Minutes: Quarterly BOSCOC Local Representatives Meeting

July 20, 2017

PRESENT:

Karia Basta (ADOH)

David Bridge (ADOH)

Joy Johnson (ADOH)

Glennifer Mosher (ADOH)

Michele Meyerkorth (ADOH)

Cristina Benitez (Cenpatico)

Terri Doan (Cenpatico)

Cindy Furrh (Apache/Navajo)

Ella Mercer (Apache/Navajo)

Marilyn Johnson (Apache/Navajo)

Kathy Calabrese (Cochise)

Jessica Sueskind (Cochise)

Camie Rasband (Coconino)

Liliana Cruz (La Paz)

Michael Gregory (La Paz)

Suzanne Payan (Pinal)

Skye Biasetti (Yavapai)

Brenda McAdams (Yuma)

Danelle Valenzuela (AHCCCS)

Adriane Clarke (DES)

Alfred Edwards (DES)

Betsy Long (DES)

Michelle Thomas (CIR)

David Bridge welcomed everyone and introductions followed.

Landlord Mitigation:

This program is up and running and is overseen by Catholic Charities. The concept of the program is to recruit new landlords. This fund will cover damages above the cost from the deposit, insurance deductibles, lost rents, etc. A project must be inputting into HMIS and must be working to end homelessness to participate in the program.

New Reporting Requirements:

The new Attachment B on contracts with ADOH states you must be at a ninety-eight percent (98%) on the HMIS data quality report card. APRs (Annual Performance Review) must be run every two (2)

months. APRs will eventually be uploaded to HUD through Sage so we need to work on data quality. Brenda remembered to upload her APR so she received a house pin designed by Lucinda.

RFPs

For those who are in contract under the COC, please be sure to submit your RFPs for payment in a timely manner. If you have any questions on eligible costs, please contact ADOH. We haven't received very many RFP's for the planning dollars under contract to the local leads. Those contracts end September 30, 2017.

NOFA

The NOFA was released on Friday (July 14th) and is due on September 28th. It is highly recommended that you download and read it. Tier 1 is ninety-four percent (94%) of the renewals with the other six percent (6%) in Tier 2. This Tier 2 amount (approximately $350,000) is an increase from last year. Quality data from HMIS will be an important part of the NOFA. How we are working on Coordinated Entry as a whole is an area of improvement. Bonus funds will be available (approximately $225,000) and can be used on more than one (1) project and can fund a project for more than one (1) year. An RFP will be coming. The Governance Board will decide what priorities will be for the Bonus monies which equals the six percent (6%) going into Tier 2. There is a new category called TH-RRH, which is bridge housing. It would reduce the amount of time someone is in TH and assist with moving them quickly into PH through RRH. Camie asked if funds can be used for Coordinated Entry. It is an eligible expense but difficult to determine how to fund an entire BOS for CE. As we have reallocated TH as much as possible, Tier 2 decisions will be more performance based. Because of our priorities with the contracts, we have been able to increase the number of chronic beds. There is a new category under the "designated plus" definition, which allows for a little more flexibility with the chronic definition. David reviewed the scoring criteria. The Governance Advisory Board will be involved in creating the ranking measures. As a reminder, sign in sheets from the local continuum meetings must be submitted. HUD will be looking at cost effectiveness. Cindy asked if we could get data on the population served coming off the reservations. This information is not currently tracked. There are many of clients coming from the Navajo nation. Brenda reported Yuma has two (2) tribes but there is not a lot of contact. Kathy shared Cochise does not have a lot of contact with the tribes. Suzanne commented there are the same group of individuals experiencing homelessness that have been outreached to repeatedly but they do not want to engage. Skye commented the in-person engagement is lacking as once they lost their tribal liaison, the connection to the tribes was cut. Questions need to be added to the intake form but Camie recommended contacting NACA to assist in forming the questions as they understand the culture.

System Performance Measures

HUD uses the AHAR, performance measure, and the HIC/PIT to track success. The seven (7) system performance measures are:

Measure 1:   Length of time persons remain homeless

Measure 2:   The extent to which persons who exit homelessness to permanent housing destinations return to homelessness

Measure 3:   Number of homeless persons

Measure 4:   Employment and income growth for homeless persons in COC program-funded projects

Measure 5:   Number of persons who become homeless for the first time

Measure 6:   Homeless prevention and housing placement of person defined by Category 3 of HUD's homeless definition in COC program-funded projects

Measure 7:   Successful placement from street outreach and successful placement in or retention of permanent housing

CIR

Crisis Response Network took over CIR. The new lab and location are in Tempe. New staff is starting on July 31st and August 14th. Crisis Response Network will be looking at doing more analytical work in the future. Please be patient as new staff ramps up.

