K?

Diana: Possibly.

Stephen Marshall: I don't understand about lowering the amount to $50K for each of the 2 CE things.

Diana: We were looking at recognizing that there was a lot of work done this year, and there was. We were looking at a request for 2 new full-time positions. From the committee's viewpoint, that was a lot of capacity to bring in. We thought it made sense to make $100,000 available and have those 2 agencies work together to coordinate to see what could work.

Jan Demers: Before when this came up and there was a DV bonus, I let Kelly know that we would support them in going for it, and this is what they said would be best for them. I think Steps might be able to have a full-time person at $50,000, but there's no way in the world CVOEO can. CVOEO is the holder of the position, but it's for the entire continuum. The way we talked about the position itself was for more to go to ESD, to start at the beginning and to be able to get everyone who came into that spot to get them quickly into CE. The bottleneck is for people who are first going to ESD. We thought it was compelling to hire a person to be focused on that.

Sarah Phillips: So, these people would be working with clients to do direct assessments. I wasn't seeing them as replicating what Chris does.

Jan Demers: You're absolutely right, Sarah. It's not about hiring someone to do work similar to Chris.

Dylan: That's right. It would help us increase our direct service provision. There are a lot of challenges to maintaining our list, and it's siloed from the general Master List.

Margaret: Marcy, given that our overall PIT Count numbers went up, crystal ball this, if you can, what do you think our chances are of getting a bonus project and Tier 2.

Marcy: For Tier 2, so far we haven't lost any money. And, it's also a well-funded year. The issue with Tier 2 has always been not having enough money to go around, and that's not an issue this year, so I'm not worried about Tier 2. The PIT Count went up, but hopefully the other things we have done will balance that out.
If we look at CE as a project of CCHA—the Alliance—but housed in different places, that is the concern. Every agency has different needs and overheard, but in the long term, that project belongs to this body, and we didn't want to fund 2 staff at different agencies doing the same thing at different levels because that seemed like an inequity.

Jane: That's right. That's where the issue came up.

Jan Demers: We made a decision within CVOEO that we are going to livable wages. That may limit our capacity, but we believe in it.

Marcy: We'll have to advertise these rankings/that this is our slate, and anyone can appeal, and they could come before us in September. I am looking for a motion to approve this ranking today, and only people who are not getting any money can vote on this.

VOTE: To approve HUD CoC funding applications and ranking.

Motions: Lacey Smith
Seconds: James Richmond
Yes: 7
No: 0
Abstains: 9 (Steps, CVOEO, Howard, Pathways, Spectrum, Stephen Marshall, BHA, CHT, UVM MC.)
MOTION PASSES.

5. Built for Zero (Chris Brzovic, Chittenden County Homeless Alliance & Champlain Valley Office of Economic Opportunity, and Sarah Russell, Burlington Housing Authority)

~~See Appendix ???: Community Solutions Built for Zero conference outline~~ *~~(he handed this out at the July meeting—not sure if he will again)~~*

- Chris Brzovic (Chittenden County Homeless Alliance & CVOEO): We're proposing for the CoC to join the Community Solutions Built for Zero Collaborative.
Community Solutions did the Action Lab with them over the course of 2 days. We filled out a scorecard to assess where our Master List was at, and made a plan for how to improve it. There were about 13 different qualitative measures. CS had put that scorecard together with HUD and others.
We did the workplan and we now have a quality Master List with all the protocols and procedures in place.
The Action Lab was a great success.
What the Built for Zero Collaborative does, is be like an ongoing process like the Action Lab we did.
What we're now looking at is how to use the data we are getting to actually move people into housing and drive reductions in homelessness to achieve functional zero homelessness.
Built for Zero would link us up with 70 other communities. We would delegate a small group of 4-5 people in an "action team" to be delegates at the quarterly Community Solutions sessions. They have 3-month cycles of creating and implementing plans.
So, the action team would set goals and list next steps.
CS helps us with one-on-one coaching, it's a huge networking opportunity to learn best practices from other communities.
When Sarah Russell and I went to the conference in Detroit, we were shadowing Madison, WI.
And other communities can also learn from what we are doing well.
When Aras and Meg came to the Action Lab, they continued to check in with us every 2 weeks as we worked through our list of goals.
The financial commitment is $10,000 annually, and that includes all the conference fees and everything (except travel). However, CS is very excited about Burlington joining, and they don't want financial barriers to exclude us from participation, so they might be able to do some scholarships/travel stipends if that were a barrier to participation.

Sarah Russell (via phone): I wanted to stress the idea of doing these rapid action cycles. Seeing other communities talk about that was really valuable. CS seems really excited to work with Burlington, and I think it's because we have the pieces we need to end homelessness in our community, it's just a matter of organizing them and putting them together. In terms of data, we need to figure out how to use the data we have about the people we are serving to figure out what kind of new housing or services we

need. In addition to ending homelessness, CS seems to be emphasizing racial equality and equity in housing, which could be very valuable for our community as well. Having the ability to learn about equity in housing would be very valuable in our community.

