

## Eastern PA CoC Board July 18<sup>th</sup>, 2022 Meeting

Zoom: <https://zoom.us/j/94005241608?pwd=R2tCNmVJNy82dHIOWE95NGRTNUgrQT09>

Meeting ID: 940 0524 1608 Passcode: 680953

### Board Decisions: Approval of April Full CoC Meeting Minutes, May Board Meeting Minutes, and June Board Meeting Minutes

#### Agenda

**10:00am:** Welcome and Introductions

Please record your attendance here: [Eastern PA CoC Attendance Form Survey \(surveymonkey.com\)](https://survey.monkey.com/survey/creation/1234567890)

- Alisa, please record your attendance, the link is in the agenda
- Alisa Baratta, Lehigh Valley RHAB co-chair
- Jeff Rich, Northern Tier RHAB, currently the only co-chair
- Stephanie Meyer, special assistant to the PA DHS secretary
- Chris Kapp, coordinated entry manager, Central Valley RHAB, currently the only co-chair but there is interest so hopefully soon there will be two
- Tiffany Jones, South Central RHAB co-chair
- Rob Nicoella, Lehigh Valley, co-chair
- Amanda Riehl, DCED
- Leigh Howard, DMA
- Jessica Sones, DMA, work on a lot of data projects
- Christy Rubenstein, DMA, special guest appearance for the special NOFO, on to support the discussion on the special NOFO and support the process moving forward
- Brendan Auman (DCED, joined after roll call)
  
- Alisa, don't yet have a quorum, will hold off on minutes and move on until Leslie can join us, so which makes sense first, the special NOFO or Strategic Plan?
- Jeff, think it would make most sense to talk about the strategic plan

**10:05am:** Strategic Plan

- Leigh, was away on vacation and did not receive any communication regarding this, thought it would be more of a discussion rather than a presentation, what are you looking for?
- Alisa, you (Leigh) sent out a revised document, if you could go over the document to show what was revised, what was taken out or added
- Leigh, there are concerns about capacity, what we can accomplish in a few years' time frame, make the connection between the resources we have and what we need to do, looking at the board level, RHAB level, and committee level
- Leigh, some of the changes talked about revisioning the homeless response system
  - Concerns about the volume of content, so tried to take out things that were noted as lesser priorities, for lack of a better term
- Leigh, community level interventions focusing on mental health, substance use, youth, criminal justice
- Leigh, coordinated entry system and housing problem solutions, bringing in strategies from HMIS evaluations and coordinated entry evaluations
- Leigh, homeless services, opportunities to strength existing programs, more resources, funds, training

- Leigh, exiting homelessness, strategies to increase the Move On strategy, who can help with that
- Leigh, what existing resources do we have?
  - DEI Committee
  - Move On strategy
  - Technical Assistance Collaborative (4-part Landlord Engagement Series, will have formal planning/implementation plan)
  - CES committee (to be created CE manager position, CE consultant can be used to create a diversion plan)
  - Home4Good funds or reallocated ESG(-CV) funds
  - Upcoming NOFO to expand/increase services (CE manager, Access sites, 211/other parts of system, staffing)
  - We have so many pieces and some are already in place, how can we coordinate and leverage these resources to position the CoC in a different way
- Leigh, there are numerous pages that haven't changed, such as about increasing the CoC's capacity
- Leigh, identify statewide organizations to support the work of the CoC, consider develop specific committees in partnership with other PA CoCs so they could get more partnerships
  - Ex, An organization more willing to work with 53 out of 67 counties, rather than working separately with many different CoCs
- Leigh, regarding increasing capacity, need to better engage with people with lived experience, continue looking into becoming a 501-c3
- Leigh, biggest things left hanging out are the priorities of
  - Revising RHAB geography and meeting structure
  - Development and implementation of diversion strategy
  - Developing organizational capacity and pursuing nonprofit status
  - All goals and timelines for the above priorities are forthcoming because Leigh wasn't able to add them into the document
- Alisa, thank you Leigh for that, questions, comments? Before thinking about how to move forward, how do we organize ourselves around the priorities? We had a robust discussion before, are we moving forward from where we were at the last discussion? Thumbs up, thumbs down
- Brendan, thumbs down, don't think we are moving forward, there is a lot to talk about during the board meeting, this time during the board meeting necessary but seems to need more
- Chris, making slow progress but need another meeting
- Jeff, leaning toward Brendan's assessment, we went over a lot of points, cannot keep them straight to even have comments about it, could this be charged to a committee and it can be brought back to us or does the board need to have several meetings about this?
- Leigh, committee might be helpful
- Rob, more realization of limitation as a board, going to non-profit was self-actualization on our part, trying to schedule the larger meeting is trying to set aside time to discuss this, planning the separate meeting is a good project
- Stephanie, digesting a good bit, doesn't seem like there is enough time here to work on this, maybe a strategic plan committee but have to find where it fits into the other committees, lived experience is really a big one that we need to find how to operationalize
- Tiffany, it would be useful to have a committee because there is so much information
- Leslie, would agree, there's a lot of information and a committee could help
- Alisa, are there things we could give to each of the existing committee?

