

# Chittenden County Homeless Alliance Steering Committee Meeting

Thursday, July 5, 2018

9:00 AM – 11:00 AM

Champlain Housing Trust, 88 King Street, Burlington, VT – 2<sup>nd</sup> 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 (Jan Demers [via phone], 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), ANEW Place (Kevin Pounds), Committee on Temporary Shelter (Nicole Kubon), Homeless Community (Stephen Marshall), Pathways Vermont (Lindsay Casale), Safe Harbor Health Center - Community Health Centers of Burlington (Erin Ahearn), U.S. Department of Veterans Affairs (Jason Brill), UVM Medical Center (Stefani Hartsfield), Vermont 2-1-1 United Ways of Vermont (James Richmond), Vermont State Housing Authority (Daniel Blankenship), Burlington Housing Authority (Janet Green), Howard Center (Elaine Soto), Steps to End Domestic Violence (Kelly Dougherty, Dylan Foote), United Way of Northwest Vermont (Diana Carminati).

*(CCHA Steering Committee Members Absent: Vermont Center for Independent Living, Spectrum Youth & Family Services.)*

**Other Attendees:** Chittenden County Homeless Alliance (Paddy Shea: meeting note taker, Chris Brzovic), Institute for Community Alliances (Meghan Morrow Raftery), Vermont Legal Aid (Jessica Radbord), Vermont Housing Finance Agency (Andrea Tieso), Vermont State Housing Authority & Vermont Coalition to End Homelessness (Rick Castillo), VT AHS DCF Office of Economic Opportunity (Sarah Phillips), Vermont Family Network (Lisa Maynes).

### **Key Points:**

- **Review and Ranking Policy: Motion passed/Policy adopted, as amended during the meeting.**
- **CCHA Monitoring Policy: Motion passed/Policy adopted.**
- **HMIS Governance Charter: Vote was postponed**
- **HMIS Policies and Procedures: Vote was postponed**
- **Coordinated Entry Grievance Policy: Vote was postponed**

### **1. Introductions and Announcements**

- Margaret Bozik (Champlain Housing Trust): There is a position open at Champlain Housing Trust's Harbor Place. Around 1/3 of the Harbor Place guests were either repeat guests, or extended stay guests, so we decided we should have enhanced services to assist folks there on site with housing navigation, care coordination, etc. Please let people know about the opening. It is full time/40 hours per week. 8:30 AM - 5:00 PM are the normal working hours at CHT, but that could be a little flexible.

- Chris Brzovic (Chittenden County Homeless Alliance & CVOEO): Will they be following those clients?

- Margaret Bozik (Champlain Housing Trust): It depends on the care coordination package that is put together, if there is another long-term care provider helping them. And, it would only be within CHT's portfolio.
- Jessica Radbord (Vermont Legal Aid): I had a summer law clerk doing a study looking at evictions in Vermont, which hadn't been done before. 1 in 47 renting households had an eviction filed against them. In 70% of cases, it was just unpaid rent that was filed against them.
- Margaret Bozik (Champlain Housing Trust): Sometimes there would be other issues as well, but unpaid rent is the easiest to file against them for.
- Jessica Radbord (Vermont Legal Aid): \$2,000 was the average amount owed.  $\frac{3}{4}$  of the households who had an eviction filed against them were evicted, which is a higher rate than average.
- Janet Green (Burlington Housing Authority): How do you think that relates to the Housing Vermont study?
- Jessica Radbord (Vermont Legal Aid): That study was just for subsidized housing, but this study is for all evictions in Vermont. Sometimes the amount of money due was so low.
- Margaret Bozik (Champlain Housing Trust): Was it broken out by county?
- Jessica Radbord (Vermont Legal Aid): Due to a limited number of clerks available, we had to take 2 representative counties—we chose Windsor and Lamoille—and extrapolated from there. We knew anecdotally that most people who got evicted were evicted for nonpayment of rent.
- Daniel Blankenship (Vermont State Housing Authority): We hired a new Continuum of Care Support Specialist, who is here.
- Jason Brill (U.S. Department of Veterans Affairs): Stephen Lunna was elected to chair the statewide veteran's committee—the Vermont Veteran's Committee.
- Erin Ahearn (Safe Harbor Health Center/CHCB): The mayor freed up some extra money for us, so we will be able to stay open 2 extra months next year, to June 15<sup>th</sup>!
- Rick Castillo (VSHA & Vermont Coalition to End Homelessness): I'm the new VCEH Continuum of Care Support Specialist.
- Jane Helmstetter (VT Agency of Human Services): I am going to send a sign-up around for the Community Profiles roll-out, which is July 31<sup>st</sup> from 1-3 PM. If you are on my email list already, I don't need your name, but if not, sign up.

