Eastern PA Continuum of Care Governing Board Meeting
August 17, 2020 (10:00AM – 2:00PM)
Join Zoom Meeting OR
Phone In: 1-929-205-6099 Meeting ID: 973 3862 6292 Passcode: 482078

DRAFT AGENDA

10:00AM: Introductions - Welcome new South Central and Norther Tier Members

10:05AM: Approval of minutes from June 15th Special and Regular Board Meetings

Setting priorities for the year ahead and making plans to resource them

10:10AM: Coordinated Entry and Written Standards (Jason Alexander calling in)
- HUD Community of Practice – Recommendations for incorporating equity and COVID-19 into Written Standards Prioritization and CE
- **VOTE** to approve recommended update to the CoC Written Standards to prioritize households with chronic health conditions for HP, ES, RRH and PSH as a permanent new prioritization standard, effective immediately.
- CE Reporting and Metrics Discussion

10:40AM: Advancing Equity
- Board Feedback and **VOTE** to Approve Racial Disparities Data Analysis Report
    - LBGT and Racial Equity Training Survey Results and Next Steps
- Board Feedback and **VOTE** to Approve Non-Discrimination Policy
- Inclusive Language, Forms, etc.
- Identifying Next Steps - Home4Good Admin $$ to support

11:25AM: DCED Updates
- HMIS Plan and Budget
- FY18 and FY19 Planning Grant $$
- Update on ESG 2020 and ESG CV 1
- ESG CV 2 Planning

12:10PM: CoC Governance
- Strategy Solutions, Inc. Final Report
- Updating CoC-DCED MOU

12:25PM: Additional CoC Priorities
- Plan for CoC Website Upgrade
- Committees

        o   Data – **VOTE** to approve Committee request to make their presentation on Monitoring Plan mandatory for all CoC funded providers

        o   Funding – **VOTE** to approve revised Funding Policies, updated to reflect the process of pulling data for this year's renewal scoring

        o   VLEC

12:40PM: Revised Annual Strategic Plan Update
- **VOTE** to Approve the revised Annual Strategic Plan Update

12:45PM: **20 MINUTE BREAK**

1:05PM: 2020 CoC NOFA Update

1:15PM: PHFA Rent Relief Program Discussion RE: challenges, coordination between CoC and PHFA, etc.

1:35PM: 2020 Home4Good/ PHARE Home 2020 Funding
- Discuss potential expansion of priorities established in April for non-congregate sheltering in hotels and homelessness prevention

1:50PM: Planning for the October 2020 Full CoC Meeting
- Presentation of Strategy Solutions' Final Report and Annual CoC Evaluation

2:00PM: Adjourn

Board Members in Attendance
Leslie Perryman
Alisa Baratta
Rob Nicolella
Jeannette Triano Sinn
Tiffany Jones (hopped off at 11:30am)
Sergio Carmona
Jackie Condor
Melissa Magargle
Angela Susten

Board Members Absent
Mae-Ling Kranz
Randi Bannon
Beth Ellis
Jeff Poch

DCED Team in Attendance
Brendan Auman
Tony Diaz

DMA Team in Attendance
Leigh Howard
Jessica Sones
Lauren Whitleigh

CFC Team in Attendance
Jason Alexander

Approval to Record the Meeting
Brendan requested the consent of Board members to record the meeting for Mae-Ling, who is unexpectedly missing the meeting. The Board approved of the meeting being recorded.

Introductions
Leslie kicked off the meeting with welcome and introductions, with a special recognition of new members Tiffany Jones of the South Central RHAB and Jackie Condor of the Northern Tier RHAB.

Approval of Minutes
Melissa motioned for the approval of the minutes from the June 15th Special and Regular Board Meetings. Sergio seconded the motion. The motion passed with all in favor.

