

Eastern PA CoC Board May 16th Meeting

9:00am Welcome and Approval of March Meeting Minutes

Please record your attendance here: <https://www.surveymonkey.com/r/WFWZYHD>

- Rob Nicolella
- Jeffrey Rich
- Melissa Magargle
- Chris Kapp
- Alisa Baratta
- Mae-Ling Kranz
- Leslie Perryman
 - Leslie, shout out to Chris Kapp for getting Lebanon back on with the CoC
 - Chris, on zoom for almost 2 hours BNL call, going there in June to meet them, site visits, get to know them, in depth trainings with community action program, already use HMIS with ESG and they are interested in becoming Lebanon county's access site
- Stephanie Meyer, special assistant to health secretary, formerly with Allegheny dept of human services and worked with their CoC, currently getting oriented with East CoC
- Brendan Auman
- Amanda Riehl

- Leslie calls for minutes to be approved, Chris moves, Melissa 2nd, minutes are approved

9:10am Debrief April 25th Full CoC Membership Meeting

Share your feedback and/or feedback from your RHAB membership

- Mae-Ling, didn't receive any feedback from CV RHAB, did Chris?
- Chris Kapp, Lebanon, impressed, thought it was very informative, CSO appreciated being included
- Alisa Baratta, people happy they were asked to participate and give feedback, a little disappointed due to lower attendance but that happens, appreciated the technology we had and could do the breakout rooms
- Leslie, likes the breakout rooms to continue to connect with people
- Melissa, not sure that we got a lot of feedback
- Jeff, just had our NT RHAB meeting and we didn't really talk about this meeting, we had a lot of other things to discuss
- Leslie, we pulled up the jamboard, didn't do breakout rooms, but gave Pocono RHAB members an opportunity to give feedback and members liked that, discussed affordable housing, would like an opportunity for similar providers (ex: shelter providers) to discuss practices, etc., have a learning collaborative a couple times a year
- Chris, asks Lauren and Brendan to make provider pages in Slack, as well as a DV page
- Alisa, there not a lot of enthusiasm nominating people to committees and the CoC
- Mae-Ling, we know how much work we put into the board and with talk of restructuring, it's difficult to show people what they will have to commit to this role
- Leslie, could be helpful for committee members to talk about their time commitments, what that participation looks like
- Brendan, people are applying, 17 people filled out the committee survey
- Leslie, would it be possible to get a break down of each committee and who has applied and where we still need people (applied from SC, LV, etc.), which committees were applied for

- Brendan, can do that, will remove some, not sure about coordinated entry committee, asked people on the committee if they were continuing, will need to follow up, in terms of data committee is not sure of its status of participation
- Leslie, do we have a scope of work?
- Alisa, yes, didn't change a whole lot, probably need to go back and do more work on it because the scope was prior to the HMIS evaluation
- Brendan, are we considering virtual or in-person for the October? Because in person can elicit more participation
- Leslie, play it by ear because of Covid
- Chris, thinks we got more participation through zoom, anonymity of jamboard, high gas prices
- Brendan, if we had in-person meetings we would still have the virtual option
- Leslie, revisit it in August and make a decision then, never know what will happen, hopefully Covid and gas prices will give

9:20am

Questions for DCED – Attachments

ESG, HMIS, Planning Grant

- Brendan, ESG CV, most recent notice HUD did implement 50% expenditure deadline by June 16th, 2022, and this is drawn funds in IDIS, we were sitting at 30% a few weeks about, but we have been hit with a flurry of invoices, most grantees state that they will use 50% but we have grantees who have returned money, with deadline we extended contract to August 31st to give them some more time
- Leslie, what are the contributing factors to not spending money?
- Brendan, some capacity issues at one, turnover issues, another grantee had an ERAP and housing issue, haven't been able to utilize what they came in for RRH, trying to work with them to make amendments but they didn't feel the need for the funds, hopefully no more comes back, if we don't reach the 50% HUD will take the difference
- Brendan, FY22 application open May 9th and will be open until June 10th, webinar on Wednesday, mostly minor changes
- Brendan, HMIS, no update on new positions but they are working on it, extra month extension for HMIS grant, will have it full extended, didn't get out HMIS planning grant for East yet but got it for the West so we are looking to receive it shortly, will be providing a match letter for that grant, will need MOU and in-kind match before we receive our planning grant awards, sent a message to the board last week about who he already has
- Leslie, how much do we have/need?
- Brendan, doesn't have it tallied up at the moment, need at least \$15,000, on top of what board members have already committed
- Jeff, clarification, considering himself to be representation the housing authority, hold title in housing coalition, which is a funded position, what is everyone's position on him using his time?
- Brendan, Jeff is alright to count his time
- Brendan, Leigh in the chat, Dave Young from funding, his org is sponsoring a person with lived experience to participate on the Funding Committee... which could count
- Brendan, would use CDBG admin time, Amanda charges all time to East and West CoC, so we have some extra flexibility, Brendan can use his ESG time as match, wanted to see if there were any other projects to use for the cash match, one idea was the conference but it was already booked, some ideas are updating website, need for an LMS (learning management system), looking for any other thoughts
- Leslie, in chat, could Tara from Written Standards do match?
- Brendan, will have to find out

