



Continuum of Care Board of Directors Meeting Minutes 9/21/2017:

Attending: Rafael Acevedo, Claire Shanahan, Jim Mathy, Amy Lorenz, Tim Baack, Rachel Kumferman, Betty Spittlemeister (guest, non voting), Zach Ehmann (guest, non voting), Gwat Yong-Lie, David Pifer, Pooja Dhaliwal, Emily Kenney, John Stibal, Nancy Esteves, Luke Radomski, Dan McCarthy, Andi Elliott, Ted Matkom, Kristin Haglund, Steve Mahan

Absent: Claire Johnson, Clifton Crump, Greg Schramka, Gregory Williams, Ald. Jose Perez, Kent Lovern, Lt. Cassandra Libal, Mark Hilton, Supervisor Peggy West, Shannon Reed

John began with introductions and called for a review and motion to approve the June meeting minutes. Kristin Haglund added to attending members for the June meeting.

1st: Tim 2nd: Emily Motion carried by unanimous vote.

John called for a review and motion to approve the August meeting minutes.

1st: Dan 2nd: Amy Motion carried by unanimous vote.

There is no consent agenda for the meeting this month.

Point in Time 2017: Nancy presented a July 2017 Point in Time report for the Board. There were only 22 more clients in July than in January. The CoC increased outreach coverage in the suburbs through Community Advocates, Milwaukee County and Outreach Community Health Centers staff. The unsheltered number did not increase. We saw a total decrease attributed to Housing First, and loss of transitional housing beds. Hunger Task Force does Foodshare applications at cooling rooms. There was only one squad car this year available for dispatch. Outreach distributed coverage and went out from 7:00 pm to 7:00 AM. Nancy said we had a lot more work to do with unaccompanied youth, who are typically in a hotel, or in an unsafe environment and situation. The Youth Initiative is thinking of establishing a youth focus group that would create surveys with a more personal touch. Unaccompanied youth are under the age of 24. All surveys from Point in Time go in Service Point and are vetted for duplicates. The 732 sheltered folks include Safe Haven and Transitional Housing. Transitional Housing and Safe Haven per HUD's definition are still considered to be homeless. Jim stated shelter beds are always going to be full – that will always be our number. Emily stated this is dependent on how you look at capacity. Emily stated that funding for housing does not serve people who are doubled up. To decrease shelter numbers we would have to focus on prevention and diversion. A member asked why there are a high number of people of people who are of color represented in the count. The group thought housing discrimination was a major issue causing this. Andi wondered if this was also the case for those who were Category 2, or imminently at risk or homelessness. Emily thought we would need to collect specific data sets. Is there something within the Coordinated Entry system that is helping the situation or hurting? Emily would be happy to seek a master's level intern to focus on this. Cathedral Center has a modest community outreach program, and Dan stated that they see results although it is privately funded. Someone has to be category 1 literally homeless to get services. Ideally we would have Rapid Re-Housing resources for those who are Category 2 in our system. Andi thought



we should advocate for that change as a CoC at the Federal level. Unsheltered data shows 0.1% counted were chronically homeless, and in sheltered data 15% were chronically homeless, demonstrating the effect of Housing First.

NOFA Update: Rafael informed the Board that the NOFA application is nearly ready for submission. John called for the Board to vote on the NOFA application draft. Tim, Jim, Nancy, Andi, Emily abstained due to conflicts of interest.

1st: Dan **2nd:** Luke Motion carried by unanimous vote.

Progress Towards Functional Zero: Emily informed the Board that efforts to place single adults and families who are chronically homeless into housing have been tracked in weekly meetings. The latest numbers of chronically homeless clients were hovering between the upper 30s and mid-40s. We are trying to have about 60 housing slots available for these 40 or so folks, which would fit the definition of functional zero established by the United States Interagency Council on Homelessness. The CoC's goal is to get the list of chronically homeless people down to 10 people. Local HUD has been unable to give answers on how to certify or declare functional zero. Jim is in talks with the Department of Health and Human Services to get guidance from them. At this time the CoC is focusing resources and staff attention on prioritizing those chronically homeless according to Service Point for housing. We are almost at functional zero for chronically homeless veterans, and the Veteran Registry has 2 chronically homeless veterans left that need to be located by their CVI SAMHSA case managers. The VA says you have to end chronic homelessness and long term homelessness for veterans to declare functional zero. The CoC's Veteran Registry has 130 veterans total at this time. We have more permanent housing inventory this year due to closing Safe Havens with Milwaukee County, since the attached grant was reallocated as permanent housing vouchers. We have about 175 families who are homeless on the Housing Prioritization list. Nancy pointed out the challenge of getting the prioritization list with Coordinated Entry and benchmarks report populated by HMIS data to jive. ICA has been reaching out to all of the providers, who have to verify homeless history records on a tracking form. Before we only relied on self-report, and we have to make sure we are following guidelines for documentation. Claire has been preparing a documentation policy for board review. Tim requested that documenting chronic homelessness for youth also be addressed in policy, which Claire obliged.