Coordinated Entry and Written Standards Update
Jason Alexander provided the following updates:
- Focus has been on rebuilding components of the workflow, retraining staff, addressing client record-sharing issues, merging duplicate records, and addressing issues with projects being setup incorrectly in HMIS. The goal is to update all of this in the next 3 months. Jason will provide a progress update to the Board for their next meeting.
- The East is working with West, Bucks, and Beaver to streamline HMIS across these CoCs.
- The DV Taskforce, a subset of the CE Committee, has been working to address concerns about DV survivors not being prioritized for housing through CE, and the process and VI-SPDAT not being trauma informed, effective, and appropriate for DV survivors. In the long term, DV leaders would like to create a separate tool for DV survivors for integration into Coordinated Entry. Leigh advised that this process to improve how DV survivors are served through CE seems to be happening all over the country, with conversations focused on trauma and racial disparities.
- Jason is preparing a CE presentation for veteran serving organizations, including VA county offices. A lot of SSVF referrals are not being made through 211 and thus not tracked through HMIS. This requires more RHAB-level outreach and engagement. Sergio volunteered to

support with outreach and engagement. Jason advised that it would be valuable to have a veteran liaison between the 2 systems; there is potentially VA funding for this. Leslie supports having a VA provider on the CE Committee.

- A Team has been created to review and update the Written Standards to add detail, incorporate data standards, COVID-19, DV work, etc. Simultaneously, Jason and Maria Schramm are participating in a 5-week intensive HUD Community of Practice focused on updating CE to align with COVID-19 response and incorporate racial equity.
  - HUD TA recommends that if a CoC incorporates COVID-related factors to its Written Standards prioritization, the CoC should incorporate a COVID-19 Screening at CE Intake. Both CE and Written Standards teams have been hesitant to implement because it's unclear why or how the data will be used.
  - The Written Standards Team is recommending the CoC add health conditions related to severe COVID-19 illness to the prioritization for all major housing types. Participants will be asked during the CE Triage Assessment if they have any of the health conditions. West, Bucks, and Beaver will implement this as well.
  - Regarding Racial Equity work, the Written Standards Team agreed to adopt and be guided by the CoC Board's equity statements, policies, and priorities.
- The July PA 211 Monthly Report showed a large number of callers waiting >15 minutes. Jason advised that 3 CE Call Specialists quit in the last 6 weeks; 2 of the positions have been filled by folks with experience working with DV survivors. PA 211 has experienced a higher call volume because people are hearing about prevention resources available. To mitigate long wait times, PA 211 will be changed such that when people report homelessness, they will be diverted to the CE Call Specialists, and when they report needing rental and utility assistance, they will be diverted to mainstream 211 folks. Jason confirmed that veterans at risk of homelessness calling for SSVF HP will still make their way to CE Specialists for that referral to SSVF. PA 211 is advising that they don't have enough dedicated staff to reduce wait times. They are preparing a budget that gets them the staffing capacity they need.

Approval of Written Standards Committee Recommendation
Melissa motioned to approve the Written Standards Committee recommendation to update the CoC Written Standards to prioritize households with serious health conditions who are at greatest risk of severe COVID-19 illness for HP, ES, RRH and PSH, effective immediately. Sergio seconded the motion. The motion passed with all in favor.

Advancing Equity
- Jessica of DMA presented 7 takeaways from the Racial Disparities Analysis.
  - BIPOC (Black, Indigenous, People of Color) are scoring lower on the VI-SPDAT. This is true whether they were assessed through an access site or 211. Overall, folks assessed through 211 scored lower than folks assessed through an access site.
    - Jessica advised that OrgCode's position about the VI-SPDAT is that, based on their own evaluation, the tool is not racially biased; instead, it is the people administering the tool who are racially biased. Data from communities demonstrated disparities with the tool. OrgCode used 2 years of research data to revise the tool. While the CE Committee is aware that there is a new tool, it hasn't discussed it yet. With all of the HMIS upgrade work, switching to the upgraded tool hasn't been explored to date. The CE Committee has it on their radar.
  - When compared to Non-Hispanic White households, BIPOC are less likely to be housed through CE, more likely to be closed from the BNL, and less likely to self-resolve.

