Eastern PA CoC Full Membership Meeting
April 25, 2022 10:00AM
Register here

10:00AM: Introductions and Reminders

10:05AM: Welcome

10:10AM: Governance
            Recruiting for at-large Governing Board seat
            Recruiting for Committees

10:15AM: HMIS
            Establishing HMIS Governance Committee
            Increasing HMIS Staff/ Capacity
            ClientTrack Upgrade Demo

10:30AM: 2022 PIT Count Presentation and Large Group Discussion

11:10AM: CoC Program Funding Award Update

11:25AM: Coordinated Entry Evaluation Update and Next Steps

11:35AM: Written Standards Revisions Presentation and Next Steps

12:00PM: BREAK

12:20PM: Upcoming CoC Initiatives
            Move On Strategy
            Next CoC Strategic Plan

12:30PM: Breakout Discussions:
            Attendees will self-select which breakout discussion to participate in
                    Option 1: Provider Peer to Peer Discussion
                    Option 2: Developing the next CoC Strategic Plan

1:10PM: Breakout Discussion Report Out

1:30PM: Closing Remarks

Reminder to track your attendance

Welcome

- Alisa, reads agenda displayed on the screen and briefly describes each point

Governance: Express Interest in at-large Board seat, CoC, Committees

- Brendan (DCED), looking for someone to fill the at-large seat, not necessarily one of our providers but looking for other industries, such as affordable housing developers, hospitals, etc. to get involved
    o Please reach out to anyone you know; we are looking for more insights and views
- Brendan, we have a new application process to recruit committee members, need to ensure we have a process for reviewing applicants
    o Survey monkey link
    o Recruiting for domestic violence (DV), coordinated entry (CE), veterans leadership engagement committee (VLEC), data management, HMIS governance
    o Expressing interest does not guarantee that you will be invited to join
    o DEI committee to support recruiting people with lived experience to engage with the CoC at all levels

Acting upon HUD HMIS TA Assessment: HMIS Governance Committee and Increase in HMIS Capacity; and ClientTrack20 Upgrade Demo

- Brendan, DCED engaged with HUD to assess implementation of HMIS for the purpose of increasing the capacity of HMIS
    o DCED PA HMIS responsible for administration, policy creation, training and technical assistance, helpdesk ticket response, data analysis, customizations, HUD Reporting Submissions
        ▪ Applied for expansion grant, will add two (2) full time staff (in addition to our current full time staff); it is suggested that we have 6-7 people
        ▪ Two (2) system administrators (Tony + new staff)
        ▪ Two (2) helpdesk ticketers (Mahendra + Ritu)
        ▪ One (1) for training and program manager (new staff)
    o Need to have a governance structure in place to guide the HMIS system
        ▪ Describe roles and responsibility of what this committee will be doing
        ▪ Review, revise, approve privacy, security, and data plans; ensure consistent participation; compliance; ensure the system meets the needs of the providers; provide HMIS Lead with feedback
- Four (4) CoC under our HMIS implementation (East, West, Beaver, Bucks)
- PA HMIS ClientTrack Upgrade Demo
    o From ClientTrack19 to ClientTrack20
    o Not a major upgrade, changing the visualization of the menu, etc. Functionality should be the same

