

MINUTES OF THE  
MARICOPA ASSOCIATION OF GOVERNMENTS (MAG)  
CONTINUUM OF CARE COMMITTEE  
February 10, 2016  
MAG Office Building, Ironwood Room

MEMBERS ATTENDING

Karia Basta, Arizona Department of Housing  
(ADOH)

\*David Bridge, Human Services Campus (HSC)

Erin Callinan, Arizona Coalition to End Sexual and  
Domestic Violence

#Kathy Di Nolfi, A New Leaf

\*Robert Ferraro, City of Tempe Law Enforcement

#Joann Hatton, Arizona Department of Health  
Services

Vicki Helland, Community Bridges

Michelle Jameson, United States Veterans Initiative,  
U.S. VETS-Phoenix

#Jessa Johnson, Mercy Maricopa Integrated Care  
(MMIC)

\*Stephanie Knox, Arizona Department of Economic  
Security

Mattie Lord, UMOM New Day Center

Nancy Marion, House of Refuge East

\*Neither present nor represented by proxy.

#Attended by telephone conference call.

+Attended by video conference.

Suzie Martin, Homeward Bound

Kenneth McKinley, Tumbleweed

Linda Mushkatel, Lodestar Day Resource Center

\*Dennis Newburn, City of Mesa

David Olivarez, Terros Safe Haven

\*Rodrigo Olivares, Crisis Response Network

Stephen Sparks, Labor's Community Service Agency  
(LCSA)

Sara Sims, Phoenix Elementary School District

Ursula Strehans, Central Arizona Shelter Services  
(CASS)

Charles Sullivan, Arizona Behavioral Health  
Corporation (ABC)

Jacki Taylor, Save The Family

Keith A. Thompson, Phoenix Shanti Group

John Wall, Arizona Housing Inc.

### OTHERS PRESENT

Renee Ayres-Benendez, City of Glendale  
Christopher Bartz, Recovery Innovations  
International  
Billie Cawley, Central Arizona Shelter Services  
(CASS)  
Ian Dickenson, Arizona State University (ASU)  
Kelli Donley, ADHS/DBHS  
Steve DeGroot, NAC  
Tom Hutchinson, A New Leaf  
Ian Kraft, ASU  
Stephanie Miller, City of Glendale  
Lisa Miller, UMOM  
Catherine Rea, Community Information and Referral  
(CIR)

Ty Rosensteel, CASS  
Gordon Sims, LSS-SW  
Mike Smith, ASU Nursing  
Nicky Stevens, ABC Housing  
Michelle Thomas, CIR  
Kimberly Thompson, The Salvation Army  
Dorian Townsend, Sojourner Center  
Kim Van Nimwegen, Valley of the Sun United Way  
Celina Brun, MAG  
Brande Mead, MAG  
Anne Scott, MAG

#### 1. Call to Order and Introductions

Mattie Lord, UMOM New Day Center, Chair of the Continuum of Care (CoC) Committee, called the meeting to order at 9:37 a.m. Introductions of the Committee and audience ensued.

#### 2. Call to the Audience

Audience members were given an opportunity to address the Committee on items that were not on the agenda that are within the jurisdiction of the Committee, or non-action agenda items that are on the agenda for discussion or information only.

- Mike Smith, ASU Nursing: attended the Committee meeting with a learning community working on a senior community assessment project focusing on homeless in Phoenix. The group is seeking information on different interventions and resources that are available from providers. Also inquired about a request sent to MAG for raw Point-In-Time Homeless Street Count data from 2015 to assess the geographic locations the data was compiled from.
- Chair Lord: inquired with Anne Scott, MAG, about the request.
- Ms. Scott: the request will be sent through the formal request process and reviewed by the Performance Standards and Data Quality (PSDQ) Work Group. Ms. Scott encouraged Mr. Smith to discuss the details with her following the Committee meeting.

There were no further comments.

#### 3. Approval of the January 20, 2016 Meeting Minutes

Chair Lord entertained a motion to approve the January 20, 2016, meeting minutes. A motion to approve the minutes was made by Charles Sullivan, ABC Housing. The motion was seconded by Stephen Sparks, LCSA. There were no comments. The motion passed.