- Leslie, could give the CE committee things related to CE, lived experience falls under governance and membership
- Alisa, Brendan, you started us off, what would be your feedback of how to move forward?
- Brendan, need to delegate some of this out, DEI and governance coming together on lived experience, there are larger picture things like the RHAB geography that I think needs to remain at the board level and they can solicit feedback but it needs to be addressed at the board
- Leigh, some supplemental information about RHAB geography from earlier meetings, there is feedback from those in the CoC about RHAB geography
- Chris, thinks we need to figure out things at the board level first and then delegate out, we seem to have so much to get into would it be helpful to hold a two-day board retreat, spend the night, go through the weeds and be ready with a plan and to delegate, this process works well with other boards she has worked on, can figure out what can and cannot delegate
- Alisa, loves strategic planning retreat but doesn't think that's where we are
- Chris, first day could be education, just trying to wrap our heads around this, moving decisions to the next day
- Alisa, trying to be mindful of the time for this meeting and we have a full day planned in august to discuss CE, we were looking at bringing in other stakeholders, can we take part of that time to discuss strategic planning points?
- Leslie, will that work if we have others join us in for the CE discussion?
- Chris, do the CE discussion first with everyone we think makes sense to be there and release the other people who aren't on the board, continue the strategic plan discussion in the afternoon
- Alisa, is that comfortable for people?
- Leigh, concern that we don't have an agenda, would hate to shortchange the coordinated entry conversation, especially with the NOFO and special NOFO, we really need to make headway in these discussions
- Stephanie in chat, unfortunately cannot attend 8/15 meeting
- Alisa, what is the plan for developing the agenda for that meeting and creating the working documents, don't feel we are at the point where we are making discussions, we are processing a lot but now is not the time for that
- Leslie, next executive meeting on the 26<sup>th</sup> and that's usually when we set the agenda for the next board meeting
- Alisa, what do we focus on now? Do we talk about, CE now or special NOFO?
- Jeff, CE has been out there for so long, thinks CE needs to be pinned down first
- Leslie, as the chair of that committee, will help to solidify what they will be working on
- Chris, votes for special NOFO because that seems to be the most time sensitive and that is actual funds
- Alisa, so talk about special NOFO now, talk about CE in August, postpone discussion around strategic plan until Sept, wants to convene the co-chairs for the committees and see that their goals are so they can incorporate that in the strategic plan
- Leslie, is on a lot of committees, cannot participate on any more
- Alisa, what about appointing someone from your committee? Leslie agrees
- Alisa, do we have a plan to move forward with the strategic plan? Yes, okay.
- Alisa, we did not have a quorum when we started the meeting so would like to go back to approve the minutes

**10:40am:** Approval of April, May, and June Minutes

- Alisa, need to know who is taking the minutes for our meetings?
- Brendan, Amanda is taking the minutes

- Alisa, and is this going to be Amanda's job going forward or will someone take this over from DMA?
- Brendan, that is something we can revisit later when someone is in the DMA position
- Alisa, okay, something that I want done moving forward in the minutes is to make note of every decision we make
- Amanda, what decisions do you mean? Things that are formally approved?
- Alisa, yes, things approved, I can't read through all of the minutes trying to find the decisions we made
- Amanda, the board doesn't actually make a lot of decisions like that, is there something that was approved that you didn't see noted in the minutes?
- Alisa, no, just want it to be easier to see
- Amanda, okay let me know exactly what you want
- Alisa, will work with Amanda offline to figure out what is wanted and the layout
- Alisa, is there a motion? Rob made a motion to approve meeting minutes, Leslie seconded. Motioned passed.
- **Motion Passed = Approval of April, May and June Minutes**

