

Governance Advisory Board Retreat Notes

March 16 - 17, 2016

Members Present: Karia Basta (ADOH)
Anita Baca (Housing Authority of Cochise County, Cochise County)
Eliza Louden (Catholic Charities, Yavapai County)
Chantel Padilla (Advocate, Navajo & Apache Counties)
Valarie Donnelly (WACOG)
Suzanne Payan (CAHRA, Pinal County)
Carole Benedict (U.S. Vets, Yavapai County)
Joy Johnson (ADOH)
Glennifer Mosher (ADOH)
Michele Meyerkorth (ADOH)
Candee Stanton (Consultant)

Candee shared preliminary PIT data that should not be shared. Glennifer is entering VI-SPDAT data into HMIS.

Technical assistance (TA) for the Vets@Home should continue through June. Once the by-name list is created, the Case Conferencing Committee will meet on a weekly basis. These meetings are to determine what action should be taken to house those on the list.

We applied for and received SOAR TA funding. This will include a one (1) day forum and attendance to the Leadership Academy that Joy will attend. Adam Robson (Adam.Robson@azdhs.gov) maintains a list of who is SOAR trained in the state. The goal of receiving the TA is to have someone trained in every county. Training is on-line and takes approximately sixteen (16) hours. Carole reported that you can also partner with DES rapidly assist an applicant get AHCCCS, TANF and SNAP.

Another new committee has been established: the ESG Committee. This committee is comprised of ESG sub-recipients to improve collaboration and delivery of services. The agencies included are: CAHRA, Catholic Charities, Good Neighbor Alliance, OCCAC and WACOG.

Director Traylor has allocated \$1 million to the Balance of State for housing veterans and those experiencing chronically homelessness. An RFP will be going out.

Many people believe in the Coordinated Assessment Committee so now we need to take action. How are we going to accomplish this? We need to immediately VI-SPDAT a person before sending them

elsewhere as there is “no wrong door”. Once decided a person is a better fit elsewhere, a warm hand-off is needed. It was asked if TA dollars are available. Karia might be able to find some funds but not enough for each county.

Eliza attended the SPDAT Academy. She was the only attendee from the Balance of State. She spent time learning about the program and being trained to train others. The success rate is higher for those who have a SPDAT vs. those who don't. The focus of the Academy is to ensure SPDAT training continues. AZCEH will sponsor and organize trainings throughout the state. The great benefit of having local trainers is their ability to share real time experience from using the product. Being able to administer the VI-SPDAT is crucial. A script for case managers to use to assist in administering the VI-SPDAT is in process. ADOH has a monthly face-to-face meeting with CIR as having quality data is key.

Glennifer spoke about System Performance Measures. These are measures for all entities of the Continuum as well as any entity that enters data into HMIS. After April 1st when data sharing is effective, a report can be generated for any area. Data Quality and APR are reports that should be reviewed frequently. Glennifer reviewed how to generate a report and we discussed the data. It was asked where the data is taken from and the data mapping information can be found in the attached System Performance Measures Guide. Glennifer is available to generate reports for you. She, as well as CIR, can merge duplicate records of individuals.

Action Item: Share the System Performance Measures at the regional meetings to alert folks that funding is based on these.

Candee led the discussion on becoming a high performing COC. We reviewed process and system related attributes. Sector representation ~ do we have the right players on the board? We discussed the possibility of expanding the board to include individuals from a homeless shelter, law enforcement, the Department of Education (the statewide Homeless Coordinator), VA, medical (AZHHA), behavioral health (Joanne), justice (probation, Department of Corrections), AHCCCS (service billing Medicaid/ HUD), universities/colleges and DES. It was also suggested to have an advisory group with individuals from AZCEH and ACA. Coordinated planning needs to be done at the local level with local leadership coordinating.

Action Item: Create a needs assessment to gather information using Survey Monkey.

Develop a Strategic Plan

- Governance (vision)
 - ✓ Local continuums (visions)
- Education about COC
 - ✓ Clear mission
- Outreach / advocacy
- No coordinated message
- COC down to local level
- Engagement
 - ✓ Workforce investment
 - ✓ Benefit
 - ✓ Data source at statewide level
- Educate / inform
 - ✓ PIT
 - ✓ Regional meetings
- Local continuum development

Having local COC members on the Governance Advisory Board is a great idea. Once we have local continuums established we can start building up the BOSCOG.

There are only three (3) continuums in the state: Maricopa, Pima and BOSCOG. Santa Cruz, Graham, Greenlee, Navajo, Apache and La Paz do not have any local continuums. Counties that have a successful local continuum need to work with those counties that don't. It should be strongly encouraged that local continuums meet at least bi-monthly.

Action Item: Decide what word (homeless coalition, network, etc.) will be used when describing local "continuums".

Karia suggested the COG invite organizations to be a member of the COG. Each organization would have a designated person to be the voting member with an alternate selected. Voting membership would be expected to:

- serve on committees;
- attend local meetings;
- attend three-fourths (3/4) of the regional meetings;
- do Coordinated Entry; and
- have someone trained in SOAR.

These expectations would be clearly defined. The consensus on membership is quality over quantity. Chantel volunteered to be on the Membership Committee.

What are the next steps? Do we expand the Board or do we invite resources to speak when needed? A manual needs to be created with standard operating procedures, expectations of the operation of programs, etc.

Action Item: Candee will create a draft strategic plan for review.

Action Item: Candee will create a draft of the manual for review.

System Performance Measures

- Data reports at regional meetings
- Local lead colloquy
 - ✓ RHBA's
 - ✓ Overview of COC
 - ✓ Partner in HMIS
 - Explain HMIS
 - ✓ CDBG entitlements
 - Yuma
 - Prescott
 - Sierra Vista
 - Douglas
 - Casa Grande
 - Flagstaff

An RFP will go out on the \$1 million allocated from Director Traylor. The focus of these funds is on veterans and those experiencing chronic homelessness. Twenty percent (20%) will be used for case management. With a timeline of thirty (30) days to prepare the RFP, sixty (60) days to respond and thirty (30) days to score, we are looking at a contract start date of the approximately the beginning of the fiscal year.

RFP Criteria

- Need
- Ability to administer
- Use of VI-SPDAT for RRH
- No barriers
- COC participation
- Pre-conference call
- Letter of intent
- Budget attached to proposal
 - ✓ Budget template included in RFP
- Increase in income

- Will be open to entire BOSCOG
 - ✓ Incentivize
 - VI-SPDAT
 - Participation
 - Attending local meetings
 - Attending regional meetings
 - Committee membership

Action Item: Candee will create a draft of the RFP.

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