



Continuum of Care Board of Directors Meeting Minutes Meeting on 6/15/2017, at Schlitz Park

Attending: Tim Baack, Luke Radomski, Andi Elliott, Nancy Esteves, Gwat Yong-Lie, Dan McCarthy, John Stibal, Amy Lovern, Claire Johnson, Dan McCarthy, Amy Lorenz, Shannon Reed, Ted Matkom, Emily Kenney, Jim Eigenberger, John Stibal, Luke Radomski

Attending and Abstaining from Voting: Zach Ehmann (Guest), Steve Mahan, Deanna Wilbern, Ah Ong Cha, Claire Shanahan

Absent: Kristin Haglund (excused), Rachel Kumferman (excused), Clifton Crump, David Pifer, Greg Schramka (excused), Gregory Williams, Jim Mathy (excused), Jose Perez, Kent Lovern, Lt. Cassandra Libal, Mark Hilton, Marynel Regan, Mike Hafemann, Peggy West, Pooja Dhaliwal, Rafael Acevedo (excused)

John began with introductions and called for a review and motion to approve the March meeting minutes.

1st: Ted Matkom 2nd: Claire Johnson Motion carried by unanimous vote.

John called for a review and motion to approve the June consent agenda:

1st: Tim Baack 2nd: Dan McCarthy Motion carried by unanimous vote.

Agenda Items

Point in Time (PIT): Nancy reported that Point in Time will be held July 26th - 27th. Cooling rooms this year include St. Ben's and Benedict Center. Hunger Task Force volunteers are assisting with applications for Foodshare and Badgercare. Outreach workers will conduct Vulnerability Index Service Prioritization Decision Assistance Tool (VISPDAT) assessment during the count. Nancy is working with the Medical College of Wisconsin to provide vision screenings on the night of the count. Free eyeglasses will be distributed. Round trip bus tickets will be provided for those going to cooling rooms on the night of the count. The numbers from the January Point in Time went down: there were 1,398 counted January 2016 and 978 counted January 2017 due to the close of transitional housing, and increased availability of vouchers.

A board member asked for more information about accessing services through 211. 211 serves as a gateway to housing assessment/shelter services. Mobile screeners through IMPACT are another resource for referrals and linkages to treatment and housing services. The assessment used by 211 is VISPDAT.



NOFA¹ FY17 Update

- A. NOFA Workgroup:** Andi debriefed the Board. The NOFA workgroup completed analysis of our performance as a CoC, seeing how our CoC compares with other CoCs, and worked on developing a strategy for how to move up the needle on low-performance scores. The goal was to improve our competitiveness for future NOFA allocations. Employment is a huge driver for HUD. We reviewed how we score performance of projects. Projects are ranked in Tier 1 or Tier 2 in ranking their performance. We may need to put a high performing project in Tier 2 because all FY2016 CoC projects are strong programs that perform well. The scoring of projects is highly informed by data.
- B. Scoring Tool:** Luke reviewed the scoring tool with the Board. The workgroup began preparing this last year. This year's tool placed more emphasis on increasing income. The City and Luke will score everyone on an empirical basis. A lot of credit for the creation of the tool goes to Maria Melendes of the Guest House of Milwaukee and Steve Schultz of Community Advocates. Penalty points are assigned for PIT non-participation/meeting attendance. There is a new risk pool scoring, giving agencies who serve the most difficult clients credit on the ranking tool. Reoccurrence is not given a lot of emphasis on the tool, preventing shelters from being penalized for reoccurrence after exits from the permanent housing programs to which exits from shelters were referred to. LOCCS² drawdown is important for new PSH programs, because some funded agencies are waiting to allocate the funding they do have to get further funding down the line – if a provider is not starting their project, that needs to be communicated. HUD released a timeliness report for expenditures. The State of Wisconsin has \$48 million unallocated for Community Development Block Grants (almost 4 years backlogged), due to not funding anything in the Milwaukee area. Steve stated that the Board of Directors may need to present proposals as a CoC to the State, approaching with a regional ask for what the CoC needs. Emily stated that we did have a discussion about reviewing what Housing First looks like, seeing if people are being properly engaged before being asked to leave housing. Luke stated we should not be radically changing the scoring tool year to year. A member asked how new projects will be evaluated and held accountable. Given MOU³s with City, new projects are subject to desk review and audit review. A member noted recurring issue of not looking at the projects as a whole, only looking at when the NOFA come out. The preliminary work of the NOFA workgroup has been instrumental in a thorough review of all CoC projects. Steve stated that John Larson with HUD can pull reports such as LOCCS drawdown, and we already have access to data completeness reports. Timeliness and unspent dollars returned to HUD are key issues for evaluation at present.

