General Membership and Governing Board Meeting
April 19, 2021 (10:00AM – 2:00PM)
Phone In: 1-929-205-6099 Meeting ID: 981 8170 5168 Passcode: 695389
Join: https://zoom.us/w/98181705168

General Membership Meeting

10:00AM: Welcome, Introductions, and Updates

10:15AM: Presentation of and discussion about Eastern PA CoC System Performance Measures (SPMs) Report and preliminary PIT Count data

11:25AM: Committee Chair Presentations

11:55AM: Debrief and Close Out

12:00PM: LUNCH BREAK (20 minutes)

Board Meeting

12:20PM: Approval of March Meeting Minutes

12:25PM: Discussion about DCED Updates as Needed - Updates emailed in advance

12:35PM: Sustainably Resourcing HMIS Discussion
- HUD TA Timeline for full HMIS Evaluation

12:50PM: RISE PA Discussion

1:20PM: CE Evaluation Next Steps Discussion

1:30PM: Setting Priorities for Home4Good Administration Funding and Planning Grant Board Projects BLI
- Coordinated Entry Evaluation
- DEI Committee Facilitator work beyond June 30, 2021
- HMIS Evaluation
- Move On Strategy
- Other?

1:50PM: Committee Reports Discussion as Needed - Updates emailed in advance
- Coordinated Entry
- Written Standards
- Data Management and Outcomes
- Veterans Leadership and Engagement
- Funding
- Governance

Eastern PA Continuum of Care Board Meeting
April 19, 2021 (12:00PM – 2:00PM)
Minutes

Board Members In Attendance:
Leslie Perryman, President
Alisa Baratta, Vice President
Sergio Carmona, 2nd Vice President
Mae-Ling Kranz, Treasurer
Melissa Magargle, Secretary
Randi Bannon
Rob Nicolella
Tiffany Jones
Jeanette Triano Sinn
Jackie Condor
Beth Ellis
Jeff Poch
Angela Susten

DCED Staff in Attendance:
Brendan Auman

DMA Staff in Attendance:
Leigh Howard
Lauren Whitleigh

DHS Staff in Attendance:
Nora Carerras

RISE PA Discussion
- Nora Carerras of DHS attended the CoC Board meeting to discuss RISE PA with Board members and respond to questions and concerns. RISE PA is being rolled out in 9 counties, including 5 counties in the Eastern PA CoC: Adams, Franklin, Cumberland, Lebanon, and Perry
- Nora responded to questions and concerns emailed to her by CoC Staff in advance of the meeting:
  - Board members who have participated on RISE PA webinars are concerned about the messaging as some homeless services providers are already under the impression this is replacing Coordinated Entry, which it is not in the Eastern PA CoC.
    - Nora advised that DHS required Aunt Bertha to become HMIS certified so that it is an option for counties to switch their HMIS to Aunt Bertha. Nora advised that in initial conversations with communities, such as Lebanon, they did not have an HMIS, so this was done so communities could have the option of using Aunt Bertha as their HMIS.
      - The Board clarified that Lebanon County is a part of the Eastern PA CoC, and as such, must use the CoC's PA-HMIS made available through DCED.
    - Nora advised that stakeholder meetings included DCED's CoC and HMIS team. Angela of DCED clarified that these stakeholder meetings took place in 2019/2020 and that there are new DCED staff in place who did not participate in these stakeholder meetings.
    - The Board reiterated that when it comes to homeless services, the 33 counties in the Eastern PA CoC have to use the CoC's HMIS and the CoC's Coordinated Entry. Counties, such as Adams, Cumberland, Franklin, Lebanon, and Perry are unable to decide at the county-level to use Aunt Bertha as their HMIS nor can they accept homeless services referrals from Aunt Bertha if they receive certain funding streams.
  - The Eastern PA CoC Board and DCED want to ensure coordination and communication between RISE PA and Eastern PA CoC's Coordinated Entry sooner than later and want to ensure DHS is aware of which homeless service providers receiving federal homeless $$

are categorically prohibited from accepting referrals from RISE PA so instead of creating side doors, duplicative processes, etc. we support the established homeless response system in the Eastern PA CoC by ensuring RISE PA funnels homelessness-related issues to the Eastern PA CoC's Coordinated Entry System.