**10:46am:** Special NOFO

- Leigh, 12 responses for projects for the special NOFO
- Jeff, wants the group to know that he is the lead on one of the projects so he is going to remain silent for this discussion
- Leigh, Tiffany's organization also responded as being interested
- Leigh, projects need to be ranked, similar to regular NOFO, the biggest difference is the development of the plan for the application
- Christy, there's definitely enough interest, much of the application can be folded into the regular NOFO but the development of the plan is the heavy lift
- Alisa, first question for DMA, based on understanding and experience, how much consultant time would it take/what would it cost to pull this together and where would we find that money? We haven't budgeted for this so we need a sense of that
- Leigh, we have not had any internal discussion about this since I got back from vacation, a lot on the project side can be pulled into the regular NOFO process, would guess HUD is going to release that this or next week because there is a conference next week and they will want to talk about that NOFO
- Jessica, compared to the regular NOFO, they would be helping applicants chosen go through ESNAPS, prepare resources for funding committee, rank projects, it is time consuming
- Christy, question about how much technical assistance on the part of leveraging resources/partnerships from DMA to projects, depends on how well that project is implemented, find that organizations struggle with finer points of the agreement
- Leigh, maybe 40 to 50 hours on project side, bigger question is on the development of the actual plan, we need a decision on the plan to move forward, step 1 is identify people with lived experiences to be engaged from day 1 and forward and provide them onboarding and education, estimate 100 hours for the plan would be absolutely max for this kind of undertaking, not completely sure but could try to meet with Christy and Jessica to try to nail down a number and get that out to everyone, would still require work from DCED, RHABs
- Rob, should always have a good strategic plan when discussing special projects, does this fit into our overarching plan? Permanent housing, and development of new permanent plans, Jeff's application is developing new housing and would expand, a lot of other projects is just dealing with what is already there, moving forward, think about projects that are expanding and building on our goals

- Alisa, appreciates that, still at the question of whether they have the capacity to do this, especially in regard to engaging people with lived experience, know we have some people already on our committees, is that enough people, would their participation suffice the HUD requirements?
- Brendan, not sure if we have enough people on the DEI committee for that, not sure if anyone on the committee has lived experience, is diverse in other ways
- Jessica, there are a couple people on the DEI committee and funding committee who have lived experience, cannot speak for everyone but would imagine those with lived experience already involved would be interested in participating more
- Leigh, they have a payment process set up, those with lived experience can receive payment, this is very important
- Alisa, are 3 or 5 people of lived experience enough to create a working group for this NOFO?
- Christy, HUD is looking for at least 3, did give language that their experiences should be representative of the homeless experiences in the CoC
  - Ex. if you have a Youth Action Board (YAB) in place, don't just use your YAB because it is already there and have access to the people who participate on it because this is solely youth
- Alisa, sounds like we have the potential to move 5 to 7 projects, if we have project proposal development issue, can we ask DMA to invest some time in how to do this, to see if we have a competitive application, don't want to develop proposals and make others spend the time on developing proposals if we will not be competitive
- Leigh, to be clear, what would be best to inform the executive committee about to help make decisions about this?
- Alisa, additional information about folks on funding committee and are they representative of the CoC or do we need to recruit more people with lived experience
- Jessica, one of three reps from rural area, probably need one more since this is for the rural NOFO
- Leigh, knows there is someone on the DEI Committee with lived experience, but not sure if she would want to participate
- Alisa, need those folks we are talking about to agree to participate
- Brendan, funding the project from the planning grant
  - The planning grant total is \$470,482
  - We have \$338,000 in commitments (DMA, Capacity for Change)
  - Another \$40,000 out for DCED personnel
  - Leaving us \$92,482 in remaining
  - DCED match submitted at \$47,600
  - So some wiggle room in the budget to support some extra time, but if we are looking for other CE work to be done, we have to consider this
- Alisa and Chris, that's helpful to know
- Alisa, another decision-making point would be for DMA to give us a cost to deliver on this application
- Leigh, we can get you that information in the next couple days, we are feeling the pinch to move forward, 3 months sounds like a long time but for all of this is it not, will get this information to the executive committee
- Leigh, in addition for the 3 years of funding we would be applying for, projects selected should be able to be renewed through the regular NOFO process
- Brendan, back to Rob's point about development, agrees with having that as a priority
- Alisa, incumbent on the board members to go back to the gaps analysis so that we are meeting the needs that were found in the gaps analysis