**2. U.S. Department of Housing & Urban Development Continuum of Care Notice of Funding Availability Update, and Monitoring Policy and Review and Ranking Policy (Marcy Esbjerg, Community & Economic Development Office)**

**See the following Appendices:**

**Appendix A: CCHA Ranking Policy – proposed policy changes 2018**

**Appendix B: CCHA Ranking Policy – final and approved July 2018**

**Appendix C: FY2018 CCHA Priority Ranking Form – Renewal Project**

**Appendix D: FY2018 CCHA Priority Ranking Form – New Project**

**Appendix E: FY2018 CCHA Priority Ranking Form – New or Expanded SSO-CE Project**

- Marcy Esbjerg (Community & Economic Development Office): The NOFA [*Notice of Funding Availability application*] is due September 20<sup>th</sup>. Having our meetings on the first Thursday of the month will make the timing difficult; we will have to have everything decided in August. They've given up to \$50,000 bonus for domestic violence (for housing or supportive services). I strongly suggest we put in the application that was suggested last year for someone for supportive services for domestic violence. There is also an opportunity to consolidate projects. I'm not sure if there is anyone in our portfolio who could consolidate. I think coordinated entry might be able to. You have to each submit an individual application, and a consolidated one, so it is complicated.

They also have the ability to expand projects, rather than having to apply as a new project.

There is still the opportunity to put in for a bonus. Last year we got our bonus project, so we should always put in for that.

The applications are due to me July 23<sup>rd</sup>. The RFP is on the Alliance's website. I also advertised it in Seven Days and it came out yesterday. One thing we haven't done well in is with our review, ranking, and scoring (we only get half the points), which I don't understand because I think we do a great job at it. So, we are trying to expand our request for proposals and advertise it. So, hopefully that will get us more points.

- Chris Brzovic (Chittenden County Homeless Alliance & CVOEO): I know there's a DV bonus, but does that have to be for a project that only serves DV clients?

- Marcy Esbjerg (Community & Economic Development Office): Yes.

- Chris Brzovic (Chittenden County Homeless Alliance & CVOEO): I think we should look at the data to see if that's an appropriate position to apply for.

- Marcy Esbjerg (Community & Economic Development Office): I added about prioritizing based on vulnerable populations.

I will change the form to prioritize DV clients over chronic homeless, based on what the PIT Count showed.

- Lindsay Casale (Pathways Vermont): A question about prioritizing vulnerable populations. Why prioritize DV because we are seeing more of it than chronic homelessness, when we might be seeing low chronic numbers because we have targeted it for funding recently? Maybe we should keep focusing on chronic homelessness until we know it is stably low.

- Marcy Esbjerg (Community & Economic Development Office): Our portfolio in general is already geared towards ending chronic homelessness, so I don't think it would take resources away at this point, but I think it's a valid question. We could tweak the points a bit so it isn't a 5-point difference.

*Daniel Blankenship suggests 4 wording changes (which Marcy will incorporate).*

- Marcy Esbjerg (Community & Economic Development Office): The Renew and New forms have the vulnerable populations. Let me know if you want any changes in the order or priority. Based on Margaret's comments, I cut down the number of points for project effectiveness, but couldn't eliminate it because HUD [*U.S. Department of Housing and Urban Development*] takes it into account.

- Daniel Blankenship (Vermont State Housing Authority): How do you measure effectiveness?

- Marcy Esbjerg (Community & Economic Development Office): I do it how HUD tells you to do it, which is cost per bed. Permanent Supportive Housing [PSH] and Rapid Rehousing [RRH] are looked at separately, but both are looked at by cost per bed. HUD's not ranking us by individual projects, but rather our overall performance as a Continuum of Care [CoC].

