

## **Eastern PA Continuum of Care General Membership Meeting**

April 16, 2018 (10:00AM – 2:00PM)

Harrisburg Area Community College, 1500 N. 3<sup>rd</sup> Street, Harrisburg, PA 17102

**Meeting Room: Midtown II Campus, Room 206**

To call-in: 1-717-612-4733 or 1-855-750-1027, PIN: 430163

Live stream the meeting at the Eastern PA CoC's Workplace page

**Regardless of which method you are using to attend the meeting, in-person, phone or Workplace Live, please register for the meeting at <http://sgiz.mobi/s3/Eastern-PA-CoC-Meeting-April-16-2018>**

### **AGENDA – CoC General Membership Meeting**

9:30: Registration

10:00: Welcome – Jeff Rich

10:05: Coordinated Entry Update – Jason Alexander and Kathi Krablin

- Implementation update
- Your role within the Coordinated Entry System
- Partnership Agreement
- Question & Answer

11:05: Overview of Written Standards, timeline and process for development – Mae-Ling Kranz, Helen Kelly, and Stacy Hawthorne

11:25: DCED's Comprehensive Plan/Annual Plan – Kathy Possinger and MJ Smith

11:50: Brief overview of PIT results, progress on strategic plan – Leigh Howard

12:05: Announcements:

- CoC Training Schedule
- NOFA update
- Other

12:15: Lunch

## **AGENDA – Governing Board Meeting**

12:30: Approval of February 26<sup>th</sup> Board Minutes – Jeff Rich

12:35: Update from DCED – Madra Clay

- Update on Planning Grant Budget
  - Other projects
- ESG update
- HMIS update

1:15: Update on Coordinated Entry Budget – Mae-Ling Kranz

1:20: Discussion and vote on 2018 Policy for Appealing CoC Funding Decisions – Leigh Howard

1:30: Committee Reports

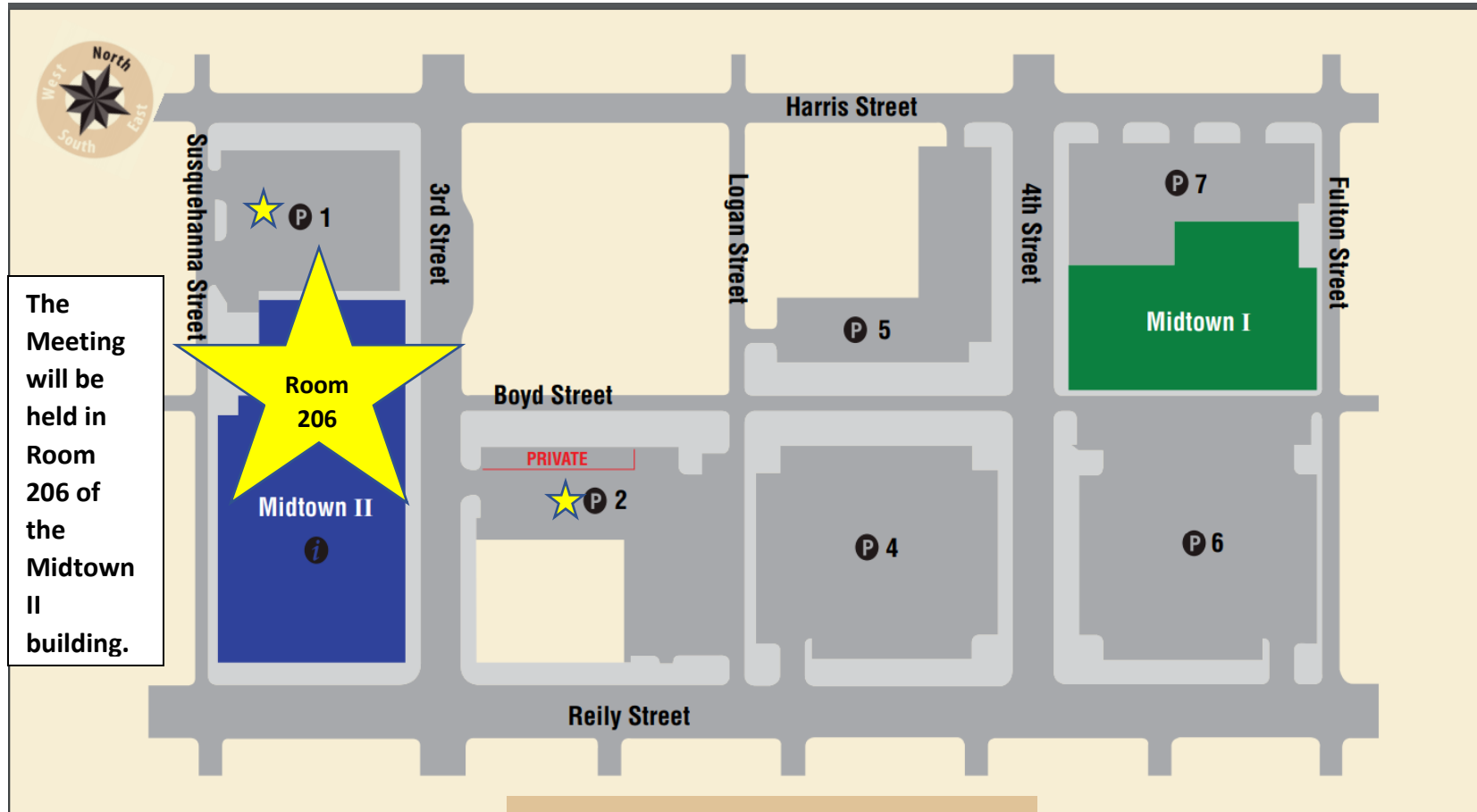
- Data Management & Outcomes - David Weathington
- Governance & Policy - Alisa Baratta
- Membership - Chris Cassidy
- Funding - TBD
- Veterans - Tom Peters
  - Progress (remaining barriers and mitigation plans) toward federal benchmarks and criteria for effectively ending Veterans homelessness
  - CES policy and practices regarding veterans-specific initiatives
  - Increased collaboration with our VA partners

