

Eastern PA Continuum of Care Governing Board Meeting

June 15, 2020 (9:30AM – 2:00PM)

Join Skype Meeting from your computer: <https://meet.lync.com/pagov/breauman/J6DDWK21>

Or Call-In: (267) 332-8737, 848780232#

AGENDA & BOARD PACKET (PART 1)

- 9:30AM: Roll Call/ Introductions – Jeff Rich
- 9:35AM: Approval minutes from February 24, April 20th, April 28th, and May 18th Board Meetings – Jeff Rich – ATTACHED, Minutes from April 20, April 28 and May 18
- 9:45AM: Review & discussion of Eastern PA CoC Racial Analysis – DMA – ATTACHED
- 10:45AM: HMIS Transition Update – DCED
- 11:05AM: Budget Updates – DCED
- HMIS grant
 - Coordinated Entry – ATTACHED
 - FY18 CoC Planning Grant
 - FY19 CoC Planning Grant
 - Home4Good admin funding – DMA
- 11:25AM: 2020 NOFA Prep – DMA
- Debrief the 2019 CoC Competition and Looking Ahead to the 2020 CoC Competition – ATTACHED, HUD's FY19 CoC NOFA Debrief
- 11:45AM: CoC Data Strategy – DMA
- Revisit HUD guidance re: data strategy – ATTACHED (originally shared in advance of February Board meeting)
 - Apply for funding to support data specialist?
- 12:05PM: Strategic Plan Annual Update – DMA
- Discussion, Feedback, and Approval of Annual Update
 - Priorities for the next fiscal year (if time permits)
- Lunch Break: 12:25PM – 12:55PM**
- 12:55PM: Connect to Home Coordinated Entry System
- Discussion /Approval of Proposed 2020-2021 Budget/ Fundraising Plan – Jason Alexander
 - Performance and Reporting Expectations for Connect to Home CES (PA-211) – Sergio Carmona – ATTACHMENT INCLUDED, MORE DOCUMENTS FORTHCOMING
- 1:25PM: Committee Updates
- Data Outcomes and Management – Stacey Tice

- Discussion and Approval of Monitoring Plan – ATTACHED
- Discuss recommendation from Committee regarding increasing transparency
- Veterans Leadership Engagement – ATTACHED
- Funding – Written Report Submitted

1:40PM:

Funding Updates

- 2020 Home4Good/ PHARE Home2020 – DMA
 - Update on Funding Allocation
 - Discussion about use of funding counties chose not to accept
- ESG Program: FY19, FY20 and CARES Act – DCED

1:55PM:

Governance – Alisa Baratta

- Discussion and Approval of New Officers
 - President: Leslie Perryman
 - Vice President: Alisa Baratta
 - 2nd Vice President: Craig Newcomer
 - Secretary: Melissa Margargle
- Welcome new board member Jackie Condor

2:00PM:

Bucknell University Research Study Proposal – DCED/ DMA

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BOARD ATTENDEES

Jeffrey Rich, President

Leslie Perryman, Vice President

Mae-Ling Kranz, Treasurer

Sergio Carmona

Rob Nicolella

Alisa Baratta

Melissa Magargle

Randi Bannon

Jeannette Triano Sinn

Beth Ellis (joined at 9:55AM)

Angela Susten

Jackie Condor – new Board member replacing Jeff for the Northern Tier on July 1, 2020

NOT IN ATTENDANCE

Jeff Poch

Debbie Reihart

STAFF IN ATTENDANCE

Brendan Auman, DCED

Leigh Howard, DMA

Jessica Sones, DMA

Lauren Whitleigh, DMA

Approval of minutes from April 20th, April 28th, and May 18th Board meetings

Jeff motioned for the approval of the April 20th, April 28th, and May 18th Board meeting minutes.

Jeanette seconded the motion. The motion passed with all board members in favor.

Review & Discussion of Eastern PA CoC Racial Analysis – DMA

Jessica reviewed highlights from the Eastern PA CoC's 2019 Racial Disparities Analysis. People of color are overrepresented in the homeless population in the Eastern PA CoC. Disparities in access and outcomes for people of color warrant further exploration as they are less likely to access RRH and PSH, have shorter lengths of stay in RRH and PSH, are less likely to exit to permanent housing from RRH and PSH, and experience higher rates of returns to homelessness after exiting to permanent housing.

The Board requested that the data be broken down/ dissected to the county level and project level to allow for a deeper dive into the data. It was suggested that this can be worked on before the NOFA.