¹ NOFA: Notice of Funding Availability

² LOCCS: Line of Credit Control System

³ MOUs: Memorandums of Understanding



John called for a review and motion to approve the scoring tool.

1st: Luke Radomski 2nd: Ted Matkom Motion carried by unanimous vote.

Policies

A) Coordinated Entry Policies: Emily gave Board a Coordinated Entry (CE) update. Emily wants to ensure that housing providers are low barrier. The CoC has not made a checklist for what Housing First is, and programs are interpreting it very differently. An unintended consequence of focusing on the Chronic Homeless population is that an increase in unsheltered homeless population has been seen. There are few housing options for folks that we are seeing outside. HUD restricts who we can house, until we finish housing those who are chronically homeless. We ended chronic homelessness for families. We haven't had a family focus and a youth focus. HUD wants us to end youth and family homelessness by 2020 – Emily thinks an initiative for this can emerge similar to the Chronic Homeless. Claire Johnson noted an increase seen in the school system for families that are going from house to house. Emily stated that HUD's benchmarks for youth include those that are Category 2 (or at risk of homelessness). There is a youth initiative in place that will become Youth Coordinated Entry. Emily has been talking with Rafael about using planning dollars for consulting on a CoC mapping population.

HUD released in January of this year a number of policies to have approved by January 2018. Emily stated that more Coordinated Entry policies are forthcoming besides those presented today.

- a. **Assessment Policy:** Emily revised this policy which was previously approved by the Board, and added in that if there are no Chronically Homeless folks to house; CE will prioritize by length of time homeless.
- b. **Governance Procedures:** Emily wanted to see if a member from the Board could be on the Coordinated Entry Leadership committee. The committee will have a chair, vice chair, secretary, and client rights specialist who reviews client grievances.
- c. **Grievance Policy and Procedure:** Whenever possible, Emily will attempt to resolve grievances with providers. Emily will resolve grievances with CE leadership, and proposed that a subcommittee is convened to review those grievances on an ad hoc basis. Steve noted need for this due to clients' awareness of the process. Emily had shelters send their own grievance policies and procedures and reviewed voting membership with CE leadership.
- d. **Non-discrimination Policy:** This policy mandates that providers cannot discriminate and must be all-inclusive, if a client feels they have been discriminated against they can submit a grievance
- e. **ServicePoint Data Entry, Usage and Reporting:** This policy was put in place so high quality reports go out. Data must be entered by the 5th of the month. All requests for



data go through the City. Emily added an explanation of the intent/purpose of the reports, including exit reports.

- f. **Coordinated Entry Release of Information Policy** Emily created a new Release of Information form, similar to what clients sign for Service Point. The release affords CE the facility of conducting collaborative case staffings. IMPACT wants to make sure clients are aware that their case will be discussed with other providers. The release form is signed by the client and uploaded into Service Point. A member suggested having the name and contact information for the Contact Person on the form.

John called for a review and motion to approve the CE policies:

1st: Emily Kenney 2nd: Ted Matkom Motion carried by unanimous vote.