2:00: Adjourn

**Eastern PA CoC Meeting – April 16, 2018**

Harrisburg Area Community College (HACC), 1500 N. 3<sup>rd</sup> Street, Harrisburg, PA 17102

Meeting Room: Midtown II Campus, Room 206



The Meeting will be held in Room 206 of the Midtown II building.

- P** Parking
- ★ Lot 1 - Faculty and Staff Lot
- ★ Lot 2 - Faculty, Staff and Visitors Lot
- Lot 4 - Student Lot
- Lot 5 - Student Lot
- Lot 6 - Student Lot
- Lot 7 - Faculty and Staff Lot

★ Free parking is available in Lots 1 and 2.

**Eastern PA General Membership Meeting & Board Meeting**  
Harrisburg Area Community College, 1500 N. 3<sup>rd</sup> Street, Harrisburg, PA 17102  
**Meeting Room: Midtown Campus, Room 206**  
**April 16, 2018 (10:00pm-2:00pm)**

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Bridge Number: 1-717-612-4733 or Toll-free: 1-855-750-1027, PIN: 430163

**BOARD ATTENDEES**

Leslie Perryman, Vice President  
Craig Newcomer, Secretary  
Mae-Ling Kranz  
Tara Day Ulrich  
Sergio Carmona  
Helen Kelly  
Chris Cassidy  
Alisa Baratta  
Madra Clay, DCED  
David Weathington, DCED  
Brendan Auman, DCED  
Leigh Howard, DMA  
Lea Dougherty, DMA  
Ben Laudermilch, DHS

**ABSENT**

Jeff Rich, President

CoC Membership – see attached attendance list

**CoC General Membership Meeting**

**9:30am Registration**

**10:00am Welcome** – Leslie Perryman welcomed everyone and explained that Jeff Rich, Board President was unable to attend.

**10:05am Coordinated Entry Update** – Jason Alexander and Kathi Krablin

- Implementation update
- Your role within the Coordinated Entry System
- Partnership Agreement
- Question & Answer

**Jason and Kathi** reviewed the CES process. Connect To Home: Coordinated Entry System of Eastern PA (CES) coordinates and manages access, assessment, prioritization and referral to housing and services for any person(s) experiencing or at imminent risk of homelessness.

