• CoC Town Hall Meeting, 4/29/19
  ○ Board Members present: Greg Porter, Matt Watkins, Christy McMurphy, Dan Doty, Hillary Bueschel, Brian McKiernan
  ○ Talking points:
    ■ The Board can support up to 1/3rd service provider seats
  ○ Assessing Programs to “Right Size” our Housing
    ■ Reliable data, clear policy & procedure, intentional change
    ■ Strategic planning priority--right sizing concept
      ● What does right sizing mean?
        ○ GKCCEH-ongoing evaluation of existing process, creating feedback loops to evaluate whether or not the current structure/composition of CoC providers is best serving our community, relying heavily on Sys Perf Measures
        ○ The CoC-More policies/procedures falling into place, cohesive committee work, monitoring will be more drilled down, how is agency performance affecting the entire system?
    ■ Community feedback--how does the community feel about the right-sizing concept?
      ● What would right-sizing look like?
        ○ Cookie Cook--Need to drill down past RRH/PSH--We need all types of housing, single adult males are often being pushed aside in housing. Needs assessment needs to come first before we begin making decisions
        ○ Sara Schwab--We need to know who we are working with. Needs assessment must come first to understand why we are serving who we are.
        ○ Habitat for Humanity--When we see clients coming in, many are looking for two bedroom homes. Others are looking for accommodation for families of 7-10. Not enough housing for single individuals.
        ○ Jeanine Short--Evaluation process--do you think we are in sync with HUD objectives when it comes to housing? MW is researching best practices and other CoC’s to understand how we can better conform to HUD standards. We are right in the middle currently. Plenty of room to improve. Places we are struggling are points of issue with other CoC’s as well. The VAT is not working for this community.
      ● What does the community want to see from a needs assessment
        ○ Theresa--Ages of children in homeless households, other important demographics. Data holder is struggling to
provide the data we need to analyze the gaps we have currently. Will come back
○ Becky Poitras--Gaps analysis will be absolutely necessary this year. We do not know who we need to be serving, populations that are hurting, no base from which to ask HUD for monies.
○ Robbie--Every year the NoFA involves us scrambling to provide what HUD requests of us. If the NA does not pinpoint who is on the street, what unit sizes are required, etc. We need to know how to right-size our programs as well. Struggling with flexibility. We need a clear direction instead of changing direction every year. As TMC is doing outreach, that specific piece of the puzzle is often forgotten. We need to continue to hone-in on no wrong door sort of policy for our homeless. Disability is a huge factor/barrier
○ Liz Hagaar-Mace--Need to move past just what housing in CoC can provide. How can we better support our housed with other services?
○ Mandy Caruso Yahne--Agencies that aren’t part of the NoFA often wonder how to fit in with the greater process. Why aren’t we working more closely?
○ Joy Ellsworth--People want to continue to live off the grid because of the trauma involved in finding houses, getting involved in services. Trauma informed care throughout.
○ Theresa--Community need does not have to mirror what HUD demands.
○ Amy Copeland--We are not prioritizing diversion like we should. We must begin addressing homeless issues before so many people come to us for housing.
○ Cookie--Assessment is not clearly identifying what the client needs are. Can we do a study to better understand the effectiveness of VAT?
○ Rob Santel--Services not being connected to housing is a core issue
○ Lynn Rose--Looking forward, long-distance when thinking of issues. Decisions being made each NoFA season do not come into effect for 12-18 months. How does the CoC provide for human beings in projects that are reallocated
○ Joy--Does the CoC “allocate” any other funding outside of HUD funding? We monitor and recommend spending of funds. Does GKCCEH have the ability to diversify the funding available to this community?
Cookie--Were serving a chronically PSH population and were reallocated b/c of a glitch on the cover sheet
  ■ How do we bring programs like MO DMH back into the fold and provide for clients?
  ■ Providing for client choice. Our clients deserve to have choice between scattered site, community living, etc..

Liz Hagaar-Mace--There should be a planning process implemented surrounding reallocation before the NoFA. Active more than reactive process. Need to have a plan in place prior to moving people around.

521 years of agency experience present.

Open Session

Feedback/comments/requests

HMIS question--Theresa
- Data quality issues cost us points/resources in HUD NoFA
- HH--Significant amount of HUD feedback was performance based--SysPerfMeas cost us many points
- Where are we at on HMIS LA conversation?
  ■ Board regularly discussing changing HMIS LA’s. One of our priorities is HMIS migrations. Attended Data Consortium, learned who else to work with
  ■ Will not be changing vendor again--CW is working
  ■ We do want to be adding data to website dashboard--if community is not paying attention to posted data, it will be on the community
- What data elements are you hoping for that you are not receiving?
  ■ This community went for CW in order to have reporting happening intermittently. When can canned reporting become available?
  ■ There are several other pieces that we are promised by CW. The portal is an example of this.
- RFP on the table for a new HMIS Lead Agency

When CW actually works, the dashboard data process would make all of the work so much easier. Streamline the entire NoFA process--Theresa

What kind of resources can we provide in order to help agencies understand new policies?
- Ex: Transfer policy/attendance request
- Post online, by email, there should be discussion at CoC meetings, PT meetings, etc.
- Written feedback is great, but face-to-face discussion is quicker and more appropriate for a community of this size--Cookie
- Some policies are going to need to get out more quickly than others. Having the ability to give feedback is important, however, acknowledging that all agencies work differently and compete with each other means that policies will work differently for each agency—Truman
  - How do you decide that everyone is responsible for the community wide policy changes?

- Jeanine-Life goes on for the families we are serving, to the question about public feedback, what is the level of feedback received? Also, for those on the ground, we see the reality of families looking for housing. What would the value be of Board members coming to hubs to experience the reality of families searching for housing?
  - 7 days, evaluate, 3 days feedback schedule
  - For client-facing services, Board members will be more than happy to come visit the service providers
  - Methodology is important when asking for policy feedback—clear, urgent emails, making sure that GKCCEH doesn’t overburden users with information. More communication/timeframes to surround new policy

- Catholic Charities
  - If Veterans don’t score high enough to be chronically homeless, is there a safety net in place as far as housing providers serving that Vet who isn’t chronic?
    - Yes, clear path laid out for the Veteran to go
    - Remain inside of functional zero for Veterans

- Any policy will be impactful to this community and deserves an open forum surrounding it.
  - Maybe include surveys with policies and procedures in emails
  - VA stringent on being unable to enter client data into a web-based system. Need to find a way to provide for VA Vets
  - Adjourned