

Eastern PA CoC Board January 24th Meeting Minutes

Board Members Present

Leslie Perryman – Pocono
Randi Bannon - Pocono
Rob Nicolella – Lehigh Valley
Alisa Baratta – Lehigh Valley
Sergio Carmona – South Central
Jackie Condor – Northern Tier
Chris Kapp – Central Valley
Mae-Ling Kranz – Central Valley
Brendan Auman – DCED

Board Members Absent

Melissa Magargle
Jeff Poch

DCED Staff Present

Amanda Riehl – DCED

DMA Staff Present

Leigh Howard – DMA
Lauren Whitleigh – DMA

Strategic Plan: Review and Approve DMA's Plan/ Approach

- Leigh walked through a document describing DMA's plan focused on developing an engagement. Leigh emailed the document to the Board. Leigh proposed a 2-year implementation plan. Leigh advised focusing on infrastructure and engagement because without having structures in place, the CoC can't focus on achieving goals. It is hard to get buy-in when we don't have a clear sense of who we are, what we want to achieve, etc.
- In South Central, participation is like pulling teeth. People might not necessarily understand the value of participation, people's cameras are off. It's important to get folks to understand the value of everything the CoC is doing at the local level and focus on how to engage RHAB members to do more/ to take on leadership at other levels.
- In Northern Tier, it is difficult to solicit for that engagement. Jackie works to engage folks in both the CoC and CE. We need common messaging across the CoC.
- In Central Valley, specifically Cumberland County, what has helped is moving from a traditional structure to a collective impact model; it has broken down silos. Everyone has a job to do/ role to play and is bought in. This might help with folks who have historically been disengaged. There is a person / entity (Community Partners for Change/ CCHRA) who is responsible for taking the lead. Community Partners for Change has 4 pillars. Maureen Mahr Nations mmahrnations@cchra.com supports the work. Everyone chooses a workgroup that they are passionate about. We are leveraging partners we haven't historically leveraged: faith-based, EMS, business owners. Community Partners for Change is in year 4. Not sure how COVID impacted the timeline/ if progress could have happened more quickly.
- In Pocono, the local united way structures grants cycles according to collective impact pillars.
- DMA advised that there are a number of CoCs that have structured their operations using collective impact model. A collective impact model requires a strong backbone agency to support folks have a clear purpose, role, follow up, notetaking, agenda-setting, etc. DMA looked at this model during the last strategic planning process, but one of the challenges was the need for a strong backbone agency. DMA recommended the Board look at how the planning grants are structured so the planning grant funds are allocated in such a way to support CoC as backbone agency.

- Alisa advised it is a conflict of interest for DMA to assess and advise about the CoC adopting a Collective Impact Model because DMA provides a lot of the backbone support to the CoC already. The CoC should engage someone from the outside instead of DMA to do this work. Chris agreed.
- Leslie advised that it doesn't matter who conducts it, but maybe having a 3rd party look at the CoC structure will be beneficial.
- Brendan added that as the CoC looks to bring in other sectors, focusing on we work with them to bring them into the fold as we look to plan.
- Brendan and Amanda to take on researching Collective Impact Model.
- DMA can start working on an RFP to solicit someone to conduct this evaluation. Leigh will send out Collective Impact materials. Leigh advised that the CoCs he knows using collective impact model are not BoS CoCs.
- Leslie can post in Hub of Homelessness
- DMA can post in BoSers group.

CoC Board Evaluation: Identify areas to improve upon/ work on based on survey results

- Brendan walked through the Evaluation results, providing insights into actions taken to improve in some of the areas.
- Board discussed reposting the CoC 101 and 201 trainings at least quarterly on Slack as feedback indicates lack of clarity about the different roles within the CoC and it's unclear that folks know about trainings/ are accessing them.
- HMIS feedback:
 - HMIS is not service-oriented. While it is not realistic to have a one-size-fits-all system to accommodate every provider's needs, recommend figuring out ways to build out the service provision aspect of HMIS to be more helpful to providers who use it.
 - DHS funding requirements for some of its programs are so far from CoC/ HMIS expectations in that the folks served by DHS programs are far from homelessness or not literally homeless, not sure the benefit of adding DHS programs to HMIS.
 - There is inconsistent messaging from parties about who folks should reach out to about what. Recommend that we post an FAQ on the website to direct people. Providers go to CE RMs about everything: CE, HMIS, program requirements. We need consistent messaging.
 - HMIS trainings are not helpful. Providers need User Manuals and more hands-on TA.
 - Project setup needs improvement. It takes so long for new projects to be set up and then providers are backlogged with their data entry.
 - HMIS Trainings: It is important both that people know how to navigate the system / enter their data and also that they know why the data is important. Trainings should explain concepts like housing destination and when to choose among the various options. Folks need more explanations, so they aren't guessing.
- Recommended to separate out consultant feedback between C4C and DMA so the feedback can be targeted/ more meaningful.