- 24/7 toll-free emergency referrals by calling 2-1-1 or texting your zip code to 898211

- Triage, screening and referral to housing and emergency services during business hours M - F by phone via 2-1-1 or in-person through designated Access Sites located in major communities throughout the region
- An initiative of the PA-509 Eastern Pennsylvania Continuum of Care (CoC) in partnership with the Pennsylvania Department of Community and Economic Development, the Housing Alliance of Pennsylvania and Counties In Pennsylvania Served By Connect To Home CES United Way of Pennsylvania.

Jason reviewed the steps taken within Access, Assessment, Prioritization & Referral (see attached Handout). Jason discussed that the number of Connect to Home CES Operations Partners continues to grow each month as more providers sign the Partnership Agreement. This includes Call Center Providers and Access Site Providers.

Tom Peters, Veterans Multi-Service Center, SSVF-Central PA. provided info about some successes since the start of CES and Veterans MasterList. His program is serving a vast geography of 13 rural counties and the Connect to Home CES has increased the ability to locate (hard to find) veterans in need. In the first 3 months since inception, the total number of veterans served with prevention and rapid rehousing has doubled, while the number of literally homeless found and served has tripled. Tom then reviewed Eastern PA CoC current progress toward achieving federal partner benchmark standards.

- CoC has achieved benchmark B (average # of day from entrance to permanent housing is less than 90 days) and D (maintain a housing first approach and # of veterans entering SITH is less than # of newly identified veterans).
- CoC must still achieve benchmark A (0 chronic/long term homeless, minus exceptions, within in last 90 day look back) and benchmark C (# of veterans moving into PH must be greater the # of newly identified veterans). Benchmark A is between 1-3 veterans. CoC must improve agency's timeliness and thoroughness of communication in updating data regarding identified Chronic/LT homelessness. Benchmark C must be achieved and data would likely improve once all veteran servicing agencies entering data into HMIS projects begin participating in the month Veterans committee's veterans byname master list review each month, or make the updates in the system more frequently. This achievement might potentially show our status toward achieving benchmark C is further along than current shown. CoC has improved performance under benchmark by more than 20% over the last year even with current issues in updating the veterans master list.

#### Increased collaboration with Veterans Affairs Medical Center

- Martinsburg, Lebanon, Bath, Altoona, and Wilkes-Barre have all begun participating in monthly Veterans meetings (we do not have 100% in every meeting of every month, but participation has significantly increased)
- Wilkes-Barre VAMC (Crystal) has joined the Veterans Leadership Engagement Committee.
- Martinsburg VAMC has released 5 x mental health residential beds to the COC
- Franklin Co. Housing Authority has received and will manage 5 x HUD VASH vouchers (similar to section 8) while Martinsburg VAMC will provide the eligibility and case management for the 5 vouchers.

- Martinsburg VAMC has had their first VA HOMES Assessment report uploaded into PA HMIS providing the CoC a more robust master list. Our goal is that all 5 VAMCs begin participating at this level. DCED has provided HMIS training about the process for sharing HOMES assessments with the CoC and a liaison along with a system is in place to make this happen. CoC should expect this area to improve, helping us achieve one of the most major identified issues toward achieving the federal partner criterion.

Chris Capp gave an example of two persons who have successfully been served by CES. First one was a Veteran who was in a homeless shelter. He lost his housing because of catastrophic illness. We were able to assess him, get him connected with SSVF, and a PSH program for vets in an adjoining County. He is moved in and came into my office the other day to say that CES saved his life and that he feels like his life has hope again for the first time in a long time. The second one happened during the Veterans Masterlist call. A Veteran came into Chris' office with his dog while she was on the call. He's been living in his car. He was assessed through CES, hooked up with SSVF services, and found an homeless program for Veterans that would take him and the dog - all in under an hour.

During Q & A:

There was a question from Michele Baxter about homeless youth who are couch-surfing and how do they fit within CES. Jason explained the process for pre-screening and the Youth VI-SPDAT.

Alisa asked about how to work with persons who do not meet the definition of HUD homelessness. Jason mentioned how CES can create work groups that bridge the intersecting challenges such as DV, Institutions, Prisons, Veterans and Hospitals. Persons who are couch surfing are being served through the pre-screening process. This is helping to create data to be able inform policies & practices.

Craig asked about a situation where an individual who exiting prison without a homeplan who was held in the prison system beyond 90 days because of delays in court system to hold his hearing. He asked how this affects homeless status. The feedback was that these are very important questions and that further conversation needs to happen within the CoC and CES system.