2022 PIT Count Presentation and Large Group Discussion

- Jessica (DMA), start with poll
  - Poll: What is your knowledge of the annual Point in Time (PIT) Count and Housing Inventory Count (HIC)?
    - 48 know a lot about the PIT, not much about the HIC
    - 26 know some about the PIT, HIC
    - 8 know little
    - 3 don't know anything
  - Poll: Were you involved and what role?
    - Unsheltered PIT county coordinator
    - Unsheltered PIT volunteer
    - Local county unsheltered PIT count planning committee
    - Assisted with emergency shelter PIT data collection
    - Assisted with transitional housing PIT data collection
    - Submitted housing inventory data for a homeless dedicated housing project
    - On the youth PIT count planning committee
    - Something else
- Jessica, show Tableau data visualization of PIT Count
  - Noticed that there were a lot of youth (18-24) that were staying with someone older than 25, meaning that HUD does not count them as unaccompanied homeless youth
    - Shows that youth homelessness is difficult to measure, especially with the PIT and in a multi-county CoC and they have different strategies
  - Uploading LSA is very time consuming, uploading by region may not be possible
  - Counties with the most persons counted in the PIT Count: Northampton, Lehigh, Cumberland, Centre, Lycoming
    - Cumberland found many people, including families, living in cars
  - Can also view by categories, unsheltered, sheltered, veterans, homeless category, chronically homeless, domestic violence, unaccompanied youth, etc.
    - Provides an insight into your community, what is going right and where some gaps are, but it is just one data source, one point in time count, shouldn't be the only data you use
    - Growing number of DV households, slight decline from 2021 to 2022
    - Increase in veterans from 2021 to 2022
- Jessica, HIC
  - Shows by category, year-round beds, emergency shelter, transitional housing, rapid rehousing, permanent supportive housing, other housing
    - Shows for each RHAB, also how they are funded
    - Cannot show at county level, it is too difficult
  - Alisa, can this be presented at the RHABs, RHAB specific information? Yes
- Jessica, what changes have you seen in your RHAB?
  - Couch surfing, working homeless, longer time in shelters, increase in domestic violence, many more moms with kids (example given that some are parking together for safety), first time homeless, landlords taking much more control, less landlords willing to work with clients and agencies, more strict rules, not allowing pets, raising rents, rentals turned into Airbnb's, rents over FMR, clients can't find Section 8 voucher units, poor quality housing, huge application fees and double security deposits
- Jessica, are there things you wish you knew that was going on in the CoC (data wise)?
  - Number of children in households experiencing homelessness
  - Number of LGBTQ+ individuals
  - Compare county populations by per-capita numbers or as percentage of economic indicators by county
  - Immigration status (but there are rules about asking this); can we ask country of birth?
  - Rural vs suburban vs urban homelessness

CoC Program Funding Update

- Leigh, FY21 total = $17,438,185; by project type:
    - Rapid Re-Housing (RRH) $8,698,878 (50%)
    - Permanent Supportive Housing (PSH) $6,466,759 (37%)
    - Supportive Services Only-Coordinated Entry (SSO-CE) $703,384 (4%)
    - Transitional Housing-Rapid Re-Housing (TH-RRH) $627,024 (4%)
    - Planning $470,482 (3%)
    - HMIS $374,099 (2%)
    - Supportive Services Only (SSO) $97,559 (1%)
- Scored extra 10 points last year, were nationally competitive
- Started out 20 years ago at 3 million, as grown a lot since then, 2021 = $17,438,185
    - Alisa, how does this increase stack up against total HUD CoC increase of that period of time?
- CoC Renewal Scoring Webinar 5/4/22 10AM-11:30AM
  https://us06web.zoom.us/meeting/register/tZ0vdu6vrz4oGNV-0fs7eJKMsOW6m6ktDTk
- PIT Count https://pennsylvaniacoc.org/2022-point-time-pit-count
- PIT Count and HIC Data
  https://public.tableau.com/app/profile/dma.associates/viz/EasternPACoC2022PITandHICData/EasternPACoC2022PITandHIC
- CoC Program Funding Tableau Dashboard
  https://public.tableau.com/app/profile/dma.associates/viz/EasternPACoCFY21CoCFunding/EasternPACoCFY21CoCFunding

Coordinated Entry Evaluation Update and Next Steps

- Alisa, HomeBase did evaluation from September 2021 to March 2022
    - On how well the coordinated entry worked (quality and effectiveness)
    - However, HomeBase needs to provide more clarity, precision, and action potential on recommendations of preliminary report
- Looking for how to test/adopt a new assessment, how to restructure the system to reduce wait times and streamline referrals, referral process from By Name List (BNL) to housing programs, change how coordinated entry system (CES) funds are allocated and secure additional funds to implement CES improvements
- Coordinated entry is finding the most effective programs for that client, as well as the first available bed based on their priority (how vulnerable they are)
- Change VI-SPDAT because it is not trauma-informed, the length of assessment, does not take equity into account, priority not given even in cases where it should

Written Standards: Revision Highlights and Next Steps

- Jason Alexander, written standards define core competencies, ensure compliance with HUD policies, establish shared definitions/rules, incorporate best practices, identify protocols for specific populations, ensure that practices are person-centered and trauma-informed, are benchmarks for performance
    - They are not a substitute for more comprehensive grant-funded program requirements
    - Compliance is required for programs funded by HUD, PA DCED and direct entitlement communities
    - Compliance strongly encouraged for programs funded by other sources
- Alisa, prefers Standards of Practice opposed to Written Standards