- ■ the Board expressed concern about homeless service providers who also receive contract with MCOs for supportive service provision will have multiple systems to enter data into now, creating alot more work for folks.
- ■ Nora advised that the Board can recommend CoC contacts to be invited to participate in county meetings moving forward who are aware of how the CoC is governed so decisions related to homeless services align with the Eastern PA CoC's requirements. Alisa recommended having RHAB Chairs participate in county-level meetings.
- ■ Nora offered to create a dedicated subcommittee focused on housing to ensure RISE PA builds upon existing infrastructure and doesn't create redundancies or duplicative processes for people experiencing homelessness.
- ■ Nora said she has inquired about the possibility of Aunt Bertha communicating with CoC's existing HMIS systems.
  - ○ The Board continued discussion at the end of the meeting:
    - ■ concerns about releases of information, confidentiality, etc. as it relates to asking people to share their information across various platforms and systems.
    - ■ there is 3 years of funding to support the venture, but then what
    - ■ the investment into Aunt Bertha as an HMIS not being enough to keep up with all of the HMIS upkeep, upgrades, etc.
    - ■ curiosity if participating in this would benefit the CoC by increasing availability of housing-focused case management for people experiencing homelessness

Approval of March Meeting Minutes
Mae-Ling motioned to approve the Board's March meeting minutes. Randi seconded the motion. The motion passed with all in favor.

Repurposed DMA Contract Hours
- ● Data and Performance Monitoring Tool
  - ○ Jessica of DMA presented the draft tool to the Board, advising the vision is that the data would be pulled quarterly for the previous 12 month period and shared with grantees. DMA will start with CoC and ESG program funded grantees with the goal of building out to other funding streams. Project-level performance will be compared to both CoC renewal scoring criteria and CoC's most recent SPM performance. Jessica advised that CoC renewal scoring is based on average performance across the entire CoC. Jessica advised that there is a report in HMIS that allows grantees to drill down to client-level data to improve data quality and performance. That report will not be embedded in the tool.
- ● Compliance Monitoring Tool
  - ○ Jessica of DMA presented the draft tool to the Board, advising that the tool will be used with CoC program funded grantees only as DCED conducts on-site monitoring of ESG Program funded recipients. Jessica advised that the intent of the tool is to be a tool for grantees to highlight areas where they need to focus to be prepared for a potential HUD monitoring, not to be punitive. Jessica advised that grantees would have months to complete the tool and address any compliance issues they identify.

- ○ Leigh advised that it's important for the Board to know that the tool does not include an in-depth review of grantee policies and procedures to ensure compliance with Housing First Approach nor does it include a mechanism for monitoring compliance with Written Standards and Coordinated Entry prioritization.
  - ○ Jessica advised that a review of P&P to ensure compliance with Housing First Approach has been discussed in the Funding Committee and is on their radar for fall 2021/ winter 2022.
- Board Feedback to Data, Performance, and Compliance Monitoring Tools
  - ○ RE: review of P&P for compliance with Housing First Approach, Alisa recommended considering a peer to peer review process to spread out the workload. Jessica responded that perhaps this approach can be combined with the Funding Committee to make the task more manageable.
  - ○ DMA asked the Board if the draft tools are headed in the right direction/ aligned with what they were looking for and if the Board agreed with starting out with this, layering on additions year to year. The Board agreed DMA and DCED can move forward with the draft tools presented.
  - ○ RE: monitoring for compliance with Written Standards and CE, the Board and DMA discussed that given how CE referrals flow, there isn't currently a mechanism to support this type of monitoring and that this would require alot more thought and consideration. Jackie clarified that the CoC uses a combination of pushing referrals out to providers (specifically VSPs who do not use HMIS) and providers pulling their own referrals based on their knowledge of their program eligibility requirements and the CoC's prioritization policies.
  - ○ DMA advised the tool and process will be fleshed out and ready to go by June 30th with the expectation of rolling it out after July 1.
- Draft DEI Committee Facilitator RFP
  - ○ Leigh summarized the draft RFP circulated to the Board: includes background info about the CoC, the racial disparities analysis, and non-discrimination policy; scope of services includes: preparing agendas for and facilitating at least 6 committee meetings with a focus on onboarding Committee members and supporting creating a framework for the Committee to integrate into the work of the CoC; Timeline is May-October 2021; max funding available is $15K, but may need to be modified if Board allocates additional funding to DEI Committee Facilitator for next year; response is a 3-4 page narratives; selection criteria includes: experience with DEI, working with diverse geographies/ communities, and quality of references
  - ○ Board Input:
    - ■ RFP: One month turnaround for soliciting responses realistic; recommend adding anticipated date contract will be awarded along with requiring application to be able to begin with 15-30 days of award and if not, proposing a different start date. If the Board decides to allocate funding for the DEI Committee Facilitator next year, language about the work continuing beyond October should be included in the RFP
    - ■ Selection Process: Since the Executive Committee is represented on DEI Committee, makes sense for the Executive Committee to lead selection process. The Executive Committee will discuss further at its meeting on April 27th. The Board discussed wanting the Review Tool to include a scoring rubric assigning a specific number of points to each section. DMA will create a review tool that