Planning Grant

- 2019:
 - All 2019 Planning Grant funds were expended. Brendan needs in-kind match ASAP, as he is submitting the APR on Thursday the 27th. DCED has \$40K of the \$59K needed as of this morning. DCED needs to determine how much it has to come up with to make up for missing in-kind match from Board members so that the CoC meets the 25% requirement.
 - The Board can revisit planning for the planning grant at the end of DMA's contract in June 2023
- CE Consultant Contract:
 - The CE Consultant contract is expiring in March 2022. The Board asked if it can extend C4C's contract another 6 months to allow for time to review the CE Evaluation and develop a new CE Consultant contract. DCED advised that they do not believe this is possible. The Board asked what happens then.
 - DMA asked if there is a way to add money to its contract (temporarily) as a pass through for C4C's contract to continue to avoid a sudden stop. Brendan will look into this possibility. DMA asked if the CoC should draft a CE Consultant RFP and send to Homebase for their input, based on what they are seeing in the evaluation.
 - The Board discussed setting up a separate meeting about the C4C contract.
- 2020:
 - There is roughly \$22K available in the FY20 Planning Grant for other projects after DCED projected out what it will spend for the remainder of the grant period.
 - This \$22K can be used to fund a C4C contract extension or new CE Consultant contract.
 - DMA will likely be liquidating the \$800 room rental line item in its contract.
 - DCED has concerns about meeting the in-kind match requirement in the FY2020 period because of the planning grants having overlapped. The Board discussed considering collecting in-kind match from VLEC Chairs as they are not CoC Program funded and their work is Planning grant eligible. The Board also discussed collecting in-kind match from all Funding Committee members as none are CoC Program funded and their work is planning grant eligible.
 - Some on the DEI Committee (BlairCAP, Transitions, Servants to All) have spent a lot of time on the DEI Committee.
 - The Board discussed asking Unsheltered PIT count coordinators to track their time.
 - Brendan is charged completely to ESG, so can match the planning grant with his time for eligible planning grant activities.
 - It was recommended that outgoing Board members remain on for some period of time to onboarding new board members before rotating off, both to support new board members and to address the match concern. The Western PA CoC has a recent board member position to have some peer support/ training of new board members.
 - This would require RHABs to do recruitment and voting in April/May prior to the July start timeframe.
 - Board discussed how the concern in the past about asking Committee Chairs to provide in-kind match was that it would have been confusing for folks who are fully, mostly, somewhat funded through CoC-funding. Focusing on the Veterans Committee and

Funding Committee (along with Brendan's time), may be a good initial start because no one is CoC Program funded.

- Brendan will reach out to the Funding Committee; DMA will add this to the agenda to discuss matching the planning grant with their time.

DCED Q&A

- Welcome Amanda Riehl!
- DCED needs Board match documentation for the Planning Grant APR being submitted on Thursday, January 27th
- HMIS Update – ATTACHMENT
 - Question for the CoC Board: "We would like to bring to your attention for consideration a client merge issue. When a client has both a Non-DV record and a DV record and a merge is requested by the caseworker, what is the best way to treat these records?"
 - The whole point of having the DV Anon record for CE purposes is to protect their identity. But because programs are required to collect PII per their funding and reporting requirements, they have been instructed to create a separate client record. The only people seeing their information on the program enrollment side is the specific org/program because they have been instructed to lock the record/ check No Sharing.
 - The Board recommended not merging the client records as that would violate their privacy, force them to choose between being anonymous or public, and compromise their safety. The Board recommended that until we have a comparable database, we will retain the practice as it stands with DV Anonymous folks having 2 records. We can't violate their privacy because it is antithetical to the process. This should be on the HMIS Governance Committee agenda when we have one.
 - HUD TA approved: ICF has been approved to continue their work with DCED/CoCs on developing the HMIS Governance Structure. DCED will be scheduling a time to meet with Greg and his colleague in the near future.
 - Update on HMIS staffing since new funding will flow April 1st: Board asked if it could participant in the selection/ interview process if the staff are 3rd party contractors/ not DCED employees. DCED advised that per state rules, the selection panel must be comprised of state employees. The Board requested being part of staffing plan, developing job descriptions, etc. DCED will get back to the Board about this possibility.
- CE Evaluation – Homebase emailed about difficulties with connecting with folks with lived experience and proposed possible approaches. The Board discussed going with a combination of recommendations #1 and #2. RE: whether the RHAB Chairs or CE RMs have been charged with coordinating, it sounds like the RHAB Chairs were tasked with this request. Leslie asked Maria to handle it. Jackie shared that for the NT RHAB, she emailed providers multiple times, sent flyers, etc. 3 expressed interest and no one showed up. Providers don't have the capacity. Board discussed looking at the BNL to identify who was housed in the month of January and asking them. The Board discussed increasing the incentive to \$100 from \$15 targeting folks who were recently added to or housed from CE BNL; the Board also discussed increasing the stipend to folks who were already interviewed.
 - Lauren to support CE RMs recruit folks with lived experience for interviews/ focus groups

Consent Agenda

Alisa motioned to approve the consent agenda, which included the December Board meeting minutes and the January-June 2022 Training Plan. No discussion. All voted in favor.