Jason reviewed the Connect to Home CES Impact Data.

(DATA SOURCE: PA HMIS JANUARY 24 - APRIL 12, 2018)

Data Point	Since Inception	Since March 1, 2018
Pre-Screen Interviews	1296	733
VI-SPDAT Screenings	884	491
Low Acuity VI-SPDAT Scores	18%	19%
Medium Acuity VI-SPDAT Scores	57%	55%
High Acuity VI-SPDAT Scores	25%	26%
Emergency Service Direct Referrals	995 (780 for ES)	612 (485 for ES)
RRH Community Queue Placements	595	348
RRH Enrollments from CQ	43	38
PSH Community Queue Placements	218	128
PSH Enrollments from CQ	7	5

## **11:05am Overview of Written Standards, Timeline and Process for Development**

Mae-Ling Krantz, Helen Kelly and Stacy Hawthorne

**Mae-Ling** introduced that the CoC will be launching a process for developing the Written Standards. This process will request the assistance of volunteers from each RHAB. Volunteers will be expected to participate in approximately five meetings, and to review and respond to draft documents. NOTE: Goal is to have the standards developed by August, which means that they will not be available prior to the submission of the FY18 ESG grant.

CoC-wide Written Standards are required through the CoC and ESG regulations.

The standards include both overarching operating principles, such as:

- Housing first,
- HMIS participation,
- Program participants are identified on the Coordinated Entry Community Queue and prioritized based on the CoC's priorities; and
- Document will also include specific standards for each program type (e.g. ES, TH, RRH, PSH, HP, SO, etc.)

Goal of Written Standards Document:

- Client-centered
- Flexible
- Ensure consistent operating standards across programs, which...
  - Increases coordination across the CoC to facilitate the achievement of specific goals
  - Facilitates appropriate Coordinated Entry referrals
  - Creates level playing field for project evaluation

**Stacy Hawthorne** presented that to comply with regulations and to ensure the greatest level of consistency across the CoC, it is paramount that we have a clearly defined set of policies and procedures regarding ESG which can be recognized and adopted CoC-wide. DCED is in full support of working collaboratively with the CoC to this end so that the standards set forth are as outcome oriented, low-barrier and client-centered as possible. We will work with the CoC so that the CoC wide policies created encourage housing stability among ESG participants, furthering our joint goal that homelessness be rare, brief, and nonrecurring.

**Helen Kelly** presented specific information related to the Policies & Procedures/Standards

The Policies and Procedures/Standards should address:

- evaluating eligibility for ES, RRH, HP and street outreach;
- determining and prioritizing which eligible household should receive which above intervention
- admitting, diverting, referring and discharging by emergency shelters assisted under ESG, including standards regarding length of stay, if any, and safeguards to meet the safety and shelter needs of special populations, e.g., victims of DV, high acuity, etc.; assessing, prioritizing, reassessing, and determining duration of for all essential services; and

determining what % or amount of rent and utilities costs each program participant must pay/how long while receiving HP or RRH

Helen also reviewed how in consultation with ESG recipients, the CoC must establish and consistently follow written standards for providing assistance.

Policies & Procedures/Standards needed for:

- evaluating eligibility for TH, RRH, and PSH;
- determining and prioritizing which eligible household should receive which above intervention
- determining what % or amount of rent and utilities costs each program participant must pay/for how long while receiving RRH

CoC will communicate meeting dates and process as soon as possible. Volunteers will be recruited through the RHABs. Please send any questions to Lea Dougherty (CoC Staff Person) at easternpa@dmahousing.com

### **11:25am DCED's Comprehensive Plan/Annual Plan**

Kathy Possinger and MJ Smith

**Kathy** reviewed the requirements to do a 5-year Annual Plan (2019-2023 Plan) to be submitted to HUD. This plan includes HOME, ESG, CDBG, and HOPWA. Kathy opened up the discussion with the following question in order to identify the Priorities & Needs within the Homeless Community.