- - BIPOC veterans, chronically homeless, and youth are also generally less like to have positive housing outcomes through CE.
  - There's a difference in exits to permanent housing by CoC funded vs. ESG funded projects. Disparities were found at a project-level.
    - In many cases, the numbers are so small, it was nearly impossible to draw any conclusions. This is true at the county-level also.
  - There are similar outcomes for earned income, but disparities in terms of non-earned income. Latino and BIPOC had lower rates of non-earned income.
  - There are discrepancies in length of stay. In some circumstance, BIPOC have much longer lengths of stay. In some circumstance, they have much shorter lengths of stay. This is an area for RHAB-level deep dive.
- Alisa requested project-level data. Jessica confirmed that DMA can put that together.
- Jackie highlighted that race and ethnicity are not collected by the CoC for DV participants to protect survivors' PPI, hence the missing data for 800 of 4,000 households in CE.
- Rob advised that our data seems consistent with other communities, based on his research of other CoCs. This one-year lookback aligns with the Eastern PA CoC's 2018 data; it will be important to look at this data year over year. Leigh advised that nationally, disparities have existed for years, as demonstrated in HUD's annual national homeless dataset. The CoC's goal is to ensure that someone's race and ethnicity does not play a role in whether or not they have access to housing or what their outcomes are, and folks are accessing services at the rates they are showing up in the system such that there is an equitable allocation of the resources.
- Sergio asked if the reason for the disparities in outcomes is primarily related to the lower VI-SPDAT scores. DMA advised that they worked to flag discrepancies or disparities that warrant further exploration and that the report doesn't tell us why there are disparities. Sergio asked if CE in the Western PA CoC is seeing these same disparities. Jessica advised that the West just started using the VI-SPDAT, that 211 does not do assessments, and that there is much less diversity in the West.
- DMA recommended that this data be taken to the RHABs advising of what we are seeing and asking them for input into why there are disparities and what we can do to address them. DMA can prep an excel spreadsheet with project-level data that can be used in tandem with the full report.
- It was suggested that if folks assessed at access sites tend to score higher, perhaps we want to add additional access sites to communities with high percentages of BIPOC.
- Rob added that some of the issues with the data we use is that it is all self-report, and sometimes, from a cultural standpoint, people are not self-reporting the issues that are happening in their lives. People with MH struggle to understand the questions, don't understand why the question is being asked, etc. DMA advised that other communities have implemented ways to address this, including flagging when someone's VI-SPDAT score does not accurately reflect their vulnerability, and following a process to adjust the score.
- DMA advised that based on the Equity Training feedback and how many people found it helpful, it may be beneficial to have an annual refresher training, perhaps scheduling them to coincide with Pride in June, MLK Day in January, etc. In the LGBT Equity Training Feedback, there was a lot of support for providing LGBT inclusive stickers, signs, and language; adopting a non-discrimination policy; including data fields in HMIS like pronouns, chosen name; and sample language to adopt on their forms. In the Racial Equity Training feedback, there was support for collecting feedback from participants of color about their experience in the CoC; having those conversations at the program, county, and RHAB level;

and interest in seeing this data provided regularly. There were folks who indicated a willingness to participate in work/ efforts moving forward.

- The Board will schedule a separate meeting about racial equity to flesh out how they will demonstrate leadership on this work, create a committee, identify next steps, etc. after RHAB-level discussions in September. The Board agreed to use uniform questions across the RHABs. Leigh advised that DMA can support RHAB discussions by presenting the data, pre-recording a webinar, facilitating discussion, etc. The Board requested that the slide deck be broken out by RHAB. The Board agreed to have discussion at the full CoC meeting as well because different folks attend the full CoC meeting than those who attend the RHAB meetings. Leslie requested that the Board extend their meeting on October 19th to process this second round of feedback.
- Leigh asked for folks to email feedback to the drat Non-Discrimination Policy. Leigh will send the Board the project-level language for review and feedback. The Board agreed to move voting aspects related to equity to their September meeting following RHAB discussions.
- Leigh advised that DMA looked into working with C4 as a CoC, but they have a long list of communities interested in working with them. C4 is offering a 4-part training series for $300 that walks through developing equity anti-racist framework. DMA can share information about content and quality after they participate.
- Recommended Next Steps:
  - Dive into this report
  - Review the non-discrimination policy
  - Develop a goal to incorporate equity and equality into all of the work of the CoC
  - Require each committee to adopt an equity lens to their work
  - Provide the CoC with additional education opportunities
  - Require all funded providers to adopt non-discrimination policies
  - Work with DCED on best practices in HMIS to promote non-discrimination
  - Increase communication and collaboration with mainstream systems to advance equity. Example: work with systems to address disparities in securing non-earned income, engage with landlords to address disparity in accessing housing
  - Set up at least one workgroup to explore how to move this work forward

DCED HMIS Update

Tony Diaz shared HMIS updates describing:

