BOSCOC Regional Meetings: Winter 2016

Karia Lee Basta welcomed everyone and introductions followed. Karia gave an overview of the AZBOSCOC, its development and its function.

NOFA:

Karia reported the Notice of Funding Availability (NOFA) was due in November and we received extra points for submitting early and for committing to conduct an even-year PIT count. We applied for two (2) bonus projects: a PSH project in Mohave and a RRH in Yavapai and we reallocated funds in Pinal to an RRH project. If we are fully funded, including the two (2) bonus projects and one (1) reallocation project, we would be getting approximately $4.7M. We are still waiting for HUD's decision on the NOFA. Karia felt the process was smoother this year and thanked everyone for their assistance.

PIT:

The PIT is a count of the people who are homeless, unsheltered or sheltered in emergency shelters or transitional housing on a specific night… this year it was January 26th. Thank you to those helping to conduct surveys of those who were unsheltered and assist the BOSCOC in obtaining numbers for each county. We had a lot more volunteers this year. Two (2) different surveys were used: one (1) to capture data required by HUD (this was an anonymous survey); if it was indicated they were a veteran, or experiencing chronic homelessness, the second survey was used to capture information for the VI-SPDAT (a release of information (ROI) was needed for this). This second survey will assist to create two (2) by-name lists – those who are veterans and those who are chronically homeless. It was reported there was some difficulty in getting individuals to provide information for the VI-SPDAT as they were reluctant to sign a Release of Information(ROI) and provide personal details. The survey did not include an option for "By Observation". It was suggested that this be added for next year's survey. It was observed there were more single women and single women with children this year. We do not know when the HUD deadline to enter the data into e-snaps will be but we will distribute the results as soon as we can. Once we have established the by-name lists, we will coordinate case conferencing to best use the resources available to assist those on the list. Based on previous counts, the numbers are steady. Last year's higher count of veterans in La Paz County returned to a normal number this year. We can see trends in migration between the winter and summer counts. There are approximately 1,000

individuals experiencing unsheltered homelessness year round. There are more domestic violence shelters than any other type of shelters in the BOS and we gather those numbers by direct contact.

Vets@Home:

We applied for and are receiving technical assistance in ending veteran homelessness. Ending homelessness means having enough resources to house those who are experiencing homelessness. It was explained that SSVF is primarily an RRH program for veterans. It runs on a housing first model (which means house the individual and then work on any other issues) and can assist veterans that eminently are going to be homeless by assisting with back rent. We also have VASH vouchers in 5 of the 13 BOSCOC counties. We have a committee and will be compiling a by-name list, which is the first step in ending homelessness, knowing who is experiencing homelessness. There is a Veterans Provider meeting on February 25th and developing a consistent definition of case conferencing is on the agenda along with knowing federal benchmarks and how the list will be updated and tracked.

Coordinated Entry:

The framework has been defined but it is not working the way it needs to. The Coordinated Entry committee is being re-established. We have four (4) volunteers from the Flagstaff meeting (Ross Altenbaugh; Skye Biasetti; Elizabeth Lees; Ken Repkie); five (5) volunteers from the Parker meeting (Linda Northcutt; Rene Vigil; Christina Benitez; Jennifer Burch; Romelia Lopez); three (3) from the Florence meeting (Rochelle Neff; Rich Parker; Suzanne Payan); and two (2) from the Benson meeting (Jordan Layton; Patty Aldridge).

SOAR:

Karia applied for technical assistance from SAMHSA for SOAR training. SOAR is an acronym for SSI/SSDI Outreach, Access and Recovery. Folks who are SOAR trained are able to assists clients in submitting a good application to Social Security. The SOAR trained representative will have established a good working relationship with the local Social Security office. A properly prepared application is then earmarked at the Social Security office and together these things reduce the time it takes for clients to get benefits. SAMHSA will announce who will receive the technical assistance by March 2nd. Behavioral Health agencies are being SOAR trained. Training consists of sixteen (16) hours of on-line learning. Once you are SOAR trained, please send an e-mail to Adam Robson (Adam.Robson@azdhs.gov), who is the chair of the State SOAR Steering Committee.

DES Update:

ADES ESG Staff, Alfred Edwards and Stephanie Knox, are working statewide to improve services and streamline processes to better serve their customers. This includes semi-annual statewide meetings and on-going technical assistance and training. The Homeless Coordination office will work with the BOSCOC to coordinate goals and outcomes by establishing common practices, reporting, etc., based on community needs and HUD priorities. ADES is also looking at collecting data elements and measurements to identify gaps and best practices such as:

- Emergency Shelter: the length of time in ES to Permanent Housing. HUD's goal is thirty (30) days or less. Currently ADES will measure the goal at thirty (30) days for <u>individuals</u> and ninety (90) days for <u>families</u>.

- Employment Supports: the change of a person/household income from program entry to program exit. ADES is looking for an overall increase in the person income.

- They asked to please make sure reports are submitted on or before the deliverable date. Also, if anyone has any success stories, please send them to Stephanie or Al so the story can be highlighted in the monthly accomplishment report and show the outstanding work and service BOSCOC agencies provide in the community. A few reminders:

- Actively participate in the Coordinated Entry System processes.

- The SSM (Self Sufficiency Matrix) is completed at entry, at six (6) months and at program exit.

- Document in HMIS both positive and negative exit destinations.

- Use the FMR for your community, taking into consideration the utilities when not included in the rent.

- There are monthly case management meetings with the participants documenting their progress.

And as in Maricopa County, DES and ADOH will be establishing an ESG Committee. Stephanie Knox and Karia Basta will be meeting soon to discuss the purpose and design of the committee.

CIR Update:
CIR staff demonstrated how to retrieve the HIC/PIT reports from HMIS. (Please see attachment.) If you need assistance in running reports, please call the helpdesk at (602.908.3605). The housing inventory needs to be reviewed and cleaned up as necessary.

The Chronic Homeless definition was reviewed. (Please see attachment.) Please be sure to answer all the questions in HMIS so a client is accurately defined. There will be a webinar on February 24th at 2:00 to discuss the Chronic Homeless definition.

The Release of Information has changed so please use the new form. (Please see attachment.) All existing clients must sign a new form by March 31st. April 1st is the start date for data sharing. How to use the ROI tab in HMIS was demonstrated. (Please see attachment.) The information on the ROI tab must be entered for all clients even if the client does not want their data shared. This assists in knowing that the ROI was presented to each client and they are informed that their data, though not shared, will still be in a database.

It was reviewed how to enter client notes. (Please see attachment.) These notes may be used as general information about a client (i.e. John Doe likes to sit in the park.). The use of client notes is to increase and improve communication between agencies and not take the place of case notes in a client's file. For instance, detailed diagnosis information should never be included.

Closing Remarks:

Coconino County has coordinated with NAEH (National Alliance to End Homelessness) to use a System Design Clinic to develop analysis to assist the most vulnerable clients. More information about this clinic can be found at: http://www.endhomelessness.org/pages/hearthacademy.

There is the potential to get more RRH funding for the BOS. More information will be forthcoming.

Thank you and wishes for safe travels were extended. Meetings adjourned. Spring Regional meetings will be in April.