#### **What are some the needs for physical improvements needed to serve homeless populations?**

- Transportation
- Emergency Shelter as a Temporary Housing
- Short-term transitional housing needs for those who need more (Craig)
- More affordable housing – especially in areas with high FMR. New development of low-income housing. (Alisa)
- Long-term Transitional Housing (Jean Collins)
- PSH for persons experiencing DV because they are scoring high on the VI-SPDAT (Mae-Ling)
- Emergency Housing for Sex Offenders (Shawn F)
- Rural Emergency Shelters – scattered sites work well but it is often difficult to fund long-term (Helen)
- Affordable, Decent, Safe Rental housing is a high concern – this is being studied as part of the community needs assessment (Dave Young)
- The affordable housing location and the segregation that is happening as a result (Craig)
- PSH programs work but if there is not rental housing within the FMR then it is impossible to use (Tina Stanley)
- More HMIS licenses in order to increase participation (Tom Peters)
- Need capital funding for equipment (Tim Whelan)
- DV Providers need funding for comparable database (Chris Cassidy)



## **What are the Service Needs?**

- Mental health services (Dave Young)
- MH services that accept Medical Assistance (Leslie)
- Need more services for persons who are not eligible for ID spectrum but “low functioning” and often end up homeless (Tracy Miller)
- Housing and programs for sex offenders on Megan’s Law (Chris Kapp)
- Unaccompanied Youth not enough services and where there are services they are in a select few counties (Chris Kapp)
- Vocational Supports for persons with mental health (Tina Stanley)
- Locator and Navigator Services through case management (Michelle Baxter)
- Homelessness Prevention & Eviction Counseling (Kathi and Leslie)
- Dental Health Care, especially Oral Surgery

## **Affordable Housing – what are the Needs?**

- What resources are needed to ensure affordability?
- Need help related to zoning (Alisa)
- Need more help for persons coming out of care (Youth and MH) who had been in residential (Abby T)
- Life Skills/Financial Literacy/Tenant Education
- More landlord engagement – tax credit incentives – restricted rental units (David, Leslie)
- Loss of rental units to college students or gentrification (Leslie)
- Legal services
- Barriers to accessing Public Housing and HCV
- Credit Counseling (Helen Robinson)
- Utility, especially arrears
- Fund for engagement with landlord – guarantee of deposit or to pay for damages (Betsy Barndt)

## **Physical Stock - What are the needs (tiny housing, small complexes of affordable housing)**

- Problems with zoning and NIMBY (Megan Shreve)

Kathy encouraged people to participate in the survey from DCED, especially program participants.

**11:50am** Brief overview of PIT results, progress on strategic plan – Leigh Howard

Leigh provided a brief overview of PIT results and the progress on Strategic Plan. She introduced the index card being used to gather more information about the needs in communities and that there are numerous funding opportunities coming (such as ESG, CoC, FHLB/PHFA)

**12:15pm** Lunch

## **Governing Board Meeting**

**12:30pm** Approval of February 26th Board Minutes – Leslie presented the minutes. Chris motion to accept the Minutes, Craig 2<sup>nd</sup>. All approved.

**12:35pm** Update from DCED – Madra Clay

- Update on Planning Grant Budget
- Other projects
- ESG update
- HMIS update

**Brendan** provided an overview of the Eastern PA CoC Budget

Mae-Ling asked about the match, especially with Jeff being out on a leave. Madra suggested that there be a policy for what happens when there is a change in a Board Member's status mid-term or if a leave is taken. Raised whether sub-committee or secretary duties for the RHAB activities can be used for Match. The determination was that subcommittee co-chairs could count time towards leave as long as the activities support the work of the governing board. Additionally, this would be used as a last resort because DCED would need to make revisions to the planning grant documentation submission to HUD.

Alisa asked if the budget could be sent early so that discussion can be had ahead of time or questions asked. Madra indicated that is not always possible because they are sometimes waiting for information from fiscal at the state level but that DCED would try to get as much information as possible to the board within two weeks of the board meeting

**David** provided an overview of the Eastern PA CoC HMIS Budget

David reported that all of the funds in the 2016 grant have been expended. There is \$867.48 left that needs to be moved. DCED is awaiting the 2017 contract from HUD. DCED reported that the contract with Eccovia can be renegotiated because the 5-year time frame is up soon.

Michelle Baxter asked about other entities/agencies using HMIS. David reported that the state uses a Hybrid system.

Leslie asked how many people are waiting for HMIS licenses. David was not able to provide an answer at this time. Licenses cannot be shared for multiple reasons (legal, ethical and contractual).