- Margaret Bozik (Champlain Housing Trust): Do we get penalized then if we have more than 20% as PSH? It would be a shame to be penalized for the money the hospital puts into supportive services.

- Marcy Esbjerg (Community & Economic Development Office): I don't think cost per bed is in the HUD application. This is just our way of looking at things. But, HUD does say you should look at cost effectiveness of CoC dollars, and total budget.

- Sarah Phillips (VT AHS DCF Office of Economic Opportunity): I think we should look at total budget.

- Daniel Blankenship (Vermont State Housing Authority): You could leave it to the committee if it's reasonable cost effectiveness. Just have it be a check mark.

- Jane Helmstetter (VT Agency of Human Services): These services cost money, and the only time this would come into play is if you had 2 similar projects, and one was more cost effective than the other.

**VOTE: To approve the Review and Ranking Policy, as amended during the meeting.**

Motions: Stephen Marshall (Homeless Community)

Seconds: James Richmond (Vermont 2-1-1 United Ways of Vermont)

Yes: 17

No: 0

Abstains: 1 VSHA

**MOTION PASSES.**

**See the following Appendices:**

**Appendix F: CCHA Monitoring Policy – draft – shows track changes**

**Appendix G: CCHA Monitoring Policy – draft – clean copy for approval**

- Marcy Esbjerg (Community & Economic Development Office): I added some changes that Sarah Phillips had sent me.

Daniel is willing to perform file review for the housing authority ones.

I separated out coordinated entry, saying there would be a formal evaluation and monitoring process developed by the Coordinated Entry Committee.

- Nicole Kubon (Committee on Temporary Shelter): What about the non-CoC funded projects? Will our HOP funds be part of this policy?

- Marcy Esbjerg (Community & Economic Development Office): No, VT Office of Economic Opportunity [OEO] would still monitor that. You would just report twice a year to the CoC.

- Sarah Phillips (VT AHS DCF Office of Economic Opportunity): Economic Services is not going to let you look at their case files just because they are participating in coordinated entry.

**VOTE: To approve the Monitoring Policy.**

Motions: Stephen Marshall (Homeless Community).

Seconds: Diana Carminati (United Way of Northwest Vermont).

Yes: 17

No: 0

Abstains: 1 UVM MC

**MOTION PASSES.**

- Marcy Esbjerg (Community & Economic Development Office): If anyone has any questions, I am available. Set up a time to talk.

### **3.) Presentations: U.S. Department of Housing & Urban Development (HUD) Continuum of Care Funded Programs:**

#### **a. Shelter Plus Care (Janet Green, Burlington Housing Authority, and Lindsay Casale, Pathways Vermont)**

**See the following Appendices:**

**Appendix H: Shelter Plus Care Fact Sheet – Pathways Vermont and BHA**

**Appendix I: Housing First Fact Sheet – Pathways Vermont**

- Janet Green (Burlington Housing Authority): The programs are now called the “CoC rental assistance programs” (not “shelter plus care”); we were informed of that during our monitoring visit.

We also have Beacon Place apartments, ECHO, and our oldest project, which will end at the end of this month, which is called SRO [*single room occupancy*] housing (2 properties). Spectrum has applied and received approval to take over one of them, and the other one has been converted into tenant-based Section 8 vouchers. Now we have New Horizons and ECHO which Lindsay and I will talk about.

- Lindsay Casale (Pathways Vermont): I'm sending along 2 sheets. The first sheet is about Pathways Vermont Housing First. In our New Horizons grant, Pathways has supported 14 households in that grant. By support, I mean intaking those referred through CE, working with folks to get documentation together, making sure they are literally homeless and chronically homeless. We also have time-indefinite services to work with people as long as they need our support. We provide housing retention support, etc. We also have a 6-person service team that work out of Chittenden County. They work on housing and housing retention, but also other life goals people might have. Of the 14 folks that we served, we had one person exit the program to palliative (end of life) care. ECHO is a bit newer, and we are serving 5 folks, and they are all still in the project.

- Margaret Bozik (Champlain Housing Trust): Why does it say that only 80% of people were literally homeless?

- Marcy Esbjerg (Community & Economic Development Office): If they come from an institution, such as paying rent, staying with someone—they aren't considered literally homeless.