- Total number of organizations, programs, and users in the East
- new staff member Mahendra started 2 weeks ago and is focused on programming – reporting, fixing reports, new data standards; and technical assistance/ ticket resolution
- 2 people are working on tickets – of the 469 new tickets since the May upgrade, 236 are open, 233 are closed; closure rate expected to go up with Mahendra on board
- For August and September, prioritizing CoC Scoring tickets. All CoC scoring tickets received by 8/26 will be resolved by 9/6. Of the 19 submitted so far, 16 are open, 3 are closed.
- On August 6th, released training for running and downloading the APR and using APR validation files to clean up data.
- First round of customization to be released on incremental basis in the following order:
  - Referral County
  - Triage Assessment updates
  - Coordinated Entry Status
  - VISPDAT Assessment updates
  - BNL

- o BNL Prioritization List Status
- o Coordinated Entry Intake Notes
- o DV CE Intake customized workflow
- o Coordinated Entry Migration
- 5 new programs for each RHAB BNL
- ESG-CV funding: Tony will be sending out a message to grantees about setting up new projects in HMIS this week for ES, RRH, HP, and SO
- New Training Curriculum
  - o Schedule is one per week with a live training, followed by a video and guide release
  - o New Users
    - ▪ New User Quiz (multiple choice)
  - o Annual Renewals
  - o Program Specific
  - o Reporting

The Board requested that Tony provide this update in writing monthly moving forward. Tony advised that he can do so.

DCED HMIS Staffing and Funding Plan
- In response to a June 12th Executive Committee request, DCED prepared information describing adequate staffing/ resourcing of the Eastern PA CoC HMIS. DCED based this information on existing HUD HMIS tools and guidance, such as the 2011 HMIS Budgeting and Staffing Toolkit, which recommends one full time staff person per 75 users. Angela noted that the roles and responsibilities of HMIS leads have expanded since 2011. Angela outlined the roles and responsibilities per the 2016 MOU between DCED and the CoC. Angela advised of who (DCED team member, DCED consultant) is currently fulfilling the roles and responsibilities of the HMIS lead, as outlined by the National Human Data Services Consortium, broken down into HMIS Project Manager, HMIS Administrator, HMIS Help Desk Support, and HMIS Trainer. Angela advised that ESG-CV$ is the reason DCED was able to bring on Mahendra as a full-time consultant, especially given that there is no match requirement. DMA advised that some questions brought up in the past remain unresolved. Specifically, DCED has contractual relationships with Bucks, Beaver, SSVF, and PATH, and the question about how these contracts support HMIS overall versus just licenses remains unanswered. Angela advised that she will look into this. DMA advised that the Eastern PA CoC HMIS budget used to be $250,000 when the CoC was using a homemade system, and that it was reduced because there were significant savings when the CoC shifted to Eccovia ClientTrack.
- Angela advised that the personnel costs in the HMIS budget are getting the CoC one full-time contractor and one part-time staff person. For FT staff with benefits, annual cost is ~$70,000 and for full-time contractor, annual cost is ~$125,000. There are 310 HMIS users in the East, requiring a total of 4.13 full-time staff people. DMA advised that part of figuring out how much more funding is needed is figuring out where we have gaps. DMA advised that the Board likely doesn't want to use Home4Good admin dollars for HMIS capacity because a permanent investment is needed into the HMIS infrastructure. Potential solutions were discussed such as: Moving forward, all new project budgets must include an HMIS BLI to cover their HMIS licenses. In the past, DCED had raised concern about the administrative burden of collecting the money from each project as reason not to move in that direction. The Board discussed having DCED designate someone else to collect the HMIS license funds on their behalf. A potential benefit to adding it to project budgets would be promoting buy-in from providers. This would put the 25% match burden on providers.

