

Chittenden County Homeless Alliance (CCHA) Steering Committee Meeting

January 2, 2020, 9:00 - 11:00, Champlain Housing Trust

- Kim Colville, **VCIL**
- Emily Higgins, **DCF/ OEO**
- Erin Armstrong, **UVMHC**
- Meghan Morrow Raftery, **ICA**
- Louise Masterson, **ICA**
- Todd Rawlings, **CEDO**
- Bill Schrecker, **VHFA**
- Sarah Russell, **CIS/ CVOEO**
- Amy Carmolla, **UWNWVT**
- Margaret Bozik, **CHT**
- Olivia Graffeo-Cohen, **Vermont Legal Aid**
- Kevin Pounds, **Anew Place**
- Terri Kingeter, **Volunteer**
- Stephen Marshall, **Lived Experience**
- Laura Wilson, **Cathedral Square**
- Cybelle Joy, **UVM-MC, Case Management Dept.**
- Laura Zeliger, **BHA**
- Lacey Smith, **BPD**
- Jane Helmstetter, **AHS FS**
- Patrick Sheehan, **COTS**
- Erica Da Costa, **CCHA**

PRELIMINARIES

- Kevin Pounds/ Anew Place: We're going to shift 3 beds for use by women at 89 North Street to be more equitable.
- Amy Carmolla/ United Way: It's tax season and every year we partner with CVOEO to provide free tax prep. We're in need of volunteer tax preparation assistance.
 - Travis Poulin/ CVOEO: It's a very supportive process. There are always 2 sets of eyes on every return, there's a coordinator on site. We only do basic taxes (no complex tax prep). And there's plenty of training. Last year we did over 1600 tax returns between United Way and Chittenden Community Action.
- Meghan Morrow Raftery/ ICA: PIT Survey Training
 - **HMIS PIT Reporting:**
 - Date:** January 13, 2020
 - Time:** 10:00am-12:00pm
 - Description:** This training will go over the how to run and read the PIT report.
 - Registration Link:** <https://attendee.gotowebinar.com/register/6008973286473244684>

HMIS PIT Reporting:

Date: January 23, 2020

Time: 11:00am-1:00pm

Description: This training will go over the how to run and read the PIT report.

Registration Link: <https://attendee.gotowebinar.com/register/5696041282089182220>

NON HMIS PIT SURVEY TRAINING:

Anyone who will be conducting the PIT with folks who are unsheltered or who do not enter data into the VT HMIS database should take this training.

Non HMIS PIT Survey:

Date: January 10, 2020

Time: 10:00am-12:00pm

Description: This training will go over how to use the Non HMIS PIT Survey - Paper Form and Google Form.

Registration Link: <https://attendee.gotowebinar.com/register/5345720384610393100>

- Erin Armstrong, Manager of Community Benefits at UVM MC : We've wrapped up our implementation strategy for community health needs assessment. And we will be prioritizing mental health.
- Stephen Marshall: I will be giving testimony at the statehouse during the Homeless Awareness Day. And I will be advocating for a homeless bill of rights which includes safe places to park and camp.

Subcommittee Leadership Report led by Travis Poulin and Sarah Russell

EXECUTIVE COMMITTEE

- We discussed identifying a lead for each of the subcommittees. This will make it easier to communicate with each subcommittee.
 - Let's also have on the agenda at each Steering meeting a quick report for each subcommittee. And if you have nothing to report, that's fine.
- Let's compile everyone's **Grievance Policies (Consumer Complaint)**. We don't intend to review them or give feedback. We just want to know they exist. We also hope they are posted on each agencies website. Please send your Grievance Policy to Erica.
 - Stephen Marshall: I've had complaints from people about agencies not being responsive. Let's just make sure the policy at each agency is being implemented effectively.
 - This is a moment for self-reflection.
 - Jane Helmstetter/ AHS: When I get complaints at AHS, I need to know there's a process in place at least.
 - Emily Higgins / OEO: As a funder, for agencies that do receive funding, part of our job is to review policy and procedure
 - We do have a grievance procedure for Coordinated Entry.

COORDINATED ENTRY COMMITTEE REPORT (delivered by Sarah Russell in Chris’s absence)

- The numbers displayed for October are wrong. They need to be corrected by Community Solutions.

Current Master List numbers:

- 303 total homeless households
- 33 families (including DV) - this is down from last month
- 92 chronic individuals
 - 6 chronic individuals in process for Garden St. apartments
- 5 individuals will age into chronic in next month if not housed/exited
 - 2 of the 5 are high vulnerability (12+) – most likely need intensive supports

Phases

Phase one: 101 households

Phase two: 63 households

Phase three: 62 households

- 13 in process
- 19 chronic
 - 7 in process
 - 5 mainstream (of those not in process)
 - The rest need PSH (7 phase 3 chronic need PSH)

Chronic and PSH

At least 29 individuals total determined to need PSH or equivalent.

64 chronic individuals have a vulnerability score of 8 or higher (likely need PSH or equivalent services)

Chronic vulnerability breakdown

Vulnerability Score	Number of chronic households
13+	14
10 – 12	23
8 – 9	27
5 – 7	28
4 or under	5

- Of the 7 in process, do we know if they need subsidy or services or both?
 - They need both.
- Months where a larger outflow appears on the [Performance Management Tracker](#), often this represents people moving into a newly opened building.
- There are currently 5 households who will age *into* chronic status.
- Margaret Bozik/ CHT: Let’s present this data during the Homeless Awareness Day at the state legislature.

A quick review of the phases in Coordinated Entry

Phase 1: Getting people on the list. Conducting assessments and in-take. Collecting ID. Filling out all the housing applications. Determining what is needed to help people get into the system.