- Lindsay Casale (Pathways Vermont): This grant was between BHA and Howard, and Pathways joined in just a few years ago, so some people might be grandfathered in from years ago.

- Janet Green (Burlington Housing Authority): There are people who have been in the grant for many years. No people who are newly going into the grants are not literally homeless. Currently there are 14 people in the grant, and the average housing assistance payment [HAP] is \$814/month. We apply at the FMR (fair market rate) and sometimes it goes up. Right now, we have about \$58,000 that we would have to send back.

It's very hard to document chronic homelessness, which makes it hard for ECHO.

- Lindsay Casale (Pathways Vermont): The way our teams are structured at Pathways, we are limited in how many people we can help with rental assistance, and also how many we can help due to caseload capacity. Right now, we have the capacity to help 78 people Chittenden County. We get money mainly from the Department of Mental Health and Corrections. We are almost always full. For the Corrections, we are committed to serve 20 people. And, for the rest, we are committed to taking all referrals through coordinated entry, unless the Department of Mental Health reaches out to us and requests help with someone in particular.

We try and set people up with PSH.

We got additional CDBG [*Community Development Block Grant*] funding, so we can increase our bed capacity by 8 beds.

- Janet Green (Burlington Housing Authority): We do try to make sure the legacy grants are full. Also though, if someone comes on, they are going to stay with us for a long time. ECHO has an abundance of rental assistance, so for some that could be a good fit. There are no service dollars going to these grants; it's all rental assistance with a little bit of admin.

- Lindsay Casale (Pathways Vermont): Our newest United Way grant is new funding, and we are still talking about how to utilize it. We also have a new RRH project through last year's NOFA.

- Margaret Bozik (Champlain Housing Trust): How does the timing for the new funding for service capacity match up with the HUD timeline for having to return money?

- Janet Green (Burlington Housing Authority): The grant period for this is over, so there's nothing we can do about that. But, we can look at it for this new round. For ECHO, it ends in September. It takes a year or so to ramp up a grant, but this is already our second year with ECHO, and there is a lot of rental assistance left there.

- Daniel Blankenship (Vermont State Housing Authority): Is BHA interested in voluntarily re-allocating part of that?

- Janet Green (Burlington Housing Authority): Yes. We don't want to have the money recaptured year after year.

- Marcy Esbjerg (Community & Economic Development Office): So, last year you gave back \$23,000, and this year it could be \$50-something?

- Janet Green (Burlington Housing Authority): For FY2017, she has down \$58,000, but I would double-check that. But, it's quite a bit. So, BHA is putting the money on the table for reallocation.

- Daniel Blankenship (Vermont State Housing Authority): VSHA has a Balance of State shelter plus care grant as well, and we always have to return money because it's hard to get people housed in a timely manner because it's so hard to find housing. But, we are voluntarily reallocating it this year.

- Sarah Phillips (VT AHS DCF Office of Economic Opportunity): Can you include services?

- Daniel Blankenship (Vermont State Housing Authority): Not for existing projects. Only for new ones. Another opportunity, which I think Connecticut is doing this year, is you could create a new PSH project with 100% services and admin. BHA could dedicate 10 mainstream vouchers.

- Janet Green (Burlington Housing Authority): One of the things I would be conscious is about is that the documentation process for services is very intensive. You need to make sure you have enough admin. for your staff to be tracking that.

- Stephen Marshall (Homeless Community): Could you clarify what you mean about reallocation?

- Marcy Esbjerg (Community & Economic Development Office): When we do a NOFA, we have X number of dollars, and we can, as a CoC, take some of that money and reallocate it to do an expanded project, a new project, etc. So, due to performance, or because someone is leaving money on the table, we can take it back and give it to another CoC project: either an expanded project, or a new project.

- Lindsay Casale (Pathways Vermont): Why do we not spend all the money?

- Jane Helmstetter (VT Agency of Human Services): Good question. We have the master list now. I think part of it is the lack of service capacity. Also, the population we're serving is very vulnerable and have many challenges, some may become hospitalized, it's not easy to find one-bedroom apartments. But, it is very concerning to not be able to use it all.