- Jason, what's new
  - Section to provide standards for working with the following populations: chronic, LGBTQ+, DV, individuals with COVID and other infectious diseases, individuals with disabilities, recent/undocumented immigrants, youth
  - Reinforce and clarify participation in HMIS if enrolled in a CoC project
  - Case manager to update client records in HMIS within 72 business hours
  - More standards for safety for outreach case managers
  - How to work better with unaccompanied youth
  - Responsibility of organization to have partnerships with physical/mental health providers
  - Homelessness Prevention (HP), replaced existing prioritization standards with score from HP assessment tool adopted by the CoC in 2021
  - HP case managers record CE referrals outcomes in HMIS within two (2) business days
  - HP expanded list of types of referrals (community and mainstream services)
  - HP cannot make direct payments to program participants
  - HP standard regarding security deposits, now it can be returned to organization or program participants
  - Emergency Shelter (ES) prioritize unsheltered households
  - ES expanded standards about low barrier approach to shelter
  - ES moved pet information to appendix

Upcoming CoC Initiatives: Next CoC Strategic Plan and Moving on Strategy

- Leigh, move on toolkit, pre-recorded webinars and templates such as moving on assessment and referral form will be available on the CoC's website for PSH providers and public housing authorities (PHA) interested in implementing Move-On strategy now and in the future
- Current strategic plan expired in 2021
- What is the biggest need of the CoC to advance its work?
- Goal is to establish a short term (2yr) action plan focused on capacity building, specifically improving CoC governance and operations in order to increase our ability to reach overarching goals of reducing homelessness
- Board will reconsider governance structure, RHAB boundaries, roles and responsibilities of RHAB Chairs v Board members, maybe separating those roles, improving decision making process, building capacity to improve operations, reconsider the allocation of the planning grant

Provider Discussion or CoC Strategic Plan

- Lauren (DMA), talks about the reason for the discussion, the topics, that people will self-select, and that she will be sharing the rooms… now
- 40 minutes in break out rooms

Report Out from Breakout Rooms

- PSH, Move-On Strategy
  - Difficulty enrolling clients from the BNL
  - Concerns about HMIS, demands on staff, not a lot of support for providers when there are issues
- RRH
  - Rental market, high cost of units
  - Poor quality units
  - Landlords increase requirements

- o Landlord engagement but still having difficulty having landlords work with us
- o Difficult to stuff, not having competitive wages, staff turnover, not being fully staffed
- o Transportation, lack thereof, for clients to get to employment
- o Lack of mental services and an increasing need for them
- o Support group for providers, found that they were struggling with the same types of things
- ES/SO
  - o Additional federal funding was great but now concern about when that money runs out
  - o Using hotels to shelter clients but many clients are banned from the hotels they always use
  - o Cost of hotels is going up
  - o Seeing a large influx of senior citizens, mobility issues
  - o Many individuals with drug and alcohol addiction, need to better know how to move this group through our programs
  - o Hospital rep to assist with clients with drug and alcohol issues, as well as seniors
- HP
  - o Case management, eligibility
  - o What happens when ERAP runs out, capacity issue for funding and how many households can be served
  - o Availability for capacity for staff, vicarious trauma, taking abuse from those who are crisis
  - o Landlord mediation program (successful)
  - o Financial literary classes (successful)
- Central Valley (CV) and Northern Tier (NT)strategies
  - o RHAB boundaries, CV has 11, NT has 7
  - o Would it make sense, would it encourage more participation if boundaries were redrawn?
  - o How would it be redrawn?
  - o Local housing option teams (LHOTs) and the work they're doing overlap with CoC but is not entirely the same, but it seems like a natural place to start to engage with people working with these issues
- South Central (SC) strategies
  - o Effective work happening locally
  - o Collaborations with landlord engagement
  - o Scrub calls
  - o Case management strategies
  - o Taskforce for local issues
  - o A lot of interest in action teams (employment, advocacy, or population specific, youth, LGBTQ+, seniors, etc.)
- Lehigh Valley (LV) and Pocono strategies
  - o Difficulty engaging with local elected officials
  - o How to facilitate meetings across RHABs like we had today

Closing Remarks

- Alisa, thank you for attending, your comments and feedback will be very helpful for the strategic plan, we will see you again in October and join a committee in the meantime!