            balances the scoring criteria with providing the opportunity to identify who is
            the best applicant for the scope.
        ■ Getting the word out: Alisa recommended the RFP be sent to PANO. Brendan to
            provide DMA with contact information for PANO. DMA will share RFP with
            NAEH. Kathi Krablin recommended outreach to Faces International in the Lehigh
            Valley.
    ○ Alisa motioned to approve the DEI Committee Facilitator RFP, with all of the revisions
        noted during today's Board meeting. Jeanette seconded the motion. The motion passed
        with all in favor.

Discussion about DCED Updates and Committee Reports as Needed - Updates emailed in advance
- Brendan advised that due to capacity limitations in DCED's procurement office, the Executive
  Committee and DCED have decided to postpone issuing the CoC Consultant RFP and extend
  DMA's contract for 2 years. The extension includes keeping existing year-round work such as the
  NOFA, PIT Count, etc. and includes some changes: moving Lauren's staff position full time under
  the planning grant rather than splitting between planning grant and Home4Good,
  implementation of the Monitoring Plan, continued support of the DEI Committee, and
  implementing a Move On Strategy. Brendan advised that due to the CoC's ARD increasing from
  the large DV Bonus award, the CoC's planning grant budget increased by $48,000+
- Brendan advised that DCED must have match commitment letters or MOUs in place before
  DCED can execute the grant agreement for the 2020 Planning grant. Brendan requested that
  Board membership submit those to him ASAP.
- Lauren reminded Board members in the Chat to please submit their Conflict of Interest Annual
  Statements to her asap.

Eastern PA Continuum of Care General Membership
April 19, 2021 (10:00AM – 12:00PM)
Summary

If you attended the April 19th General Membership meeting, please remember to record your attendance here: https://www.surveymonkey.com/r/WFWZYHD

The Meeting agenda included:

- **Welcome, Introductions, and Updates**
    - Joint CDC and FDA Statement about Johnson and Johnson COVID-19 Vaccine: https://www.fda.gov/news-events/press-announcements/joint-cdc-and-fda-statement-johnson-johnson-covid-19-vaccine
    - CoC Program Funded Grantees should register for the May 12th CoC Renewal Scoring Webinar at the following link: https://zoom.us/meeting/register/tJEtdeqspjgsEtxTiZHVyPhBdmGYe8L6Nj22
    - Upcoming CoC-sponsored Case Manager Training Series (required for CoC Program funded grantees; open to all homeless service providers)
        - Best Practices for Case Managers in Homeless Services May 6, 2021, 2-3:15PM Register here: https://zoom.us/meeting/register/tJItde2oqTwpE91bGjNutmwLQVjQK_v7l-2f
        - Trauma-Informed Practices May 18, 2021 from 2-3:15PM Click here to register https://zoom.us/meeting/register/tJcqcOqvrzMsHNHgTwJfn17gq-5i7Q9ANGQh
        - Facilitating Motivational Conversations June 3, 2021 from 2- 3:15PM https://zoom.us/meeting/register/tJ0kde2prjwoGtfa1d3qOsHUytCo7-ERnRj-
        - Challenges in Providing Case Management June 15, 2021 from 2-3:15PM https://zoom.us/meeting/register/tJErduqprzstGNDeU7jLkv2x4nClKwsgi0E4
    - HUD updated HUD Exchange Listservs:
        - To subscribe to the SNAPS Competitions listserv please click on the link: https://www.hud.gov/subscribe/signup?listname=SNAPS%20Competitions&list=SNAPS-COMPETITIONS-L
        - To subscribe to the SNAPS Program Information listserv please click on the link: https://www.hud.gov/subscribe/signup?listname=SNAPS%20Program%20Information&list=SNAPS-PROGRAM-INFORMATION-L
    - ESG
        - DCED will announce ESG-CV2 awards this week. DCED received requests for fewer dollars than available, so will be re-opening the RFP for ESG-CV2 this week for the remaining $3Million. DCED will be meeting with CoCs and communities about unmet needs ESG-CV $ could address.
        - DCED will release the RFP for FY2021 ESG funding in May. DCED has $5.5Million available.
    - HMIS
        - DCED will be issuing surveys for provider input into next round of HMIS customizations.
- **Presentation of and discussion about Eastern PA CoC System Performance Measures (SPMs) and Longitudinal Systems Analysis (LSAs) Submission**
    - **Polling Questions and Responses:**
        - Are you connected to Eastern PA CoC Slack Channel?

