

## Strategic Planning Committee

### Minute

December 18, 2019

Present: Margaret Bozik (Champlain Housing Trust); Sarah Russell (Champlain Valley Office of Economic Opportunity - CVOEO); Travis Poulin (CVOEO/Chittenden Community Action); Lacey Smith (Burlington Police Department); Emily Higgins (Vermont Office of Economic Opportunity); Jan Demers (CVOEO); Todd Rawlings (City of Burlington, Community & Economic Development Office); Steve Lunna (Supportive Services for Veterans at the University of Vermont); Melissa Farr (Committee on Temporary Shelter)

The committee revised the draft consumer survey (attached). The next steps for the draft will be to present it at the January Steering Committee meeting; to present it to the Coordinated Entry Committee; to ask for comments from housing retention workers; and to test it with consumers, courtesy of Anew Place and its intern.

The committee also reviewed those items in the Coordinated Entry consultant's report directed to the Steering Committee. The Strategic Planning Committee had these comments:

Item 6: Clarify the boundaries of CE. This will entail outlining the preferred referral process. Ideally this clarification will involve increased communication and feedback loops.

We believe this is already underway through the Coordinated Entry Committee.

Item 7: Conduct a facilitated meeting or series of meetings with housing providers to build trust, identify barriers, and create safe paths to increase participation. The goals of these meetings would be to increase trust, increase understanding of different challenges and perspectives, eliminate side doors, and, ideally, draft a customized MOU with each housing provider that commit a percentage of a provider's vouchers to CE.

The committee identified several action items:

1. Work with Chris Brzovic to identify the information needed by Coordinated Entry from housing providers in order to efficiently match households from the Master List with housing vacancies (i.e., is there project-based subsidy, are there age or other restrictions) to establish a consistent referral process and infrastructure protocol – Sarah Russell will reach out to Chris.
2. Work with the Burlington Housing Authority to establish a partnership agreement – the Executive Committee is meeting with the BHA Executive Director.
3. Work with Cathedral Square to establish a partnership agreement – the Executive Committee will take the lead on this.

The committee agreed that establishing participation with the Winooski Housing Authority should wait, probably until they do RAD conversions, and also that establishing participation with the Committee on Temporary Shelter would probably have to wait.

Item 18: Recommendations to better measure success a. Agree as a group about how success will be measured. In this discussion, consider: i. percentage of those who access the system are housed within

six months; ii. average time to housing for those exiting the system through housing; iii. percentage of clients engaged and active in the process; iv. current Build for Zero (BFZ) dashboards.

The committee believes that the Coordinated Entry Committee and BFZ teams are taking this on as part of their improvement projects.

Item 19: Recommendations to better mine the data a. Clarify who owns the task of mining data.

The committee believes that the task of mining data is owned by ICA, our HMIS Administrator. In terms of what we want out of our data, the committee thinks it might be time to revisit the question of putting the data from assessments into HMIS instead of just the score.

Item 21(c): Experiment with new off-ramps to the Master List. Consider: c. Establishing incentives for homeowners to create apartments to increase overall stock.

The committee noted that the Continuum has no ability to establish incentives. The Continuum could take a position on recommending easier establishment of Accessory Dwelling Units, but that would have to be accompanied by affordability restrictions to be relevant to our constituency and is unlikely to have a major impact on creating new housing opportunities for those constituents.

Item 23: Add a half-time administrative position that focuses primarily on improving data quality, implementing recommendations in this report, and CE operations.

This has been done.

Items for the next Committee meeting include:

- Drafting concise talking points for advocacy efforts
- Looking at tiering service needs by assessment scores, to establish service capacity needs – this would involve setting workload/FTE levels based on vulnerability scores
- Looking at whether a common tool for measuring self-sufficiency gains might be worthwhile