- Chris Brzovic (Chittenden County Homeless Alliance & CVOEO): It's really concerning because there are 39 people who are chronically homeless, and PSH is designed to serve them. From our perspective, we

don't know how much money is left in each grant, we just refer people to Safe Harbor and Pathways. I would suggest that we have these conversations year-round to make sure we aren't in this position of turning money back in at the end of the grant. This is the first time we have discussed it at this table.

- Lindsay Casale (Pathways Vermont): It's two things. If we take someone in and they are approved for the grant, BHA has to assume they are going to use up to 12 months of rental assistance, but, sometimes it can take 2 months to find an apartment, or sometimes someone is hospitalized for a couple of months at the end of the grant period. Or, sometimes the monthly payment changes due to changes to the client's income (e.g. starting to get SSI). Or, sometimes we don't have service capacity. Right now, the PSH partners we have are the 3 of us. It's a shame to think about reallocating money.

- Janet Green (Burlington Housing Authority): I think that speaks to coordination. If people have service opportunity through their organizations, and it's not coordinated with rental assistance, that's too bad.

- Diana Carminati (United Way of Northwest Vermont): It feels like we've had this conversation last year. I think these conversations have to happen more frequently. If we really knew the service capacity, housing subsidy, and who needed help, then we could coordinate that better. Maybe we should tell the funder's collaborative that we need some service dollars (or whatnot) to make those connections.

- Janet Green (Burlington Housing Authority): The conversations happen at partner meetings, when we reach out directly to each other, etc. But, I agree with you. As an annual grant, we need to reapply.

- Sarah Phillips (VT AHS DCF Office of Economic Opportunity): I feel like we have had this conversation before as well. I wonder if in this next NOFA round, I wonder if we should consider if the services are available, so we don't later have to scramble to find the services.

- Janet Green (Burlington Housing Authority): It's very clear, especially from the monitoring visit, that we need to keep detailed records of services provided if we are getting the money through HUD.

- Jane Helmstetter (VT Agency of Human Services): It seems like it would be great to have a group of non-categorical case managers.

- Marcy Esbjerg (Community & Economic Development Office): But the rental assistance is still coming from HUD, so the reporting would still need to happen.

- Stefani Hartsfield (UVM Medical Center): My background is housing and services. HUD is currently doing a supportive services thing nationally—a care coordination model. It took 4 years to get HUD to flip around their regulations so that the Care and Coordination model had more flexibility. They might be willing to adopt it for this homeless population. The national model is based on one that started in Vermont. I was on the team that designed it, so maybe I could help.

And, we have so many amazing people doing work here, and we sometimes have a hard time figuring out what we can and can't talk to each other about.

- Marcy Esbjerg (Community & Economic Development Office): This is just one grant she is talking about and we have others to get to.

- Chris Brzovic (Chittenden County Homeless Alliance & CVOEO): There is a lot of onerous documentation requirements, but this rental assistance is so important for the community we serve

because it's the lowest barrier. You can be on a lifetime registry, you can have debts, etc. This particular rental assistance is very important for the chronically homeless.

- Janet Green (Burlington Housing Authority): And, we have lists of people who have been chronically homeless and become housed.

**b. Shelter Plus Care (Janet Green, Burlington Housing Authority, and Elaine Soto, Howard Center)**

- Elaine Soto (Howard Center): We've only had 2 people in this during the past year, and they've been housed for a long time. Unfortunately, things did not go well a few months ago and both of them were asked to leave their units. One of them is now rehoused in a new PSH situation. Another one is now hospitalized.

- Janet Green (Burlington Housing Authority): I think that really speaks to the nature of chronic homelessness. Some participants have been through these grants 3 or 4 times.

- Margaret Bozik (Champlain Housing Trust): They are chronic in the larger sense, but not necessarily by the HUD definition.

- Janet Green (Burlington Housing Authority): The list is certainly available for those who meet the definition and are documented as chronically homeless.

