

**Eastern PA CoC Board February 28th Meeting  
Minutes**

Board Members Present

Leslie Perryman  
Alisa Baratta  
Rob Nicolella  
Chris Kapp  
Mae-Ling Kranz  
Jackie Condor  
Melissa Magargle  
Tiffany Jones  
Amanda Riehl

Board Members Absent

Randi Bannon  
Jeff Poch

Written Standards Committee and Consultant

Jason Alexander  
Tara Day-Ulrich

DMA Staff Present

Leigh Howard  
Lauren Whiteleigh

Alisa advised that HUD Secretary Marsha Fudge was in the Lehigh Valley last week. Alisa and others heard a lot about the Biden agenda. Folks shared challenges with the timelines for HCVs put in place by local housing authorities and encouraged the melding of the HUD and Department of Education definitions of homelessness. Secretary Fudge was responsive and responded to Alisa via email the next day. Secretary Fudge will be speaking at the National Low Income Housing Coalition Conference.

**Approval of revised Written Standards**

The Written Standards were approved with all voting in favor.

Board Member Comments and Questions

- Tiffany: No comments or questions
- Jackie: It is really important that there is training on the WS so that providers are trying to implement their programs consistently. If we are emphasizing them and giving providers what they need to utilize them, it would be beneficial. Recommend training by service line/ specific components rather than overall WS training. Leslie asked if there should be an overall WS presentation at the April general membership meeting advising folks to stay tuned for trainings on specific components. Jackie agreed that would be a good idea.
- Melissa: The WS are a lot, especially when CE specialists are doing other things.
- Mae-Ling: Echo Jackie's recommendation for training and also thinking through what happens if providers don't comply.
- Chris: Echo recommendation to do training at the April general membership meeting and do breakout groups based on service line
- Alisa: At the general membership meeting, recommend the CoC discuss why they are important and focus the breakout discussion on how providers use them asking providers how they want to be trained on them. It will be overwhelming to them to read them in advance of membership meeting and go into this during the membership meeting. Alisa asked how can we do this process differently next time and recommended inviting entitlement communities to ensure they are implementing their programs in alignment with WS. Alisa recommended when

selecting new projects for CoC funding, require they review the WS trainings as part of determining funding decisions. Recommend thinking about how to organize the membership meeting breakout groups so providers operating the same project type can come together to support each other.

- Rob: Recommend all providers, not just CoC or ESG funded, be invited to / notified about the WS training because those other agencies may choose to participate in the training and implement the standards because "some" may not have the capacity to write standards for themselves, but could help implement.
- Leslie – Recommend including a requirement in reference to monitoring and compliance, incorporating a 5-10 question quiz at the end of the training to verify providers understand the material, and needs an interactive piece to hold folks accountable. Pocono Region PSH providers have started a communication mechanism to support each other to address challenges related to screening, eligibility, best practices, termination, transitioning people off.
- Providers are looking for opportunities to collaborate with each other, especially if they are the only project-type in the county and need to work with other similar project types.

#### WS Committee Chair and Consultant Comments and Responses:

- Tara: The idea is to continue meeting at some interval tweaking as needed so it's not such a heavy lift next time. It's important to incorporate feedback from providers; for the future, there were certain standards where the Committee came to an impasse where it would be helpful to have the Board intervene and advise.
  - Transfer policy review process – there has to be an entity to review, approve, and deny transfers; Initially, the Committee discussed using the RMs, but doesn't seem like a good fit nor having power consolidated in one person, so the Committee recommended the creation of a transfer review panel. The Committee is deferring to Board to finalize policy, forms, and process for submitting, reviewing, approving, and denying transfers. Independent panel or subcommittee of the board is the recommendation in the summary report. Leslie asked if we would prioritize folks transferring over folks living on the streets or in shelters. Tara advised that this was the sticking point for the Committee. Leslie requested this be put on the Executive Committee agenda to flesh out. Alisa asked if it has to be a subcommittee of the Board or can it be a group of providers with expertise from each RHAB.
- Jason: Recommend the Board consider updating the WS quarterly based on recommendations from the WS Committee. If there are not changes that quarter, announce that to the membership so they know. This will keep it a living flexible document that doesn't need such a heavy lift to revise again. Provider feedback / focus groups was an important opportunity to hear from folks about challenges implementing their project types; recommend incorporating more ways to hear from providers about implementation challenges. There wasn't pushback to complying with standards; they just have challenges meeting them, such as serving higher need households.