- Mae-Ling, Tara currently doesn't charge time but is leaving the org
- Leslie, makes sense to tag some of Brendan's time because he works with CoC
- Brendan, any opposition to working on updates to the website?
- Alisa, are we tracking use of the website, what are people going to, what are they looking at?
- Brendan, not currently tracking that, would have to look into that
- Leslie, how much traffic does the website actually get?
- Alisa, helpful to track which pages people are actually using
- Leslie, something with the LMS would be to track how much people go back for trainings
- Leigh, on website, contact us link that goes to nowhere needs to be figured out
- Brendan will work with Leigh and staff, get more information at RHAB meetings to see what would be helpful
- Alisa, previously requested HMIS staff and funding
- Brendan, Jason reached out to see what priorities he should be focusing on, contracted through July (this was sent in an email)
- Leslie, Alisa, would want to know what is being updated in the manual
- Brendan, confirms we are requesting to push manual back later in year
- Leslie, go back to coordinated entry committee, confirm who is on the committee, see what other stakeholders need to be present and need to go back and talk about the scope
- Stephanie, what would the CE training be on?
- Alisa, bringing the person up to speed on roles and responsibility of CE manager
- Alisa, next governance committee May 23rd, DCED Brendan to send out email

9:40am

Governance – Vote and Attachment

- Decision to hold off on Jason's work so that it coordinates with the evaluation
- Alisa, next governance committee May 23rd, DCED Brendan to send out email to confirm who is continuing participation, email will suffice, do not need to fill out survey application
- Alisa, we have applications for membership but haven't moved forward in timeframe of launching things, looking at configuration of the board, how to make the transition in July because there are several members coming off of the executive committee due to terms, but want people with experience at the table with the strategic planning process, recommendation to nominate Leslie and Mae-Ling to be non-voting members on the executive committee
- Leslie and Mae-Ling cannot vote for themselves
- This ^ is approved
- Alisa, looking for housing developers, school district and homeless liaisons, hospitals, re-entry, are there any nominations?
- Leslie, does anyone have any criminal justice advisory boards
- Chris, yes, Ashely Rome working with criminal justice system, moving and shaking, need more representatives
- Jeff, is on re-entry committees
- Melissa, have a staff member who goes to criminal justice advisory boards
- Alisa, please create an introductory email including Alisa and Brendan
- Chris, will also reach out to Sarah Swartz
- Brendan, West CoC, chair of re-entry committee works for PA parole and probation
- Leslie, Alisa, believe the state connection is important
- Leigh, Angela and he met with Louis Resto (sp)
- Alisa, what about healthcare networks? St. Luke's Network in Lehigh Valley
- Leslie, have the same connections ^
- Chris, connection to UPMC street medicine in Cumberland County, person is trying to become a mobile site
- Mae-Ling, mobile health unit in Union County

- Leigh, in chat, Geisinger
- Rob, in chat, with all the needs in MH/MR maybe someone with those connections
- Brendan, presentations from UPMC, seems like they are really interested in engagement
- Leslie, what about Magellan or CCBH as Managed Care organizations that cover our CoC?
- Rob, in chat, a contact from an entity who works with Seniors might be another option
- Brendan, that's a good idea, office of aging
- Alisa, anything on affordable housing or housing developers?
- Jeff, can reach out to a contact
- Alisa, what about in the Pocono RHAB?
- Leslie, tough here, have a couple contacts to get additional contacts, just restarting their 2030 plan for the county and affordable housing is one of those goals
- Alisa, Pocono visiting bureau getting involved?
- Leslie, yes, very active outside visiting, working with resorts for workforce housing, can reach out
- Stephanie, Center for Social Impact with UPMC. UPMC is doing some really interesting things with housing and health investments with RWJ Foundation as part of a healthcare innovation accelerator cohort
- Alisa, make connections and hopefully these people can be on the board later