- Next Steps: What is the Cross-CoC HMIS Action Tema's roles in all of this? They are focused on reporting and meeting with Eccovia's Program Manager. The Board needs more information about the extent to which other stakeholders are contributing to the costs of supporting the PA-HMIS and what else do we want or need from HMIS, which will guide how much more funding we need. DMA recommended having RHAB discussions about what they want or need from HMIS. DMA offered to provide resources to DCED to support where are the gaps in HMIS operations, functions, etc. to identify where we need additional capacity. The Board asked if the CoC would be better positioned if the HMIS lead or Collaborative Applicant were a private entity because they would be better able to raise funding than DCED can. DMA advised that one way to increase funding to HMIS is to get other systems supporting HMIS and requiring their folks to participate in HMIS. For example, if HAP-funded projects were required to enter their data in HMIS, DHS could support resourcing HMIS. DMA advised that there are no limits on the amount of CoC funding we can ask for to cover HMIS costs via CoC funding. DMA advised that there is difficulty with attracting private dollars for HMIS because funders don't want to fund a HUD mandate.
- DMA advised that some states include a line item in their budgets to support HMIS, which we do not as a state. DCED advised that only 3 of the contracts mentioned earlier exceed $10,000 and that the funding DCED collects via these contracts is used to support match for the CoC HMIS grant. Sergio requested that DMA provide information about other funding sources to support HMIS. DMA and DCED to flesh out what is needed, what are potential funding streams, etc. and report back to the Board at their next meeting or when the NOFA is released

DCED Planning Grant Update
- The FY2018 Planning Grant was extended for 90 days. DCED has still not received news on the FY19 Planning grant, other than HUD stated on their Office Hours last week that they are trying to get them out in the next 2 weeks, which will allow some flexibility in shifting funds between FY18 and FY19. DCED and DMA advised that the Executive Committee discussed using FY18 Planning Grant funds to update the website, and after reviewing submissions from different folks, have identified a vendor. The first planning meeting is taking place this week. The website should be updated by November.

DCED ESG Update
- ESG-2020 contracts were delayed because DCED was ahead of the game with their funding process, prior to receiving their ESG-2020 award letter from HUD. ESG 2020 grants have not been sent out to elected officials for signature yet . ESG-CV contracts are out to elected officials for signature. DCED started planning for ESG CV2. DCED would like to take some time, and have heard from providers about hoping there is some time for them to strategize because folks don't know what they will need moving forward because folks can't spend HP $ because of Eviction moratorium and want time to strategize more with all of the resources they have. HUD has advised that all CV money must be spent by September 2022, so the latest DCED would want to contract is January 2021. DCED would like to have the HUD ESG CV Notice before issuing the ESG-CV2 application. DCED asked about any other comments, needs, priorities, etc. the Board wants to DCED to be aware of.
- Sergio asked about any possibility of waiving an eviction notice to allow for expending ESG HP funding. DMA advised that HUD has been talking nonstop about prioritizing ESG CV funds for RRH, not HP, to get folks off of the streets and out of shelter, to get everyone who is literally homeless housed rather than focusing on prevention. DMA advised they can send PPT or link to 1 or 2 trainings that HUD has put out. HUD is aware that most states are using

their CARES Act money the way PA is for rental assistance. DMA advised that they are getting DCED some data for ideas for ESG-CV2, and if DCED deems it appropriate, we can discuss more broadly.

CoC Governance Update
The Governance Committee is:
- planning to present the full results of the Collaborative Applicant Evaluation to the CoC in October and identify a process to get people completing the next evaluation survey at that time; looking to change some of the survey questions and process to execute that
- working on defining committee and staff reporting to the Board
- clarify CoC Board and CoC decision-making roles and levels
- re-examine the MOU between the CA and CoC to define it more effectively for both the CA and the CoC, defining additional capacity for HMIS lead agency to get some staff reports to the Board; will circulate revised MOU to the Board soon, to be finalized by October
- Looking to roll out to all committee chairs guide for how to chair the meeting versus DCED and DMA staff