Phase 2: This is a deeper dive into what this household is like, what they have, what they need before they can move into housing. Are there recovery supports that need to be put in place? Are there challenges with family services? (Will it be a family or an individual?)

Phase 3: Determining what the housing might look like: what kind mental health needs, what kind of physical property might be needed? do they have specific property they might needs around disability or do they need a SASH property, etc. This phase is HOUSING READY. People are now referred to available housing options.

Phase 4: What does a retention plan look like for them, if it is not PSH?

- Sarah Russell/ CVOEO: Let's challenge ourselves to quantify exactly how much more we need, rather than to simply tell the legislature that we need "more." There are about 64 chronic households with a score of 8 or higher. Let's figure out what their service needs look like in detail.
- Stephen Marshall: Does it reflect people who have catastrophic medical problems but are still living outdoors? I have seen this situation.
 - Not sure.
- Kim Colville/VCIL: As you encounter people, be sure to encourage people to get assessed or re-assessed.
- Out of the number of 64, can you do we know exactly the kinds of units we need?
 - That 64 are probably not families.
- Margaret Bozik/ CHT: In terms of medical needs, if someone is seen at the hospital, they will be sent to Bel-air (which is 24/7 wrap around services) or Harbor Place where people are connected to Housing Navigation and services. If people are falling through that cracks Stephen, I would be good to know about how and why.

STRATEGIC PLANNING REPORT

- Margaret Bozik/ CHT: Continuing on the theme of housing retention, we have a draft survey for consumers to get their perspective on the factors that led them to no longer have stable housing and interventions that they feel would have been helpful. We want to get input from consumers around the language in the survey. Kevin Pounds has volunteered some of his interns to do some beta testing with this survey. And we're also getting input from people doing housing retention work. We want to bring this back to the Steering Committee in March for approval and then incorporate it into HMIS.
- Olivia Graffeo-Cohen/ Legal Aid: Would it be possible to add a question about whether they had access to a lawyer?
- We also talked about a coalition-wide self-sufficiency progress measure. So that we can have a common way to measure people's progress as they move into housing and then stabilize in housing.

POINT-IN-TIME COUNT REPORT

- Travis Poulin/ CVOEO: Re outreach to the towns: we want to know if people have a pre-existing connection to people in the homeless community, anyone who already knows who might be experiencing homelessness who might be willing to learn how to do the PIT Count.
- We have 2 volunteer trainings coming up (see the website). Coordinated Entry will be included in the training.
- The more we improve our Coordinated Entry system the more antiquated the PIT Count becomes but we still have to do it. And it is an opportunity for direct outreach.
- Stephen Marshall: Ideally you will have a volunteer at your agency to help with PIT Count surveys. Any agency that does walk-ins: Turning Point, Spectrum, low-barrier shelter, Feeding Chittenden, CHCB, COTS etc.
- Travis Poulin: We have one press release ready to go. And if anyone wanted to write a letter to the editor around the Point in Time Count — an awareness raising piece — that would be welcome: VPR, Seven Days, Vermont Digger.
- Sarah Russell/ CVOEO: Do we want to use our platform to boost Point in Time, which is very antiquated, or around something else like Coordinated Entry.
- Stephen Marshall: Let's just use this as a way to focus the public's attention on getting to know who is homeless in their communities.
- We hope to get the Howard outreach team involved.

NOFA COMMITTEE UPDATE

- None this month.

SHELTER UPDATES

- Kevin Pounds/ Anew Place/ Low-barrier Shelter: We've served 125 individuals. This is a little concerning to me and I need to drill down into the numbers. We have 40 beds. There are the regulars and there are the beds from Economic Services and those beds change hands.
 - Margaret Bozik/ CHT: ESD has changed how it operates and might be contributing to this. At Harbor Place – ESD used to send people back to the same rooms and they had one reservationist. Now they have multiple reservationists and it's first come first served. There's a lot less continuity. Sometimes we're seeing a completely new set of 40 people at Harbor Place from one day to the next.
 - Kevin: Thank you to everyone who has helped filling out the meal calendar.
- Kim Colville/VCIL: Just a reminder: it's a huge challenge for people with disabilities to get up to ESD. They go through 82 days of a motel stay and there's no exception. There is very limited housing available for these people. Luckily I'm generally able to help them. But occasionally there's a person who falls through the cracks. Where do these people with mobility issues go? We need more housing navigators.
- Jane Helmstetter/AHS: Inability to communicate effectively is a related issue for clients. They may just simply be hard to talk to. We need Housing Navigators who can support these people AND support for Navigators themselves.
- Margaret Bozik/ CHT: There will be legislation introduced at the beginning of the session to do away with 28 day rule for people who are medically unable to move out – it's specific to medical referrals.

- Sarah Russell: And let's not forget that most people who are homeless have some kind of a disability. Let's also think about professional development for housing navigators around this issue.
- Kim Colville: We also offer trainings.
- Emily Higgins/ OEO: There's also some good resources on the OEO website. We have a webinar about fair housing and ADA. And on a broader scale, when we fund shelters we strongly suggest they get ADA compliant. They have to get an accessibility plan.
- Kim Colville: We do have some funding through our home access program that can be applied to providers' projects to work on accessibility.
- Consider contacting Todd Rawlings at CEDO about community development block grant funding.

SPECTRUM UPDATE

- They have had a couple of empty beds — please send referrals his way.

COTS UPDATE

- Patrick Sheehan/ COTS: I started in September and since then, I've seen a fourth family come and go (get placed into housing) in the family shelter which is great. We have 4 families moving into Garden Street as well. The process has worked well from what I can tell.

FINAL ITEMS

Margaret Bozik/ CHT: Let's coalesce around 3 advocacy/talking points — three brief, succinct items.

Next Meeting: February 6

Please go to cchavt.org to find a minutes archive, upcoming dates and so forth.