DMA is currently having issues with high-level access to data in HMIS. DMA recommended best practice is to look at the data ongoing, collect and build out the analysis with qualitative data, and incorporate the voices of people with lived experience into the evaluation process. Like with the LGBT Equity trainings, DMA will be sending out a survey after the upcoming Racial Equity trainings, asking CoC members what they want to see happen next.

While the CoC references federal laws and HUD regulations in our documents, we do not have a standalone Anti-Discrimination Policy; DMA recommended that the CoC create an Anti-Discrimination Policy. The recent change to HUD's Equal Access Rule allows for ESG funded emergency shelters to discriminate against people because of their gender identity, requiring them to access shelters according to their sex assigned at birth.

There is a lot more work needed at the organizational level, and thus the CoC's efforts need to penetrate senior levels of organizations to ensure leadership is connected to what the CoC is communicating to and training front line and middle managers on. Alisa recommended that the CoC require that once or twice a year, in order to maintain funding, Executive Directors or Directors participate in a training or a dialogue/ roundtable regarding how they are reinforcing what the CoC is training their staff on.

In order to make change happen/ fix problems, the CoC and its providers need to know what's happening, need to know what people have experienced, whether it's conscious or unconscious bias or racism.

On average, people assessed through 211 score lower on the VISPDAT than those assessed by access sites, something worth further investigation. HUD requires an annual evaluation of CE, including the front door/ assessment and other parts of the system (referral process, move-in process, etc.), which would shed light on why folks score differently. Alisa expressed concern about defunding the access sites as it relates to equity, given the information presented. Historically, 211 was not receiving the same level of hands-on training and technical assistance from the CES Regional Managers that access sites had received and there are efforts to provide them with equitable support.

The Board questioned if the reason certain RHABs are doing better at diversion than others is because of the presence of access sites. It was noted that there have been some inconsistencies in the way RHABs collect and record data, which may be part of why the data shows certain RHABs doing better with diversion. It was noted that all assessments in the Western PA CoC are done through an assessment site, which also connects households to resources.

With 6 weeks left in the FY18 planning grant, the Board motioned to have DMA gather information – budget, availability, and deliverables – from ICW Consulting for more in-depth technical

assistance to be completed by the end of July. DMA will reach out to ICW today to set up a call about the following:

- Designing a qualitative input process with participants to understand more about racial disparities that were uncovered through the data analysis, if participants experienced disparate treatment related to race/ethnicity, etc
- Hosting a dialogue for agency executive directors to discuss racial disparities analysis, discuss racial equity within their organizations and how to enhance equity in their organizations
- Deeper dive into data (sliced and diced by county, etc) and determining next steps/follow up based on data

Sergio motioned to use up unspent planning grant funding for racial equity work. Alisa seconded the motion. The motion passed with all in favor.

HMIS Transition Update – DCED

Ken Davidson is the new Eccovia Solutions lead on the project; he has lots of experience and is already making a huge difference. DCED is continuing to identify system, reporting, and training needs. The migration of the Community Queue to the By Name List was not successful; 1800 records need to be rebuilt on the BNL. CES Regional Managers are recruiting access sites to help them re-enroll households added to the Community Queue in the last 90 days. The plan is to complete that work in the next 30 days. Ideally, the goal is to re-enroll records as far back as January 1, 2020. DCED is getting more information regarding a timeline for building back the BNL customizations this afternoon.

Budget Updates – DCED

- HMIS grant
 - Brendan didn't get this together in time for this meeting.
- Coordinated Entry
 - There is concern about CES Committee plan to raise local funds competing with provider fundraising.
- FY18 CoC Planning Grant
 - With the NOFA delay, there is close to \$40,000 unspent in the planning grant. This depends on how much Capacity for Change will invoice for and how much DMA will invoice for, including the addition of racial equity work: surveys and dialogue.
 - Other recommendations include: System Performance Measures trainings, having DCED HMIS team participate in Tableau training, updating the CoC website, developing a CoC Emergency Response Plan, purchasing Zoom or WebEx platform license, PPE for 2021 unsheltered PIT Count volunteers, Coordinated Entry System Evaluation
 - The CoC is still short on match. There is a potential commitment letter from Jeff P.
 - Jackie's time, because she is CoC funded, can not be used as match.
 - It was suggested that Committee Chair time be used as in-kind match.
- FY19 CoC Planning Grant

- The plan for the 2019 Planning Grant budget has not changed since DCED shared it with the Board at the last meeting. With delay in the NOFA, those costs will shift from the FY18 to FY19 grant. There is no wiggle room in the FY19 Planning Grant budget.
- Clinton County Housing Coalition Home4Good funding for Eastern PA CoC Staff position can be used as Match for FY19 planning grant.
- Home4Good admin funding – DMA
 - The CoC has a balance of \$70,029 in Home4Good admin funding. The PHARE Home2020 admin funding will get passed onto the counties to use.
 - Clarification needed re: United Way’s \$1,000 administrative fee, whether it was a one-time fee, or if it will be an additional \$1,000 for year 2 of unspent Home4Good funding.