PHFA Rent Relief Program and Priorities for 2020 Home4Good/ PHARE Home 2020 Funding
- The original priorities for 2020 Home4Good/ PHARE Home 2020 funding were homelessness prevention and non-congregate sheltering in hotel/motel. These priorities were set in April when there were no other COVID resources on the streets. United Way contracts are out for signature, and DMA and United Way will be recording a reporting webinar next week for grantees.
- DMA advised that they are hearing from lots of folks that they having a hard time getting the PHFA RRP money on the street because tenants aren't completing the applications, landlords aren't signing off, folks can't document their loss of income was related to COVID, and the 5% admin isn't enough to support staffing. BlairCAP has tried to stress that it's first come, first serve to add some urgency to get complete applications in quickly, but had only been able to serve 2 of 150 applicants so far. Rob is targeting landlords about the PHFA RRP, and the landlords are bringing the completed packet to their doors. Sergio expressed concern about expanding the use of Home4Good / PHARE Home funding to support staffing for the PHFA RRP because there was 5% administration awarded to support staff.
- Other than some local stories and providers bombarding their networks, there hasn't been any real advertising of the PHFA RRP. The confusion about who qualifies didn't help matters in rolling it out; this has been a big hurdle to overcome. Providers denied people in the beginning and now have to go back to tell them they actually are eligible. There is not a lot of coordination happening, which would help in ensuring no duplication of benefits. Northampton County are tracking ESG and PHFA funding in HMIS to ensure no duplication of benefits.
- The Board believes it's important to hold onto some of the Home4Good/ PHARE Home funding for non-congregate shelter in preparation for a 2nd round of COVID, at which time FEMA funding may no longer be available. DMA reminded the Board that DCED has the second round of ESG-CV to allocate, which can be used for non-congregate sheltering.
- Rob recommended coordinating with school districts and ECYEH to target families with children for homelessness prevention. Leigh mentioned reaching out to Linda Becker for PHFA RRP marketing materials to share with schools they cover.

<u>Approval of Expanded Priority Uses of 2020 Home4Good/ PHARE Home 2020</u>
Leslie motioned to allow for additional uses of 2020 Home4Good and PHARE Home 2020 funding that have not already been identified, upon request and approval by the Governing Board. If an agency has another unmet need in their community, they have to submit a written request to the Board via email to <u>easternpa@dma-housing.com</u> to expand the priorities for Home4Good/ PHARE Home 2020 funding beyond non-congregate sheltering in hotels/motels and homelessness prevention.

<u>CoC NOFA Update</u>
Following the meeting, DMA provided a CoC NOFA update via email.
- 2020 NOFA: At this point in time, we are not really sure what is going to happen with the HUD 2020 CoC NOFA. HUD has publicly stated a number of times that they are working to streamline and minimize the process this year so that communities can continue to focus on their COVID response vs. the CoC competition. They have been saying that since around May, so we don't know where these changes are stuck. We do know that the HEROS Act passed by the House and the Senate equivalent both include language that would allow HUD to streamline the renewal process; however, the House/Senate did not agree on a compromise bill so nothing is currently moving forward. HUD did release the Grant Inventory Worksheet at the beginning of the month (and due back on Wednesday), which is one of the steps required before the NOFA is released. In addition, we have heard rumors through the consultant grape vine that there will not be a full NOFA process this year, only a process that would allow existing projects to be renewed. If this is the case, the CoC would not have the ability to apply for any new dollars, only renew existing projects.
- Renewal Review Process: If HUD does require a local competition, in order to rank projects, we will not likely have the traditional 90 days to submit. As such, we have been moving all NOFA related work forward. The 2020 Renewal Scoring Criteria and information about the renewal process have been sent out to renewal projects. In the event that we are not required to rank projects, DMA has recommended to DCED that the CoC's renewal review process still occur, as the CoC regulations require us to evaluate projects, which in our CoC only really happens annually during the NOFA.
- New Projects: In the event that there isn't a NOFA and the ability to apply for new projects, the Funding Committee will be releasing a Notice of Intent form/process later this week or early next week. The NOI will allow for a 30-day response time and will inform us where there is interest in applying for new projects and/or where folks may need technical assistance if a new project selection process is able to occur. In addition, our intention is to do outreach in Lycoming and Schuylkill counties if we don't have anyone apply specifically in those counties, as both of these communities have existing renewal projects that will be ending, as the grantees have decided to reallocate the funding back to the CoC

<u>Following the Meeting, the Board voted to approve the following via email:</u>
- Data Committee's request to make their fall webinar on the role of the Committee, the Monitoring Plan, and Quality Improvement Plan mandatory for CoC funded providers
- Revised Funding Policies, updated to reflect the way data will be pulled from HMIS ClientTrack 19 and requested from providers for this year's renewal funding process
  - Background: The changes are requested because the CoC cannot pull project performance data from HMIS at this time. Individual projects can pull their own data, but the CoC cannot pull the data across all projects in order to create the renewal scoring calculator that we have used in the past.
- Annual Strategic Plan Update, revised based on Board feedback at their June meeting