#### 4. System Performance Measures

HUD issued the System Performance Measures Guide in May 2015. It is anticipated that HMIS reports will be released soon and that reports will be required as part of the 2016 NOFA. A sample dashboard report from Ohio was distributed with the meeting materials with possible action to adopt a community dashboard report.

- Chair Lord: It is the role of the Committee to come up with the content of the score card. The Committee sent the score card to PSDQ to calculate score for each category. Once approved, had a few caveats because the scale needed to change. Now, PSDQ has completed their work and the score card is ready for recommendation to the Board. She then introduced an excerpt packet of the System Performance Measures for Columbus Ohio.
- Michelle Thomas, CIR: Bowman has released four performance measurements that HUD has defined;
  - They are all Version One and Version One is a beta version.
  - Number of homeless persons (metric 3.2)
  - Employment and income growth for CoC funded projects (metric 4)
  - Number of persons first time homeless (metric 5)
  - Permanent housing placement retention (metric 7)
  - Can be found on the CIR webpage in the ART folder under “Fundings” then “HUD”.
- Chair Lord: included in the packet is a quarterly report excerpt from Columbus Ohio which is the gold standard of performance measures. They are well-funded. Chair Lord walked the Committee through the Columbus documents provided. She explained that the data are systems-level data which is a new paradigm for providers to begin looking at. She respects the HUD measures and seeks reactions from Committee members to make recommendations for future systems level performance standards.
- Suzie Martin, Homeward Bound: inquired where the report was pulled from within the HMIS system.
- Chair Lord: believes the report was pulled from their local HMIS system.
- Linda Mushkatel, LDRC: great, so why not start somewhere.
- Stephen Sparks, LCSA: it is a start for policy-makers’ to begin with meaningful data, to see new collaborations, data peaks and flows. Agrees with beginning the process.
- Catherine Rea, CIR: announced that CIR is working on a dashboard with George Washington University in a project called HMIS Counts. CIR will be doing dashboards for the Balance of State CoC and Maricopa. The dashboards are expected to be launched next month. The data will be uploaded on a 90 day basis, broken out by:
  - Sub-populations
  - Geographic area
  - Type of shelter
  - Compared to U.S. Census data
- Chair Lord: inquired if the dashboard included outcome measures.
- Ms. Rea: was not sure, but would find out.

- Chair Lord: inquired if the dashboard was customizable.
- Ms. Rea: according to George Washington University, the dashboard is customizable, but hoping to get Committee input before moving forward.
- Chair Lord: Requested a review of the dashboard when it is ready.
- Kim VanNimwegen, VSUW: inquired if the plan regarding the Columbus Ohio excerpt was to start with the actuals and work toward the goals.
- Chair Lord: must start with baseline data and then determine goals to improve baseline data.
- Ms. Mushkatel: inquired if data could be retroactively pulled to provide a longitudinal view.
- John Wall, AHI: is the system production free? Or is there a cost?
- Ms. Rea: the initial cost of HMIS Counts was \$18,000; however now that the University applied for various federal grants, CIR is only paying \$2,500/year with direct uploads and dashboard tweaking. She supports the process.
- Chair Lord: willing to reach out to Community Shelter Board to find out what they are willing to provide and how much the cost will be.
- Dorian Townsend, Sojourner Center: inquired how the Domestic Violence population would be factored in since they are not a part of HMIS.
- Chair Lord: Victim Services Agencies would need to be manually added.
- Ty Rosensteel, CASS: just to add, Columbus Ohio does use Service Point-which is an HMIS system.
- Discussion continued.
- Chair Lord: reiterated that a motion is needed.
- Mr. Sparks: motioned to move forward with pursuing a report like the Columbus Ohio excerpt for the Continuum of Care.
- Vicki Helland, CBI Inc.: seconded the motion to move forward with pursuing a report like the Columbus Ohio excerpt for the Continuum of Care.
- Tom Hutchinson, A New Leaf: inquired about who would be responsible for taking this on.
- Chair Lord: the Committee is responsible for identifying the system level outcome measures and the CoC would ultimately rely on CIR and MAG to publish the quarterly report. PSDQ does not need to be pulled into the process.