### DMA Comments and Questions

DMA advised that in the West, there is a link available year-round that membership can access to provide input and ask questions about the WS. The comments go to DMA folks who worked on the WS. <http://s.alchemer.com/s3/West-Written-Standards-Feedback>

### **Approval of 2022 Funding Policies**

The Funding Policies were approved with all voting in favor.

- Leigh highlighted the revisions that were noted in track changes in the document sent in advance of the meeting.
- Engaging folks with lived experience: The Funding Committee has set a target of recruiting up to 5 people with lived experience of homelessness to serve on the Funding Committee. DMA consultant and staff will support these folks participate on the Committee. DMA advised that the Western PA CoC is working to engage folks with lived experience on grantee's Boards of Directors in CoC-level activities and governance. The Western PA CoC has the Youth Action Board (YAB), for which there is so much support. They want to support folks with lived experience more broadly in their current roles. Alisa advised that providers put so much pressure on their boards already, she doesn't like the idea of asking them to serve on a CoC-level body.
- Board discussed need to develop "monitoring committee" so they can communicate compliance requirements on an annual basis.
- Alisa recommended bringing the "program model does not meet the needs of the population" to the RHAB so the RHABs can be planful about the creation of new project models or existing project models; bringing critical issues/ examples from different communities so RHABs can be planful
- It was discussed the importance of doing a CoC Program Interim Rule 101 in advance of the new project funding process.

### **Discussion of Governing Board composition change recommendations from the Governance Committee**

- Alisa presented that the Governance Committee is proposing shifting away from a Board of funded providers in order to be non-conflicted and incorporate other systems into the CoC work. Part of that is shifting away from having Coordinated Entry Regional Managers, who are CoC staff/ paid by the CoC, on the governing board. The Governance Committee did discuss having a non-voting CE RM seat on the Board so that the voice of CE RMs is always at the table.
- Chris expressed concern that not being able to serve on the Board limits upward mobility for CE RMs/ their ability to advance in their role in the CoC.
- Mae-Ling expressed concerned about moving to this now because there is a need to balance expertise of existing invested Board members with new members. Alisa advised the Governance Committee is looking at the next 3-year cycle to transition non-conflicted folks on and conflicted folks off.

- Leigh advised that if the Governance Committee is interested in furthering the discussion about the issue that Mae-Ling raised, someone may want to talk to the Western PA CoC Governance Comm, as they are working on this very issue and identifying opportunities to offset this "cliff"
- The Board discussed the need to think through Outreach because it is going to be difficult to recruit non-conflicted folks, such as local healthcare system, re-entry, united way, etc. that have connections to the work we are doing and be able to provide the leadership the CoC needs.

### **Collective Impact Model Presentation**

Amanda's presentation is attached with these minutes.

### **Consent Agenda**

Alisa motioned to approve the consent agenda. Melissa seconded the motion. The motion passed with all in favor.

- January Meeting Minutes
- DEI Committee recommendation: Develop an annual CoC participant feedback survey that CoC and ESG projects are required to administer; the DEI Committee will work with DCED and DMA to develop the survey to be administered in calendar year 2022. Future planning will focus on how the annual survey and its results will be used by the CoC to identify future trainings, policy and process changes, be used by the Funding Committee in future renewal scoring criteria, etc.
  - Alisa discussed being in support but having concerns about implementation / execution. Ensure folks can complete a paper survey along with an online survey to increase response rates. Think about how CMs can support folks complete the survey. Make it anonymous.
  - The Board requested that the DEI Committee circle back to the Board for review of the survey and planning to provide input into the process.
  - The Board recommended incentives be offered to people for completing the survey.