Last, Chris was talking about the action team. The coaching would be with one team leader (probably Chris) and also with that smaller leadership group, but then there would be coaching calls with anyone who wanted to come.

Sarah Phillips: Who's the Action Team?

Chris: We don't know yet. The Steering Committee would decide.

Nicole: I'm wondering how this would effect the amount we have to do, especially with families and youth. Also, how that effects the work we still have to do around RRH and housing review tables. My only concern is that if we do a lot with Built for Zero, those things might be second tier.

Allyson: This is not an initiative, it's access to data, expertise, etc. It would only help with those other initiatives you listed. This will complement those other goals.

Nicole: So, does Built for Zero have the ability to support us in doing youth an families?

Allyson: Yes. We chose to focus on individuals for the Action Lab, but they can work with all population groups.

Chris: Yes, they have worked with 3 communities who have actually ended chronic homelessness. We'd set our own goals, and they would help us implement it.

Margaret: I think we only participate in this to the extent that we can define what we want to work on, and we've already said that a Master List for families and youth is the next thing we want to work on.

Diana: Being part of communities is very helpful. We are part of a collective impact group that only charges $2,500, so the pricing is very different. And, so this is $10,000, and then adding the travel costs for 4-5 people. So, we might be able to host it in the short term, but maybe not the long term. So, we would need to know what subsidy was available, or how the Alliance would be supporting it.

Sarah Phillips: Is this being voted on? And for what length of time? And would the money come from the Planning Grant?

Jane: Yes, for one year.

Margaret: We have $10K in our budget for data work, and there's $5K from the planning grant, and so we have essentially $15K from which to draw.

Kim: Would that money be spent elsewhere if not?

Margaret: We'd have to figure out what else we could spend it on if not.

Diana: Like we had wondered if we would spend it on precariously housed, but we wouldn't be able to.

Marcy: In the past, we've used the planning grant to support in part my work and Paddy's work and HMIS licenses. We have $5k to use by November, and then another $5k next year. So, if we paid it in installments, 2 years' of it could be used to pay for this.

Diana: As far as the data money, we had $10K earmarked for data over 3 years.

Stefani: Don't use all the money because Built for Zero may be flexible. Maybe we could offer to them to pay $5,000 the first year, and then set aside $5,000 for travel for the folks who attend the conferences. Cause we can't use HUD money for travel.

Sarah Russell: We were very successful at rapidly fund-raising to support the action lab. I am not sure if the hospital or community investment committee might be able to help again.

Sarah Phillips: I think the travel costs would be at least $10,000, as long as you don't send 4 people every time. Maybe you could fundraise for part of it. I think it's a worthwhile endeavor, and the question is whether the CoC wants to pay to get the technical assistance from this source.

Chris: The Action Lab really enhanced our coordinated entry, and this would enhance whatever else we work on.

Margaret: Around the issue of data and the precariously housed, I have yet to hear from anyone locally about how we could get that data. This might be an opportunity to brainstorm about how we could do that.

Stephen Marshall: I am troubled by the financial aspect of it, but I think if we have the money we can afford to spend it on this. Do we have comfortable that we have enough money to fully participate in this project.

Nicole: I do think we need to figure out where the money will come from for a team to participate in the quarterly meetings.

Allyson: I raised the money for the Action Lab and for Sarah to go to the Conference. BHA would pay for Sarah to continue to go to the conferences, and CVOEO would pay for Chris to go. I'm hoping others could also pay on their own, or we could fundraise for others to go.

Kim: So, I'm wondering if we could just send those two.

Allyson: We could, but we don't have to decide that right now.

Jane: I would hope at least 2 more could go.

Diana: I think that needs to be part of the ask.

Allyson: I don't think we're committing to the Continuum to pay for anyone's travel.

Jane: I agree. And I wonder how we make the decision about who goes. I think we should open it up to the whole Alliance.

Allyson: The Coordinated Entry Committee should decide.

Sarah Phillips: I agree. And I agree with Diana. I think we should say the Continuum with provide up to $X for travel.

Margaret: Let's say that we would commit up to $400 per agency per conference for travel, if an agency cannot pay for it themselves.

VOTE: To join the Built for Zero coalition for one year, and that CCHA would pay up to $6,400 per year for travel costs for members of the CCHA Action Team to attend the quarterly Built for Zero conferences (up to $400 per agency per quarter, based on agency need).

Motions: Stephen Marshall
Seconds: Marcy Esbjerg
Yes: 14
No: 0
Abstains: 0
MOTION PASSES.

7. Schedule and Agenda for September CCHA Steering Committee Meeting

For the September meeting, here are things for the agenda:

Voting on projects, Submitting applications

Set the agenda for our September CCHA Quarterly Community meeting (which is our business meeting.

We have one vacancy on the Steering Committee. Cathedral Square has applied. If you know others who are interested, please let me know.

Coordinated Entry Grievance Policy (this was warned as a vote for July, but not August, so we still have to talk about it)

*** Next **CCHA Steering Committee Meeting**: Thursday, September 6, 2018, 9:00 AM – 11:00 AM, Champlain Housing Trust, 88 King Street, Burlington, VT – 2nd floor conference room.