**Madra** reported that the ESG 2018 application will be posted on the CoC website this week and will officially open on May 1, 2018. Non-profits can now apply directly but can only apply for Regional Projects. Madra clarified that shelters can still be funded however this may not be at the level of past practices. This year the funding for emergency shelter, including street outreach cannot exceed 20% of the total allocation. Madra stressed that all funding must be expended by grantees and this is considered when determining the next allocation requests. Leslie asked about the requirement to have a certain percentage spent before a new application can be submitted. From the 2015 FY there was \$234,000 returned which is being used for a special initiative to house TSE evacuees from areas affected by Hurricanes. Contracts have been established with 5 areas. Lehigh County is the only county from the Eastern PA CoC. Dave Young asked about projected return of funds for FY 2016 and how those funds will be used. At this time, it is unclear

how much will be returned. Madra indicated that any funds returned will be distributed based on the identified needs.

Madra discussed the focus on RRH and the effort to get person who are in shelters into PH as quickly as possible. She also clarified the difference between Shelter Operations and Essential Services and the criteria about how much funding can be used in these categories.

Madra indicated that Norm Suchar from HUD reported that the NOFA for 2018 would be released in May. The 2017 NOFA is still technically open due to Puerto Rico and US Virgin Islands not yet finalized.

HUD has four initiatives they are working on:

- Unsheltered
- Rural Homelessness
- Public Housing – shifting participants from PSH to HCV
- HUD VASH – to identify the need and streamline the process

DV Technical Assistance is available

Madra discussed Transition grants to cover a time period when one grant ends and a new grant begins.

HUD is working on the CoC, ESG and HMIS Program Final Rule

Alisa asked about Board Training – the Agency that DCED wants to use is not within the State System. The Board needs to decide on a date. The cost is \$3,500. A date will be scheduled in July after a call of the Executive Committee of the Board.

**1:15pm** Update on Coordinated Entry Budget – Mae-Ling Kranz

**Mae-Ling** discussed the Coordinated Entry Budget. There is no update from the Housing Alliance. Kathi asked about how to allocate the PHARE award. The United Way of Pennsylvania made an application and was awarded \$50,000. Kathi recommended that a committee being established that does not include any funded CES agencies.

- Jason
- Kathi
- Kristen from United Way
- Mae-Ling
- Leigh

This group will meet and have a recommendation for the June Board Meeting. A motion was made to convene this group. Motion by Chris and 2<sup>nd</sup> by Craig. All approved. Mae-Ling abstained.

**1:20pm** Discussion and vote on 2018 Policy for Appealing CoC Funding Decisions

Leigh Howard reported that the requested review of and vote on the 2018 Policy for Appealing CoC Funding Decisions is postponed. The first meeting with the 2018 Funding Committee has not yet occurred.

**1:30pm**      Committee Reports

- Data Management & Outcomes - David Weathington

Next meeting is April 27, 2018 – 10:30-11:30am

System Performance Measures is due May 31, 2018. The focus is on HUD goals

- Governance & Policy - Alisa Baratta

Alisa reported that the Governance Committee is looking for members to continue to review and make amendments to the Governance Charter. Alisa reminded the Board that the Governance Charter outlines how the CoC should conduct business.

- Membership - Chris Cassidy

Betty Norman submitted a letter of interest for the formerly homeless position of the Board

Anne Fogoros submitted a letter of interest for the At-Large member position of the Board

The LV RHAB also has a co-chair position available when Chris Cassidy term ends on June 30, 2018. At the April 10, 2018 RHAB meeting Rob Nicolella was elected to be the Board as co-chair for the LV RHAB.

Madra makes a motion, Mae-Ling 2<sup>nd</sup> to add Betty Norman and Anne Forgoros to the Board immediately and Rob Nicolella effective July 1, 2018.

Membership Chair is held until the June meeting

- Funding – TBD

The Funding Committee will be meeting in the next couple weeks

- Veterans - Tom Peters

There has been progress (remaining barriers and mitigation plans) toward federal benchmarks and criteria for effectively ending Veterans homelessness. The CES policy and practices regarding veterans-specific initiatives have been evolving since inception. There has been significant increased collaboration with our VA partners.

2:00pm      Adjournment

**Next Board Meeting is June 18, 2018 10:00-2:00pm @ the Giant in Camp Hill, PA**