**c. Shelter Plus Care (Janet Green, Burlington Housing Authority, and Erin Ahearn, Community Health Centers of Burlington)**

- Erin Ahearn (Safe Harbor Health Center/CHCB): Housing First preceded me. We entered into PSH with 19 people who we didn't get this type of funding for. We have about 40 people we are serving, and a little more than half are CoC funding. We have 1.5 staff to serve those 40 high needs household (but other staff of ours also serve these folks). In a staff of 7, only 4 of us are full time. We have a full-time case manager at Beacon. There is 8 hours a day where we have someone on site. We have 5 folks that live in an SRO. We have 2 couples that we've housed, and then 5 folks scattered through the community. And then the 8-10 folks with other funding. Someone "graduated" off the voucher, but turnover doesn't happen too often. We don't have enough support for ongoing operational costs for Beacon.

- Stephen Marshall (Homeless Community): I have talked to numerous people who live at Beacon Place and are really happy.

- Erin Ahearn (Safe Harbor Health Center/CHCB): Oh good.

- Janet Green (Burlington Housing Authority): Erin mentioned an SRO. SROs can be a cost-efficient way to have additional units with these grants.

- Margaret Bozik (Champlain Housing Trust): It's also a difficult type of housing for many people because you are sharing a bathroom and kitchen.

- Janet Green (Burlington Housing Authority): Yes, I wouldn't advocate for making new ones, but the ones we have are working well.

- Daniel Blankenship (Vermont State Housing Authority): Also, people who are newly entering probably have no income, but some who have been on the grant a long time may have started to have some.

- Janet Green (Burlington Housing Authority): We have a lot of people who really just need the services. Beacon is an incredibly time-consuming project for all the organizations involved. That's a great example of a new project everyone was excited about, but now we need to make sure the money for services continues.

- Margaret Bozik (Champlain Housing Trust): The hospital has dedicated \$100,000 dollars for that.

- Erin Ahearn (Safe Harbor Health Center/CHCB): It's not in the budget quite yet, but hopefully will be soon. Service dollars are so hard to find, but we need them.

- Janet Green (Burlington Housing Authority): For Beacon, it was \$18,000 last year, and this year about \$10,000.

- Marcy Esbjerg (Community & Economic Development Office): Last year, you were really concerned about ECHO and giving a lot of money back. So, what did we do right?

- Janet Green (Burlington Housing Authority): That was Beacon.

So, talking about ECHO, by the time the grant was executed, the FMRs (Fair Market Rents) had gone up, so we got quite a bit of money.

We applied 15 units, and the current picture at the end of June is that we have 7 people participating. The availability of the grant is still over \$100,000. So, that is the money that would be available for reallocation. This is the grant that PSH has a lot of potential to refer to. September 30<sup>th</sup> is the end date on this grant.

- Margaret Bozik (Champlain Housing Trust): So, we would need capacity to house like 8 more people by the end of September.

- Jane Helmstetter (VT Agency of Human Services): When we look at the people on the PSH list, are they currently clients of the organizations who have service capacity?

- Janet Green (Burlington Housing Authority): It has to be the people who are on this grant.

- Chris Brzovic (Chittenden County Homeless Alliance & CVOEO): They don't have to be clients of the organizations providing the services to be referred to get that housing through referral from the master list. We know who they are and we can refer them. The top 10 are working with Daniel and Heather.

- Marcy Esbjerg (Community & Economic Development Office): The only way we can increase Pathways' capacity is for people to graduate, or to increase staff. If people are in Pathways for 10-15 years, we won't be able to help new people coming in (unless we increase staff). I think we should think about a goal of having a certain percent graduate out into a regular voucher, and what that would look like.

- Lindsay Casale (Pathways Vermont): That is built in: if people are in it for 3 years and the provider and person agree, then they can get a preference for a voucher, but it depends on if a voucher is available.

- Janet Green (Burlington Housing Authority): Even if someone gets a subsidy, sometimes they still need to be followed and supported.

- Jane Helmstetter (VT Agency of Human Services): Lack of good service coordination and management is an issue.

Maybe the executive committee could have this conversation separate from this meeting where the agenda is so long.

*\*\*\*Due to time constraints, we skipped ahead to agenda item 6 (Built for Zero Introduction), and we did not have time to circle back and talk about agenda items 3d, 3e, 4, or 5 today.]*

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

*[Skipped due to time constraints.]*

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

*[Skipped due to time constraints.]*

**4.) 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.

*[Skipped due to time constraints.]*

**See the following Appendices:**

**Appendix J: Proposal to restructure the HMIS Advisory Board**

**Appendix K: 2018 to 2019 Both CoCs' Governance Charter**

**Appendix L: Watermarked VT HMIS Policies and Procedures – DRAFT 2018**

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

**VOTE: To approve the Vermont Statewide HMIS Policies and Procedures.**

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

Chris will update the Steering Committee on progress to date.