- Brendan, Christy can you remind us how much in funds we can apply for?
- About 6.1 million, this is the total, not each year (3-year contract)
- Alisa, about \$2 million in change for each year
- Chris, concerns with capacity as well, a couple of the projects are very necessary and needed in counties that have essentially nothing such as Perry, Mifflin/Juniata, but concern with capacity, with only 3 months we need to make sure we are competitive
- Alisa, how does this board want to talk about evaluating the process for capacity, is there something through the RHABs? Or is it all through the NOFO process?
- Leslie, in the past with ESG, RHAB chairs signed off on checklist that they looked at it, RHAB chairs of the region should be able to speak to capacity and need
- Alisa, but do the RHAB chair really understand all the organizations and their capacity?
- Chris, thinks this is something the RHAB chairs should be investigating, maybe it means taking a morning to go visit an organization and see what is going on, doesn't think that is unreasonable to ask, it is something the RHAB chairs should know
- Christy, there are standard things DMA could provide from their experience, such as making sure applicants are aware of what is needed in taking on this kind of grant, make sure projects are linked to the plan that you develop, make sure there is a clear connection to and that it is reflective of the CoCs priorities
- Stephanie, curious about how competitive we would be, when we first got the information about this opportunity someone shared their screen and there was a document about how competitive we could be, we need to see if the juice is worth the squeeze and think about what resources we would have to put toward this (and it would take away from others)
- Jessica, can share her screen and show that document that was presented before; without leveraging partnerships and having those engaged with lived experience, CoC would probably score 51 points, but with leveraging partnerships and lived experience the CoC could score 72 (out of 89 for the rural set aside), and based on what was submitted, thinks at least 1 that could bring in a leveraging agreement, and there might be a couple more that may be able to do it
- Alisa, DMA from your experience, what do you think is our chances of being competitive and be selected?
- Jessica, potentially for 1 project, maybe more, CoCs to rank their projects and your first and second might be able to get chosen, if it is a strong plan and application, may be able to get 4 projects, these are only rural projects so they are not your metropolitan CoCs that always score well/high, we are going up against a different group than usual
- Alisa, okay, competitive cost benefit analysis? How much money do we spend in order to gain one or two projects? Or do we invest anyway?
- Leslie, invest regardless, this is HUD's process and they seem to be moving more toward wanting partnerships, connecting home and healthcare, so we should get the ball rolling now
- Leigh, trying to include rural counties that don't usually get these funds, opportunity for the CoC to invest in those communities
- Stephanie, heard they got 12 projects, there's a great case to be made for RHAB membership engagement
- Alisa, could helps us grow the number of members who are part of the RHABs, want them to be involved in all the opportunities
- Alisa, as soon as DMA has the information, circulate to the executive staff and they will make the decision whether they want to open this up to other board members except to those who are conflicted

11:30am: Coordinated Entry

<https://jamboard.google.com/d/1Vhh4icJ3OH0Ya-a-yQCh7SG9swwsiGva8XN1KBP5EAg8/edit?usp=sharing>