Homelessness Awareness Week: Rafael stated that the CoC will be organizing a Homelessness Awareness week October 16th-20th. John suggested having written proclamation for Homelessness Awareness week to other cities. Nationally there is a homelessness and hunger awareness week that takes place in November. The CoC realized that two major community events CoC agencies participate in would take place during the same week and capitalized on this. One of the major events is the On the Table community discussions organized through Greater Milwaukee Foundation on October 17th, people in the community host guests for discussion on a community issue. 6 groups from the CoC have committed to hosting On the Table discussions. The Housing First Coalition will host a potluck dinner on that date. Tim is planning 3 different events for Pathfinders including a meal with youth at the drop in center and a dinner with board members. Walkers' Point, Hope House and Mercy housing are also



hosting. Project Homeless Connect is on Thursday, October 19th. Rafael saw a need to pull marketing and social media materials together in a bundle. Rafael is looking at this recurring annually long term, and backed by a permanent CoC marketing committee. Rafael will invite and update the board with this committee. John asked that we discuss success stories. There is an initiative for parking meters downtown. Rafael said that we need to tell our story, particularly around numbers from Point in Time. Dan stated that we need to follow up the data with an explanation for the decrease.

Hand Up Campaign: The CoC's online crowdfunding Hand Up campaign site was established to generate revenue for the Housing First initiatives that we are working on. This will help raise dollars for people moving into an apartment that need basic items like silverware, pots and pans. United Way of Greater Milwaukee & Waukesha County (UWGMWC) will serve as the fiscal agent. The City of Milwaukee has an MOU with UWGMWC. United Way will take the lead on marketing the campaign. When the CoC gets to the point where enough money is raised funding distribution recommendations will be brought to the Board. The City hopes to have the website live next week. There will also be a warming room fund included in the campaign. We are discussing warming room support now so we have the warming room capacity available later. Last year we had enough space, but warming rooms were only open at 10 degrees or lower. The CoC wanted warming rooms to be open at 20 degrees or lower, but warming room organizers said that they could not afford the increased staffing need. Emily asked if the board felt compelled to assist in raising \$15,000 per warming room site. St. Ben's, Benedict Center, Guest House, and Adullam Outreach operated warming rooms or overflow shelter last winter. Eric Collins-Dyke of Milwaukee County Housing Division chairs a Warming Room Committee that all warming rooms known to the CoC participate in. Tim found the press release to be really helpful for getting ahead of the story for serving the homeless during the winter, and a member asked that this effort to support warming rooms be highlighted during homelessness awareness week. Steve thought messaging might be more challenging this year because people are getting higher quality tents and will be more prone to staying outside. Steve anticipated this winter being milder. Folks staying on the street also need a safe place during the day. St. Ben's is the ideal site for day shelter. Emily offered to follow up with St. Ben's. Eric estimated that there is a \$25,000 gap for warming room support. Greater Milwaukee Foundation gave \$3,500 last year. UWGMWC also made a contribution. The City and County are working to ensure that support is received for warming rooms in a timely manner.

Review of Dr. David Nelson's Application for Board Membership: Rafael called the Board's attention to the availability of an at large seat. Dr. David Nelson of the Medical College of Wisconsin (MCW) and the Street Life Homeless Outreach workgroup has submitted an application for this seat. The Executive Committee has reviewed the application and determined it would be brought to the full board. The board recognized the benefit of having a representative from MCW on the board. A board member asked if attendance requirements of the Board could be addressed. There are 27 people currently on the board roster, which includes elected officials. We may have opportunities for others to be included as board members. Kristin asked if an appointee could come to represent elected officials at board meetings. John recognized the political sensitivity. Jim asked if the Mayor's office could attend, as this is a vacant seat. We have openings for the County Board, and the Sheriff's office. We will have to have



further discussions regarding who is on the roster. Representation from the Common Council is desired and efforts will be made to reach out to them again. As we hit benchmarks we might need some legislative changes. Steve will continue to seek out Common Council representation for the Board.

John called for the board to vote in Dr. David Nelson as a Board member for an at large open seat.

1st: Dan 2nd: Andi Motion carried by unanimous vote.

Coordinated Entry Leadership Grievance Committee: Emily distributed a copy of the Coordinated Entry Grievance Policy and Procedure that had previously been approved by the CoC Board of Directors. Emily asked the Board to look at item #7, which established a Grievance Ad Hoc Committee. A client could make a complaint based on an issue they experience in the Coordinated Entry referral process that requires ultimate oversight by a fair hearing officer. Emily is looking for an impartial board member without conflicts of interest to fill this role, as directed by the bylaws of the Coordinated Entry Leadership Committee. David, Ted, Dan and Kristin all volunteered.

John called for the board to vote on the establishment of a Coordinated Entry Leadership Grievance Committee:

1st: Ted 2nd: Tim Motion carried by unanimous vote.