9:50am

Identify recommendations from the Coordinated Entry System Evaluation to move forward and next steps – Evaluation Report shared with hyperlink [HomeBase Response to Eastern CoC Feedback](#)

- Leslie, HUD requires evaluation of coordinated entry
- Selected HomeBase back in September 2021, received evaluation report in March 2022
- Sent out revised report May 9th (in response to Board questions/comments)
- Put the coordinated entry committee on pause because they wanted to see what the evaluation said to guide the committee in their scope
- With conclusion of the report, board to decide where to go now, restart coordinated entry committee, etc.
- DCED needs to issue RFP for coordinated entry consultant
- Brendan, Jason is aware his contract will end when a new consultant is confirmed
- Leslie, posted jamboard in chat: [Board Coordinated Entry Evaluation Discussion - Google Jamboard](#)
- Alisa, are we accepting this? Is this sufficient for us?
- Chris, thought it was just her, didn't think that things were answered to the depth that things were requested
- Leslie, can you identify an area that was not effectively responded to?
- Jeff, can he get a link to these documents? Leigh sent the link in chat
- Alisa, number of recommendations that are broad based, such as we should hire additional 211 entry specialists, we should pay access site to do all work, great recommendation, how are we going to make that happen? No sense of implementation, honestly, we know these things ourselves but are reaching out to make this happen, don't give a sense of how to move forward, comment that the VISPDAT does not work well but does not give any examples of what else could be done, what other CoCs do
- Chris, issue with generalization of ability to move people off the list and into housing but housing is a whole other issue – do we have the housing?
- Rob, in chat, talk about needing a diversion program but give absolutely no recommendations about what to do
- Chris, also mentioned the diversion program
- Leslie, are we willing to accept the report they gave us?
- Chris, inclined to say no, giving them a lot of money and not getting back what we requested
- Melissa, didn't get a change to read it, does not have a vote

- Alisa, we might be at the point where they can't offer us anything else
- Jeff, service was procured under an RFP, so you stated in the PRF what the receivables will be, if already paid, don't have much leverage to go back and say we don't like it
- Leslie, what discussion are we going to have we when come on the call with them at 11:00am? We might need a separate meeting just about what to talk about with them, this time is not enough, but what questions do we have for them right now?
- Leigh, paying to increase the system makes sense, but the way they line it out is that we would have a great influx of money and move it around and give it to coordinated entry
- Alisa, what is the goal, to get less people on the BNL or reducing the BNL or is it actually getting people housed?
- Leslie, don't have the capacity or the housing available to move people from BNL
- Alisa, what is the priority, expanding access or finding solutions?
- Leigh, HomeBase has made the priority access
- Leslie, access is important but it's not the whole solution
- Leslie, would like another meeting about this discussion
- Leslie, immediate need is DMA to support the DEI Committee
- Leslie, medium-long term need, body or entity responsible for receiving and investigating nondiscrimination complaints, timeline for that is long, can it be shortened? Can the governance committee approve this?
- Alisa, it circumvents a process we are trying to put in place, should get the CE committee placed and to start working on it, CE committee up and running in next 30 days, in coordination with DEI committee
- Leslie, who is responsible for receiving complaints, addressing complaints?
- Mae-Ling, having links to DEI committee makes sense for complaints
- Leslie, would have to be developed under the scope of work for DEI committee (to review complaints)
- Leigh, would it be beneficial to have non providers hear complaints (and committee is mostly providers)
- Brendan, what if there is a complaint that is not based on discrimination, not all complaints will go to them
- Mae-Ling, non-conflicted grievance committee
- Leslie, are we confident in what we want to talk about and ask?
- Alisa, not sure that it we would get anything
- Stephanie, there is a lack of specificity and the group hoped that there would be more detail
- Leslie, what if we not have HomeBase meet with us, get our thoughts together and give it back to them again?
- Alisa, put the time in on the jamboard and moving forward with the process, rather than reviewing this report again, we've already done this
- Chris, accept it because we are not going to get anything better out of them

11:00am

Coordinated Entry Evaluation Q&A with HomeBase

- Leslie to HomeBase, we do not have any questions or comments, thank you
- Continue the jamboard discussion and maybe we would not have to have a separate meeting about this
- Leslie, group is interested in another group, sub-committee look at grievances
- Rob, don't all agencies have their own grievance policies and shouldn't they follow those procedures?
- Mae-Ling, yes, but looking at a CoC wide grievance
- Brendan, difference in mistreated in a program vs through coordinated entry