- Leigh, as part of this CE discussion, what do we need to discuss?
- Leslie, we got through 8 or 9 slides, still have about 12 more to get through
- Alisa, will defer to Leslie as the chair of the CE committee, what do you need to know today, we will try to make decisions to move them forward, and will figure out at the executive committee what else needs decided
- Leslie, thinks we need to go through and finish the jamboard to know the decisions and priorities
- Leslie, who is sharing their screen to walk us through, Leigh, Amanda, Brendan?
- Brendan, I will
- Leslie, don't need to start at the beginning, people should have looked at the first ones
- Leslie, (from jamboard) opportunity short term, consider requiring ongoing assessment training (ex. Annual refreshers with brief check-ins between trainers and assessors) and include training on trauma informed communication
  - Currently being done by CFC and the CE access sites and 211 specialists
  - DMA allocated funding to support CE training in last contract period
  - Decision – do we need DMA to allocate additional funding in the current period?
- Chris, this is going on, have 1.5h training session on trauma informed approach
- Alisa, in additional to the CE specialists do the 211 specialists also get this?
- Chris, yes, has been working with someone from 211 to create a trauma informed approached training specific to 211; also breaking it out for those who are already familiar with the subject material and those who are not
- Leslie, will these trainings be offered annually?
- Leigh, not sure, to Chris's point, do we need to separate trainings for those who are introductory and those who have already been trained?
- Chris, thinks that would be very helpful
- Leslie, agrees, it's a lot to go through CE basics when you have been doing it for a while already
- Alisa, need a budget of what would need to be allocated for two annual trainings (intro and continuing education)
- Brendan, also consider including CE trainings under the coordinated entry contract
- Brendan, on jamboard, "Implement data quality management process...", sticky note already on jamboard says "could be a great opportunity to have HMIS data feed into Tableau, and then create user friendly visualizations with high level recommendations and flags of concerns/compliance needs" – which committee would work with this?
- Chris, likes the idea with the data committee
- Leigh, fits into a lot of different group's work, difficult with overlapping responsibilities, bringing in all those involved
- Leslie, partnership between data committee and DMA and DCED
- Alisa, why is this an important opportunity short term? Is it a concern during this NOFO process?
- Leslie, seems much more long term, data management is a long-term process
- Leigh, also there is quarterly processing
- Leigh, something in the plan indicated short term, HUD put out something about a data management process, there are resources to this
- Alisa, is defining the process more of something we need to discuss in august or can be moved on to the committee itself?
- Leslie, committee itself once we have a firm know what they are going to work on
- Chris, fully agrees
- Brendan, so data quality management process to be assigned to data and CE committees
- Leslie, not sure why the slide with "provide regular updates on data related to the functioning of coordinated entry through committees, case conferencing, etc." is a short-term goal

- Brendan, stuck on committee and case conferencing meetings, does this mean distributing more minutes? What does this mean?
- Leigh, reviewing the plan, critical opportunities, important opportunities, finding that there is a desire between CoC partners about CoC performance, questioning if system performance was about CE or about other? To Brendan's point, it seems more about public facing information/performance
- Leslie, would be reluctant to do case conferencing because that would be sharing client information and that is a violation of HIPAA but sharing data makes sense
- Leigh, even with case conferencing, you can look at it with a data lens; ex. there were 3 case conferencing which were similar and these are their outcomes
- Alisa, how do we get this out to people? Seems like a last step, need to have the data first
- Alisa, do we have a strategy of focusing on clean and accurate data, and how do we know our data is good?
- Stephanie, heard people mention monitoring, is there CE monitoring that occurs at this point?
- Leigh, the monitoring was of projects, but that is a recommendation, to monitor CE and ensure equitability
- Leslie, is it a board or committee decision to decide moving to change parts of the system?
- Leigh, great thing to talk about, a conversation for the 15<sup>th</sup>
- Stephanie, do we receive information back about denial rates of referral?
- Leslie, denials from clients on placements suggested or from providers when a client is referred?
- Stephanie, both
- Leigh, Chris to answer this best, but there isn't a way to track certain things
- Chris, not sure that there is a report to be run but you can go into each organization and see what is accepted, rejected, etc., struggle to get providers to acknowledge the referral button in the system, as far as clients, 211 usually puts it in a note if there was a denial by the client and the reason, but these things are more shelters, emergency services, not for things like RRH
- Alisa, we have 4 minutes left, do not want to introduce a new topic, how many do we have left?
- Leslie, 7 left, consider that we only got through 3 in 30 minutes
- Alisa, do we want this on the agenda on the 15<sup>th</sup>?
- Leslie, we have tried asking folks to leave comments on the jamboard in between meetings and it hasn't worked so we need to do this together
- Alisa, Leslie and the committee look at the questions and see how to guide us
- Leslie, see if she can convene a meeting, one of the first tasks is to summarize what the group is tasked with doing, go through the jamboard and go through what information the board needs to prioritize to give to them to make decisions
- Leigh, how are we running the meeting on the 15<sup>th</sup>?
- Alisa, would take feedback from Leslie on this as the chair of the CE committee
- Alisa, at executive committee, look at what decisions need to be made and who needs to make them
- Leslie, will try to convene the committee and discuss and then meet with Alisa
- Alisa, if there is a role for Jason in that let them know
- Alisa, got a lot of conversation in there but getting closer
- Alisa, thank you, we will reconvene at least on the 15<sup>th</sup>, and speak with the executive committee, don't forget to log your registration (attendance) for today

12:01pm

Alisa, meeting adjourned