Veteran Registry Procedure: Claire asked the Board to revisit the CoC Veteran Registry procedure that was previously approved by the Board, outlining how efforts to prioritize veterans experiencing homelessness are coordinated through the CoC's Veterans Initiative. Since approval at the June 2017 meeting, Claire removed the Full Body and Case Manager meeting attendance mandate. Though providers are expected to attend meetings, they will not be assigned penalty points in the NOFA for failing to attend. The attendance requirement was removed because providers generally attend the meetings.

John called for a review and approval of the amended CoC Veteran Registry procedure.

1st: Jim 2nd: David Motion carried by unanimous vote.

Announcements: Key to Change is a fundraising effort to support local housing first programs, backed by a homeless endowment initiative with the Greater Milwaukee Foundation. A recent press conference brought attention to this initiative. People can give to the endowment directly through the Key to Change website or through the gold meters now in front of Grand Avenue mall. More meters will be added around downtown and the third ward later. Initiative partners include the Downtown BID and Grand Avenue mall executive leadership.

Ted indicated that there has been difficulty in getting zoning approval for Gorman's 36-unit tiny homes supportive housing development, which would be managed by Milwaukee County Housing Division and Pathfinders. Zoning discussion has been taken off the Zoning, Neighborhoods and Development committee agenda on more than one occasion. Gorman is developing this project on a pro bono basis. It seems that concerns about the development are being communicated to Alderwoman Milele Cogs



secondhand. Dan offered to discuss the matter further with Ald. Cogs. Ted suggested inviting Jim and Tim to that meeting. Dan requested a packet of project information prior to meeting.

There have been ongoing efforts to work with Hunger Task Force to improve transparency in Funding determination. Rafael has reached out to Hunger Task Force and Executive Director Sherrie Tussler. Rafael will be serving on the local EFSP¹ Advisory Board, starting with a meeting on October 3rd. Pulling John into the mix. United Way rep. The FEMA² board roster list and minutes are not available to the public. FEMA money handling practices are not meeting the regulations. FEMA does not consult with the CoC, City or County on who allocating, which could cause double dipping in funds. FEMA may not know they magnitude of who they are funding. EFSP flexible funding that covers core operations is distributed in phases.

The Community Engagement and Outreach Committee will host a reception event, “Thank you from the CoC”, to show appreciation for partners’ hard work. Steve thanked those who donated anonymously, or provide services anonymously that benefitted the CoC. CoC Board Chair John Stibal was commended for his support of the CoC. An e-mail invitation will go out to board members for the upcoming thank you reception event. Project Homeless Connect will be held on Thursday, October 19th. The mayor is confirmed to speak at 10:00 AM. All Board members were invited to attend.

Meeting Adjourned.

¹ EFSP: Emergency Food and Shelter Program, Federally funded FEMA

² FEMA: Federal Emergency Management Agency



December Consent Agenda

CoC Committees and Workgroups

SOAR Committee: The first Cohort will finish their training the first week of December. The first cohort should result in 4-6 case managers being SOAR certified. As a follow up and to keep the cohort involved, the SOAR Steering Committee will hold a day long SOAR fundamentals training on January 26, 2017, at the Guest House. This fundamentals session will be a chance for this cohort that is new to doing SOAR applications to get together, problem solve, ask questions, etc.

Guest House has added a dedicated SOAR person to their CCS menu. She currently has 3 active consumers that she is working on applications with. She has 2 or 3 more individuals that she is waiting for the official referral from the Care Coordinator. She says that things are going well so far, she is getting a good response from the care providers and looks forward to getting her first decisions soon. The position description has been shared with the other CCS providers and it is believed that they will add positions in the new year as well.

The Shelter and Transitional Housing Task Force: STTF met on November 9. Regarding connecting clients with appropriate employment assistance services, Wendy, Donna, Cindy, Tim, and Eric met November 3 at Employ Milwaukee with Jan and Howard. We are waiting for information about how to refer shelter clients to their services. There's a learning curve for both groups to learn about each other's programs. Employ Milwaukee does not offer personalized supports with people struggling with AODA issues, homelessness, or mental illness. STTF might do better by connecting with YWCA about employment services for shelter clients. Potential cuts at the county and city levels were discussed. Shelters are taking a big hit for 2018, with more cuts expected in 2019. Audra shared an update about Walker's Point: they removed all of its barriers to shelter and saw a 45% increase in shelter stays. Audra is moving RHY TH slots to move 17 year olds in scattered site apartments (allowed by judge if supervision/case manager visits are in place). They are looking to also house 16 year olds with parent's permission. They've created a connection with Saint A's independent living program. RHY doesn't have to meet literally homeless definition, so they'll target youth going between Pathfinders and Walker's Point. All agencies in WI lost federal funding for street outreach for youth. The next STTF meeting is Thursday, December 14th, 2017 10:30 am to 12:00pm at GMF.

No update reported: Chronic Homeless Initiative, NOFA workgroup, Coordinated Entry Leadership, Community Engagement and Outreach, Street Outreach workgroup, Unmet Needs, Income workgroup