2020 NOFA Prep – DMA

Based on review of other CoCs, if a CoC is responsive to the narrative questions and checkboxes, they received the points. The only place where points were lost was in the data/ performance questions. The Eastern CoC scored well in the 2019 Competition because there was an increase in RRH inventory, street outreach covers the entire geographic area, there were increases in income growth, and the CoC received some points in the returns to homelessness category.

It is unknown what is going to happen this year. HUD may not release a full NOFA, HUD may award the CoC the same score as last year, or HUD may rerun performance data and score CoCs based on updated performance data and last year’s narratives. HUD’s priority is that CoCs are prioritizing their response to COVID-19 and getting their ESG-CV funding out. If there is a full NOFA, the CoC will lose points because of reductions in RRH inventory, low HMIS coverage, increases in PIT Count, not receiving full points in reductions in length of time homeless, and not receiving full points in reductions in returns to homeless. There needs to be regular monitoring of SPMs and strategies implemented to move them in the right direction. Every year, more points are allocated to data and SPMs, and the CoC doesn’t have a body overseeing performance and supporting providers needing improvement.

CoC Data Strategy – DMA

Reviewing HUD guidance re: data strategy, DMA recommended the CoC invest in a data specialist shared between the East and the West CoCs. Cost for this specialist depends on what activities the CoC decides the person should carry out: provide technical assistance on the local level, data quality, dashboards/ reports, etc.? It was suggested that perhaps the data consulting firm DCED contracts with for Ritu offers additional services.

Strategic Plan Annual Update – DMA

The Strategic Plan Annual Update describes strategies employed over the past year and strategies the CoC needs to employ in the upcoming year to advance progress on achieving its goals. Additions to the Employment Section: Northampton County Nursing Home offers training to people experiencing homelessness, offering them \$17.85/ hour, plus Union benefits after 3 months of employment. Lehigh County has a food service training program similar to Northampton model. Lehigh County is offering customer services trainings. The Board recommended that the CoC tap into the CARES Act Economic Development money and consider CCPs as part of the Workforce Development System.

I was suggested that goals be quantified such as “how to improve system performance and to what measure” and requested that next time the Board meets, they focus discussion on investing resources to achieve the goals and strategies of the plan. DMA will send one page summary describing updates made to the Strategic Plan Annual Update.

LUNCH BREAK

Connect to Home Coordinated Entry System

Access sites are completing training and will start operations on June 16th, 15 days ahead of schedule, as they were scheduled to be closed until July 1st. Jason to send to the Board 211 and outcomes reports monthly. Jason and the CES Committee continue to chip away at the HMIS upgrade’s impact on Coordinate Entry. Currently, there is no Substance Use filter on the BNL, but there is a report that can identify folks who identified Substance Use in their VISPDAT response. The new Eccovia Lead is really great and experienced. Sergio requested that the record reflect his concerns that Eccovia had not previously assigned the PA HMIS someone with more expertise to support the project from the beginning. Paying Eccovia to migrate the Community Queue from CT15 to the BNL in CT 19 would have taken too long, so CES Regional Managers are rebuilding the BNL. Jason has administration privileges in HMIS.

The Budget Plan allocates the same grant amount to each CES RM and eliminates funding for access sites to ensure 211 is funded. The Board expressed concern about eliminating funding for access sites, given the difference in scores between access sites and 211. To be more culturally responsive, VISDPAT questions can be paraphrased. OrgCode has released a new version of the VISPDAT to address concerns about color-blind language.