- No (20) - 22%
- Yes (70) - 78%
  - On average, how many days a week do you check Slack for posts, updates, etc.?
    - 0 (14) - 15%
    - 1 (25) - 27%
    - 2 (9) - 10%
    - 3 (12) - 13%
    - 4 (3) - 3%
    - 5 (13) - 14%
    - NA - I am not on Slack (16) - 17%
  - How familiar are you with PA HMIS?
    - I'm a PA HMIS user and use it regularly for my work (47) - 43%
    - I'm a PA HMIS user and use it occasionally (21) - 19%
    - I'm familiar with it but don't use it (39) - 35%
    - I'm not sure what PA HMIS is (3) - 3%
  - How familiar are you with HUD's System Performance Measures (SPMs)?
    - Huh, never heard of them (24) - 23%
    - I've met them once or twice, but couldn't tell you a thing about them (25) - 24%
    - I've tried but find it difficult to get to know them (19) - 18%
    - I'm pretty familiar with them (28) - 27%
    - I'm well acquainted with them (7) - 7%
  - How familiar are you with the goals of the CoC's strategic plan?
    - Not At All (14) - 13%
    - A Little Bit (38) - 36%
    - Somewhat Familiar (43) - 41%
    - Very Familiar (10) - 10%
- **Chat Questions and Responses**
  - What strategies are you implementing locally to reduce the length of time people experience homelessness?
    - Lehigh Valley RHAB: Valley Youth House is using a continuum of services: street outreach, TH and RRH to move folks quickly into permanent Housing
    - Northern Tier RHAB: Cleveland Way. We are working with them to get a job, connect with resources and help them budget and save. Then connect them with landlords and continued case management with the Local Community Action Agency
    - Northern Tier RHAB: RRH for Bradford, Sullivan and Tioga Counties. I keep an updated "Availability Snapshot" of available apartments. It makes an easy start reference for clients. I also have a RRH "timeline" to give steps to becoming a resident. It has a list of documents needed with resources to obtain documents and mini goals over 4 weeks. Plus, a checklist of items needed for a new home.
    - LV RHAB is building landlord pipeline for RRH and other placement
    - South Central RHAB: Street Outreach along with good relationships with local landlords. Also, by using the BNL to move individuals into Emergency Shelter and then into Rapid Re-Housing Programs

- ● Northern Tier RHAB: we have a compilation of things we are implementing to reduce homelessness. Landlord engagement is huge. Building good rapport with landlords to encourage their participation with our programs and housing our more "difficult to house" clients. Wrapping services around the client to have their needs met while homeless (food insecurity, mental health, D/A, etc.). Working with clients to increase income during housing search because landlords like to see income at lease signing.
- ● Central Valley RHAB: cross-agency homeless street-outreach (usually) weekly, and creating/sharing a mostly inclusive "resource guide" for the county that highlights shelter information, food pantry information, housing services, etc.
- ● LV RHAB: Creating a running list of landlords who are or have participated in the Emergency Rental Assistance Program (ERAP) and hosting a virtual landlord engagement meeting to discuss partnering, questions and concerns, discussion with landlords regarding our housing programs within the valley, and learning about their upcoming vacancies. We have also partner with several local employers within the Lehigh Valley to get clients connected to open employment opportunities necessary to increase their income levels.
- ● Central Valley RHAB: We work with people to apply to everything possible within the first two meetings with the client because the process of everything takes so long right now. We have an amazing relationship with our housing authorities, local landlords, and work hand in hand with all of the agencies in the area. We also utilize weekly street outreach to divert individuals from shelter and engage with the hard to reach/chronic. We also worked with agencies to develop policies to work around the red tape obtaining documents for individuals when things were shut down.
  - ■ What strategies are you implementing locally to increase Successful Placement from Street Outreach and Successful Placement in or Retention of Permanent Housing?
  - ■ What strategies are you implementing locally to reduce The Extent to which Persons who Exit Homelessness to Permanent Housing Destinations Return to Homelessness?
  - ■ What strategies are you implementing locally to Increase Employment and Income Growth for Homeless Persons in CoC Program funded projects?
    - ● South Central: We are using Intense Case Management. We work with our local CareerLink to refer our clients for employment. We work with the clients to get their Main Stream Benefits. We also work with the clients to work towards and achieve their goals. We have budgeting classes to help those with their spending and budgeting.
    - ● Leslie Comment: It's very important that you are updating income for those even receiving SSI/D because there is typically an annual increase as well
    - ● DMA response: yes! There has been an annual increase for SSI annually almost every year. Typically we post a reminder for folks to update this every January