- Leslie, might fall under governance to create grievance workgroup, under coordinated or DEI?
- Alisa, coordinated entry, might be one off training or webinar that they can look at before engaging in conversations
- Leslie, recommendation to change questions about disability
- Chris, don't ask specific questions, yes or no questions, maybe just need to be more clear, also questions about mental health but it's a yes or no and nothing else has to be disclosed, diagnosis doesn't have to be told
- Leslie, so update language in policy and procedure
- Stephanie, you are not obligated to provide but you may tell us if you chose so
- Brendan, will explore if we can use DCED attorneys to work with us on the legal language, counsel
- Leigh, in chat, if DCED cannot help legally, will reach out to Fair Housing to see if they can provide legal aid
- Leslie, describe conditions under which participants maintain their places in CES prioritization lists when they reject referral options
- Chris, hesitant to take people off the list when they reject a referral
- Alisa, reassure people that they will not be taken off the list because they refuse
- Leslie, Chris, what are the reasons why someone might get scrubbed off the list, this needs to be clearly stated within the script, consider that the CoC needs to inform participants about the process/providing updates/rejecting referrals/etc.
- Leslie, expanding 211 compensating non-211 access points bilingual staff, several years ago the board decided not to prioritize funding for coordinated entry/211
- Brendan, DCED has been looking into expanding support, could only use ESG CV but this is temporary funding, don't want to rely on it, and 211 hasn't heard back from the legislature about their funding
- Chris, ask 211 what they need, they know the calls and know the staffing issues, bring Emily into this conversation
- Alisa, our response is that we are supportive on 211's request for funding
- Melissa, having some issues because their coordinated entry positions are on maternity leave and they are trying to train people on it but at this moment it is just an additional duty to their job, it is not their job, and people are getting upset that they cannot do coordinated entry with them, policy that purposefully separates who works with who (based on funding)
- Leslie, coordinated entry grants do not increase but have to keep up
- Jeff, what is driving the idea that we need to expand 211? Is it that they have a sense that people are trying to call and not getting through?
- Chris, they are drowning in calls, they have 15 waiting in the call line, 30 minutes per call at least, people are waiting multiple days for a call back, and this will grow our list, 211 specialists burn out fast because a lot is expected of them, people sob, people are leaving to work in entirely different industries
- Alisa, this is a systemic issue, not just a problem with coordinated entry, providers are experiencing the same burn out, what of our funds should be dedicated to coordinated entry and to solutions, need to talk about that because we can't outgrow one section of the system (more entry access but not enough capacity in housing sector to meet the needs those coming into the system)
- Leslie, funding committee will be releasing a new RFP
- Leigh, should we be using any bonus funding to go to coordinated entry
- Brendan, in support of the CE manager making sure there is compliance with coordinated entry
- Leslie, CE manager that people could go to with questions, to be hired by a CE lead agency
- Leslie, more short term of a goal, make sure all people know about language line (separate goal from staffing)

- In jamboard (anon) “just a side thought/question, are we aware of any other CE Systems in the nation that have a similar scope/scale to ours that is working successfully and would be able to find out how much \$ they are putting into it”
- Alisa, some of these conversations are strategic planning and some are system planning, don’t necessarily have capacity to charge a person with certain tasks and those should be strategic discussion discussed at the meeting in a couple weeks, such as the CE manager, someone to provide legal council
- Leslie, medium term, monitor to ensure access to emergency services during hours when CES processes are not operating is available
- Chris, emergency referrals are available all the time through 211 INR (for shelter, DV, but cannot get full coordinated entry assessment)
- Stephanie, possibly they mean that there is no outreach to bring someone in at 2am
- Chris, but this would be outside coordinated entry
- Leslie, safety concerns for nighttime street outreach
- Chris, are people getting the correct information about how/when to access coordinated entry?
- Leslie, do we need to find out the process from the shelters what they do in the middle of the night
- Alisa, not just about how quickly you make a referral, but if it’s to someplace you can’t get to, does that still make sense?
- Rob, and almost all of the time the shelters are full anyway, maybe an agency with a connection to a motel, they are always open
- Brendan, in HMIS providers can say they are taking referrals or not, workgroup with emergency shelters to evaluate the process and make some changes
- Goal, work to increase access in off-hours over time
- Leigh to send out doodle poll to schedule additional meeting to go over recommendations
- Leigh, you haven’t missed the location yet, still looking for places, parks with indoor and outdoor space