With HUD CoC Program funding capped, the only direction for the CES Committee to go in is to fund it locally. Most access sites are not funded through HUD CoC funds. To fund access sites, funding of the 211 call center can be reduced. The CES Committee won’t fundraise in areas without folks’ permission to fundraise for access sites. Jason and Kathi advised that the CoC will not lose access sites due to decreases in funding. The proposed funding decreases total \$25,000 across 5 sites, ranging from \$2,500 to \$7,900 per site. It was later stated that we may lose 2 access sites due to funding decreases: Lehigh County Conference of Churches, the oldest and largest access site, and RHD Street to Feet access site. It was stated that throughout the COVID-19 pandemic, all access sites closed operations, and intake has continued with 211 only. It was later stated that the access sites in Blair and Monroe counties continued conducting CE assessments via phone throughout this time. Rob asked if there is a way to continue providing access site services where there is still a need. For example, if everyone in Lehigh County is using 211, then there is not a need for an access site there.

It was suggested to look at other CoC funding structures. Jason advised that the CES Committee did pursue other funding sources that were not local, such as PHARE and Home4Good. The Western PA CoC has one HUD CoC SSO for CE grant totaling \$225,000. The West’s relationship with 211 is very different, more of a referral/ warm handoff with a contract of ~\$40,000. Most communities DMA has worked with have a significant state and county investment in CES.

Kathi requested guidance and input from the Governing Board. Alisa advised that she'd like to understand what an effective system looks like, how much an effective system costs, and is struggling to understand that if the Eastern PA CoC is investing more HUD CoC Program funding into our CES than other communities, why we are struggling the way we are.

Sergio did not put together proposed Performance and Reporting Expectations for Connect to Home CES for this meeting.

Committee Updates

Data Outcomes and Management – Stacey Tice

The Committee has been experiencing issues getting timely reports that are useful for nearly a year. They report receiving huge data dumps days before the meeting that don't support the Committee accomplish its goals. In addition, the Data Committee needs to understand if an agency isn't performing because it is not getting a timely response from DCED regarding HMIS ticket submissions or training issues. The Committee currently has no access to reports. Leslie advised that she was able to run an APR successfully.

Alisa acknowledged the level of frustration felt by the Data Committee and recommended that there needs to be an accountability mechanism. Alisa asked Angela or Brendan for a timeline for reporting out of HMIS. Brendan shared that the Western PA CoC Data Committee Chair is building data dashboards that can be replicated in the East. Beyond that, there is no timeline for DCED to build reports that are useful for the Data Committee, which monitors 4 performance benchmarks and data quality. There is an HMIS capacity issue at DCED. DCED advised that they are looking to bring contractors in for data analysis/ reporting. The Committee requests reports be sent to the chairs 2 weeks prior to the meetings so they can dissect and plan a meaningful discussion.

The Board recommended regularly scheduled updates from DCED about HMIS and the need for recourse. The Data Committee's motion related to providing visibility into tickets was part of a discussion related to wanting more opportunity for system planning. DCED advised that for the next Data Committee meeting, they can pull ticket information from CT 15 for the Committee.

Discussion and Approval of Monitoring Plan

Veterans Leadership Engagement – written report submitted in advance of the meeting

Funding – written report submitted in advance of the meeting

Governance – Alisa Baratta

Welcome new board member Jackie Condor, CES Regional Manager from the Northern Tier.

Jeff motioned to nominate Sergio Carmona for the position of 2nd Vice President. Jeanette seconded the motion. The motion passed with all in favor.

Rob motioned to approve the slate of Executive Officers (described below). Sergio seconded. The motion passed with all in favor.

- President: Leslie Perryman
- Vice President: Alisa Baratta
- 2nd Vice President: Sergio Camona
- Secretary: Melissa Magargle

The SC RHAB co-chair vacancy announcement will be posted to the full membership. A new co-chair will be identified by the August SC RHAB meeting to comply with the 60 day requirement in the Governance Charter.

Regarding nominating Kristen Rotz to serve in place of Debbie Reihart, Alisa advised that there would need to be a Governance Committee conversation. Per the Governance Charter, at-large vacancies must be filled within 60 days. There was a question as to whether or not a Committee conversation was needed since the Board's priority was to have United Way of PA 2-1-1 (the agency) represented on the Board, not Debbie Reihart (the person) specifically.

Funding Updates

DCED will be making ESG-20 announcements next week. DCED is shooting to get ESG-CV funding Announcements out the first week in July before the eviction moratorium is lifted. DMA is getting the Home4Good and PHARE Home2020 lead agency letters out this week.

Bucknell University Research Study Proposal – DCED/ DMA

The Committee assigned to review the proposal and make a recommendation do not recommend the Eastern PA CoC partner with Bucknell University on the proposed study, but instead offer to put them in contact with partners within the CoC who are interested in partnering with them on the study.