PIT/HIC

The report is on the website. The good news is our numbers went down this year. The majority of the population is single males. It was asked if education was captured and it is currently not.

- ✓ Twenty-five percent (25%) decrease in chronic homeless in two (2) years

- ✓ Veteran numbers decreased

- ✓ Sheltered numbers are steady

- ✓ Unsheltered reduced by about forty percent (40%)

The training of the volunteers has shown in the quality of the data received. Thank you for all your efforts. Sierra Vista, Douglas, Casa Grande, Prescott, Flagstaff, and Yuma are entitlement communities and they need the PIT information for their action plans. You are encouraged to engage them in the PIT count if they are not already

RRH Standards

ADOH is a major funding source for RRH throughout the state with $3M. There are four (4) different funding sources with RRH. The goal is to house someone regardless of the funding source. We reviewed the RRH Assessment Process, which should be used consistently throughout the state. The financial standard is to be determined pertaining to when the assistance starts and when the client has income. ADOH will be working with DES to determine this standard. RRH is a percentage of the rent so the client will eventually need to pay the entire rent. DES requires a full SPDAT at six (6) months to be used as a case management tool. This requirement can be revisited. Skye asked what should be

done when the client cannot continue to pay the rent at one-hundred percent (100%). Prevention can be used as well as assistance from partner agencies to prevent the client from becoming homeless again. A waiver can also be requested. The standard should be the least amount of assistance for the least amount of time. We discussed how ADOH has required a person to be exited from the program but still needs to be in the system to continue services for six (6) months. The move-in date is extremely important. This date cannot be the entry date as the client will not be counted. Skye asked how to do this as the client might be in an emergency shelter before they entered RRH? The system will recognize the placement in the emergency shelter. PSH will have to have a different move-in date from the entry date in October.

DES

Adriane reported they are working with ADOH to align processes. It is important ESG has quality data as well. If you have any issues with your ESG contract, HMIS, etc., please contact DES. Alfred also emphasized the importance of quality data. The providers will be divided to contact either Adriane or Alfred. If one of them is out of the office, you can always contact the other. It is important to get the surveys completed as a measurement on performance. Betsy asserted how data is now driving decisions and affecting funding. DES informed everyone that additional funds have been allocated to ESG ($270, 326) and that a public hearing is scheduled. Also reminded them that written comments are accepted as well. DES is in the process of determining how these additional funds will be allocated.

Coordinated Entry

Camie shared the documents used in their Coordinated Entry process, which is considered a work in progress. They have assessed 686 households (464 without children / 222 families) and had fifty-four (54) diversions. Kathy asked where they are geographically located. Camie stated they are primarily in Flagstaff but with assistance from the county, they are branching out. Camie shared how each form was used. Should you have any questions, please feel free to contact Camie at CRasband@cc-az.org. They had a marketing committee that really assisted in creating the forms, business cards, maps, etc. and recommended to have one (1) person/agency be responsible for everything. **The forms can be used but not the logo!** Skye shared how the process is working in Yavapai County. The biggest challenge is staffing as it is only available two (2) days a week from 11:00 a.m. to 3:00 p.m. There is also no youth housing and currently there are 250 youth listed as homeless. The veteran's court is requiring veterans to be assessed by the Yavapai Front Door program. Coconino has hired staff but needs a sustainable source of funding to continue. RBHA reinvestment dollars might be available to assist in staff funding. The McKinney-Vento liaison is doing the case conferencing for Coconino. The case conferencing lead changes every quarter in Yavapai. Credible data is important. Clearer communication from AHCCCS to the RBHAs will be an on-going focus. When going out to get partners, find out what they are interested in, their issues, and their struggles. Liliana expressed there is no housing and no housing authority in La Paz County. Some partners want to see results before they engage. She will keep sending the minutes from the meetings to show progress.

Action Item: Cenpatico will do a presentation at the next meeting on costs.

CIR is sending the By Name List every Monday. There seems to be some discrepancy in the data. It will be sent to ADOH going forward for analysis. If there are some data points that are needed that will be utilized by all, please inform ADOH. It cannot be data for the sake of data but it has to be QUALITY DATA!

BOS Website
Compliance, the BOS initiative, and communications are three (3) components for the website. Please share your ideas with ADOH for content.

The meeting was adjourned with a thank you and wishes for safe travels were extended.