*[Skipped due to time constraints.]*

**See the following Appendices:**

**Appendix M: CCHA CE Notice of Rights and Grievance Process - DRAFT**

**Appendix N: CCHA Coordinated Entry Complain Form - DRAFT**

**VOTE: To approve the Coordinated Entry Grievance Policy as recommended by the Coordinated Entry Committee.**

## **6. Built for Zero Introduction (Chris Brzovic, Chittenden County Homeless Alliance & Champlain Valley Office of Economic Opportunity)**

**See Appendix 0: Community Solutions Built for Zero conference outline**

- Chris Brzovic (Chittenden County Homeless Alliance & CVOEO): Sarah Russell and I attended the conference in June. She typed up a thing I can hand out. I don't know if you want us to talk about it.

- Margaret Bozik (Champlain Housing Trust): We would have to vote in August to see if we want to join in Sept.

- Chris Brzovic (Chittenden County Homeless Alliance & CVOEO): I recommend reading the booklet. I made some copies of the materials they gave us.

Built for Zero is a nationwide collaborative.

We've gone through the Action Lab with them.

Once we have a good quality master list, then we need to use it to drive reductions in chronic homelessness and other types of homelessness.

All the decisions should be grounded in data.

With Built for Zero, quarterly, you would talk with your team and focus on a new goal.

The method is Plan, Do, Study, Act (PDSA).

It's all about strongly-facilitated experimentation.

We were shadowing Madison, WI and Charlottesville Coc. They are medium level CoCs.

There was so much energy in the room, and everyone was collaborating, and it was a great way to network and learn from others. All communities are different, but there was a lot of support and idea resources there. We also do things very well here in Burlington that others could learn from as well. I think Community Solutions really want us to join because they think people can learn from us, and they are really impressed that we got through the Action Lab cycle in 3 months—I have heard they are complimenting us on this to others.

- Margaret Bozik (Champlain Housing Trust): I think the cost is \$10,000 annually, but they might give us a scholarship.

- Chris Brzovic (Chittenden County Homeless Alliance & CVOEO): Yes, they don't want the cost to be prohibitive to someone joining.

- Margaret Bozik (Champlain Housing Trust): We have money budgeted for work around data. Marcy also potentially has some planning grant funding.

- Chris Brzovic (Chittenden County Homeless Alliance & CVOEO): I think a small group convenes quarterly. I am not sure if that timing is set in stone. There is one-on-one coaching, like we had with the Action Lab. And, there are monthly calls and check-ins. We'll get a good return on our money because it is an ongoing effort, and it's less money than we spent on the Action Lab. Community Solutions would be happy to come in and talk with us, perhaps at the August Steering Committee meeting.

- Diana Carminati (United Way of Northwest Vermont): What kind of help and support have they given in other areas? For instance, the Coordinated Entry Committee is doing a lot of work. What that committee does may decide how organizations do their work. How can we support those changes? Have they helped others to support those changes?

- Chris Brzovic (Chittenden County Homeless Alliance & CVOEO): That's a good question. We could ask that.

- Margaret Bozik (Champlain Housing Trust): I would hope that it would be like at the Action Lab, where the people who would be affected most directly would be there.

## **7. Schedule and Agenda for August CCHA Steering Committee Meeting**

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

NOFA business

Agenda items 3d, 3e, 4, and 5 from today's agenda that we skipped.

**\*\*\* Next CCHA Steering Committee Meeting:** Thursday, August 2, 2018, 9:00 AM – 11:00 AM, Champlain Housing Trust, 88 King Street, Burlington, VT – 2<sup>nd</sup> floor conference room.

### **A late-breaking announcement:**

- Stephen Marshall (Homeless Community): I am publishing a newsletter. Please send me blurbs about your direct retail services you provide to homeless people, and other news. Look for an email I sent on to the google group on June 20<sup>th</sup>. *(People didn't get it because there was a typo in the email address, so Stephen re-sent it after the meeting.)*