Discussion continued. There were no further comments. The motioned passed unanimously.

#### 5. Standards of Excellence

The Standards of Excellence for interventions were approved by the CoC Board in March 2015 with the understanding that they would be reviewed and updated, if needed, by the groups that created them. The emergency shelter standards for singles were reviewed by the HEART group and the permanent housing (PH) standards for singles were reviewed by the PH Working Group. Draft updates to the Standards of Excellence are posted with the meeting materials and representatives from both groups will present the updates and recommend the updated standards for approval. Chair Lord introduced Ms. Van Nimwegen, who would present the Permanent Supportive Housing Standards for singles, and then inquired if Ms. Van Nimwegen would also be presenting the Emergency Shelter standards. Ms. Van Nimwegen stated she was not asked to present the Emergency Shelter Standards.

- Ms. Van Nimwegen: the process of developing the standards is very important and is the group is appreciative of the participating members who contributed to the documents. In the last few months a few changes were made to align the document more closely with the Family standards that were applicable to the singles standards. Opened the floor for comments from the Committee and audience and sought for approval.
- Co-Chair Jackie Taylor, Save the Family: valued the collaborative efforts of the PH work group and interconnected planning with ideologies from the family standards.
- Ms. Van Nimwegen: announced that the Rapid Rehousing group would officially be joining the PH work group and will need to look at aligning ideologies from both groups. Also encouraged Committee members to look at the Dimensions of Quality for the Corporation for Supportive Housing.
- Chair Lord: inquired with the Committee if a motion to approve the PH Standards alone should be made or if a joint motion should be made; then restated her question, and inquired if there was a HEART representative who could present the Standards for Singles on Emergency Shelter. Celina Brun, MAG, offered to present the Emergency Shelter Standards.
- Chair Lord: made a motion to recommend the approval of the PH Standards for Singles.
- Charles Sullivan, ABC Housing: seconded the motion to recommend the approval of the PH Standards for Singles.
- Chair Lord: opened the floor for comments. There were no comments.
- The motion passed.
- Celina Brun, MAG: presented the Emergency Shelter Standards for Singles, stating that recommended changes from October 2015 were made and the document is ready for approval.
- Chair Lord: inquired if there is a part of the document that was contentious for the HEART Group to come together on.

- Ms. Brun: the only areas of concern for the document were the requirements and availability of training.
- Chair Lord: asked where ‘training’ was in the document.
- Ms. Mushkatel: stated that “training” was located under *Staffing* in the *Suggested Practices* section.
- Chair Lord: made a motion to recommend the approval of the Emergency Shelter Standards for Singles.
- Tom Hutchinson, A New Leaf: seconded the motion to recommend the approval of the Emergency Shelter Standards for Singles.
- Chair Lord: opened the floor for comments.
- Ty Rosensteel, CASS: shared the concern about his organization meeting standardized access (which is based on case management resources) based at 90 percent baseline, and at best are aspirational.
- Chair Lord: her understanding of the Standards is that they are intended to be something the community strives for rather than expected to meet.

There were no further comments. The motion passed.

#### 6. Membership Review Work Group Recommendations

- Chair Lord: based on the Governance Charter, there was a call for volunteers from the Committee to serve on the Membership Review work group. The Membership Review Work Group has reviewed candidate applications for membership on the CoC Committee. The group will make recommendations for Committee membership. Once members are approved, a random assignment of terms will be assigned to those members that fill community seats. She gave the floor to Mr. Wall who would be reporting on behalf of the membership workgroup.
- Mr. Wall: the Committee put a call out for volunteers which included; Linda Mushkatel, LDRC; Michelle Jameson, US Vets; Vicki Helland, CBI Inc.; Anne Scott, MAG; and Chair Lord. The work group began by looking at Committee vacancies that needed to be filled, and priorities that needed to be filled, HEARTH requirements include representatives from Universities, Hospitals, and/or Businesses. These areas were not filled and were a priority for the Committee to fill. Furthermore, CoC HUD-funded agencies that applied would be provided a seat. He included the points below.
  - Ms. Scott sent out an email requesting letters of intent to serve on the CoC Committee where she then submitted all entries to the membership work group for review.
  - The applications were review on January 28, 2016.
  - A grid system broke down the survey monkey to accurately layout the different categories of where each applicant stood.