- B) **Veteran Registry Policy:** Claire Shanahan presented the Veteran Registry Policy and Procedure to the Board. Following the full implementation of Coordinated Entry, the policy was created due to the need to structure the workflow within the Veteran CoC provider system to resolve homelessness of Veterans identified and listed in the Veteran Registry. Within the policy, there is a directive to start the referral process for housing homeless Veterans with a referral to the CoC liaison at Center for Veterans Issues (CVI). The policy directs providers to refer all clients on Veteran registry to the Housing Prioritization list for Coordinated Entry with a VISPDAT score attached. The policy outlines the roles and interactions between CoC providers, the Veterans Administration, the Institute for Community Alliances (ICA), and IMPACT Inc. in managing and serving Veterans on the Housing Prioritization list. The policy mandates attendance of providers serving the veterans of highest priority on the Housing Prioritization list at Client update meetings facilitated by ICA. The policy provides guidance on the responsibility of in-reach and outreach workers to serve Veterans staying at Milwaukee Rescue Mission (MRM). MRM is not a CoC funded organization but serves many Veterans experiencing homelessness. The policy also mandated a minimum 80% attendance at Client Update and Full Body meetings, as well as underscored the importance of meeting minimum data completeness standards to mirror the expectations of CoC regarding meetings and complete data entries. The goal is to reach functional zero for Veterans experiencing homelessness with the execution of this policy. A member asked that phrasing in the policy be changed to specify that the meeting attendance mandate applies only to CoC providers serving Veterans.

John called for a review and motion to approve the Veteran Registry policy.

1st: Dan McCarthy 2nd: Claire Johnson Motion carried by unanimous vote.



FEMA⁴/EFSP⁵ update: Tim reported that the new phase allocation has not been released, and Hunger Task Force is still winding down spending of the previous allocation. Changes for the designation of the fiscal agent for the shelter portion of funding are still on hold, while the Task Force is in the process of finishing out the current phase of funding.

Hand Up Campaign: Emily brought a draft policy and procedure she created, which hopefully will ultimately come from the City. Hand Up is a crowdfunding, web-based fundraising tool. Hand Up fulfills the need for flexible funds in the CoC. We need funding at an agency level to purchase things like toilet paper and garbage bags. United Way has agreed to be fiscal agent without administrative fees charged. Emily asked the Board to assist in spreading the word regarding the campaign when it goes online. United Way and the City would jointly disperse funds to agencies. Steve stated that there will be a general MOU created, and that document will be brought to Board for further review. Tim asked that the Board take an official endorsement of the CoC's Hand Up campaign. Steve stated we need to have a clear distinction from Downtown Bid. A board member and CoC member wanted it to be clear in executing the campaign where money raised will be going. United Way will be taking lead on managing the Hand Up campaign website, and will create social media content to share.

John called for a review and motion to support the Hand Up campaign.

1st : Emily Kenney 2nd : Ted Matkom Motion carried by unanimous vote.

Elections: A list of nominations had been shared by Rafael via e-mail. John Stibal was nominated for Chair, Dan McCarthy was nominated for Vice Chair, and Gwat Yong-Lie was nominated for Secretary. John called for a review and motion for these nominations to be elected.

1st: Andi Elliott 2nd: Ted Matkom Motion carried by unanimous vote.

Announcements: Claire Johnson thanked those who signed a grant collaboration form. MPS did get the grant of \$125,000, which was the maximum and covers a position. Claire is in the process of trying to relocate, and may be leaving the Board by next meeting in September. Claire's replacement would be able to take over her seat on the board by then.

Steve told the Board that Rafael is at present at the National Community Development Association conference. The NOFA will be released sometime between today and next 10 days. A special ESG⁶ allocation will go out. There is \$42 million available to eligible CoCs, which lost the most money in 2016. We lost almost half a million last year. The funding received would be one time funding to make up for

⁴ FEMA: Federal Emergency Management Agency

⁵ EFSP: Emergency Food and Shelter Program

⁶ ESG: Emergency Solutions Grant



some of the cuts. Allocations finally came out for 2017, including extra \$110,000 ESG, and extra HOPWA⁷ funds for current fiscal year. The City will have to go back to Council with recommendations. Shannon announced that in his new role as income portfolio manager, he is the new director of Innovative Strategies for Boys and Men of Color. Shannon will be developing strategies within this initiative. There will be a huge event September 19th at Manpower, including services for men on the day, employment opportunities, and opportunities for guests to sharpen skillsets. Nancy reviewed a report distributed as a handout at this meeting. The report provides comparison of destinations after exiting emergency shelters, and emergency shelters' increase in income. The report compares data from 2016 with data from year to date 2017. A member asked for national benchmarks for context, to see how our CoC compares. Nancy pointed out HUD sets benchmarks for CoC funded agencies, but does not set them for emergency shelter.

Meeting adjourned.

⁷ HOPWA: Housing Opportunities for Persons with AIDS