- The membership work group is recommending the slate below for approval as Committee members.
  - David Bridge, Human Services Campus, *Community Seat*
  - Nicole Janich, Arizona State University Center for Behavioral Health, *University Representative*
  - Michelle Thomas, CIR, *HUD-funded seat*
  - David Olivarez, Terros Safe Haven, *HUD-funded seat*
  - Dorian Townsend, Sojourner Center, *HUD-funded seat*
  - Steve DeGrom, Native American Connections, *HUD-funded seat*
- Mr. Wall: if the above members are accepted (there are currently 23 members on the CoC Committee, 13 community seats, and ten HUD-funded seats) there will be 29 CoC Committee members, 15 of which would be community seats and 14 members would be HUD funded. The next steps will be to look at the original charter because although the process was well done it does not match the current Governance Chart which is sketchy. The group will be making some recommendations in the future to amend the Charter.
- Suggestion from the work group to facilitate a new member orientation as well.
- Chair Lord: sought for a motion to approve the slate.
- Karia Basta, ADOH: motioned to approve the new membership slate as presented.
- Ms. Martin: seconded the motion to approve the new membership slate as presented.
- Chair Lord: Opened the floor for discussion.
- Ms. Martin: inquired if the purpose was to recommend the slate for approval to the Board.
- Chair Lord: stated that the approval process for membership stops with the Committee, the Board is not responsible for approving Committee membership.
- There were no further comments.
- Chair Lord: allocates terms limits by draw to all community seats being recommended (HUD funded seats do not have term limits).
- Rodrigo Olivares: membership expires 2018
- David Bridge: membership expires 2018
- Nicole Janich: membership expires 2019

7. Reports from Work Groups

Chair Lord moved to agenda item four, stating that standing verbal updates would be provided by the groups selected at the December Committee meeting. Furthermore, the Committee decided on a consistent format for the reporting process. The reports are for information and discussion by the representatives from the groups listed below. Chair Lord added that the Permanent Housing Work Group will be reporting live at this meeting only and in writing with the remaining work groups thereafter.

➤ Performance Standards and Data Quality (PSDQ): Mr. Sullivan provided the updates listed below.

- Last met on February 8, 2016.
- Working on membership process.
- Would like to increase to 9-13 members.
- Upon Board approval of the membership process, letters of interest will be requested.
- Working on developing work request for performance report request.
- Reviewed the Memorandum of Understanding (MOU) between CIR and the CoC.
- Will be conducting a final review of the MOU before it is sent to CIR for final input.
- Approved access for HUD TA to enter HMIS and conduct a technical review.
- Chair Lord: inquired about a timeline on the technical review.
- Mr. Sullivan: HUD TA is working with an experienced company to review HMIS in the next few weeks.
- Ms. Scott: the HUD TA will be visiting the week of February 23, 2016 for 3 days with CIR. They will look into the system with a program developed out of Columbus Ohio to analyze the system.
- Ms. Thomas: research agreement where HUD TA will only look at client when deemed necessary.
- Everything else should be background.
- Reviewing HMIS MOU and draft policies and procedures for the next agenda.
- Will also be working on the PSDQ portion of the Regional Plan to End Homelessness and meeting with CIR for the in-depth report.
- Chair Lord: congratulates the PSDQ work group for their tremendous work.

- There were no further comments.
- Coordinated Entry and Oversight Work Group (CEOWG): Kelli Donley, ADHS and new CEOWG Co-Chair provided the updates listed below.
  - Met on January 28, 2016.
  - Working on grievance policies for clients and providers but have not yet agreed.
  - Working on defining the mission of the work group.
  - Want to focus on supporting providers who are a part of Coordinated Entry.
  - Working on adjusting side-door usage and how to address that as a continuum.
  - Brought up the issue of the cost of acquiring birth certificates.
    - Working with the state department to create a CAP for funding birth certificates for Arizona born homeless individuals.
    - Colby Bauer is the point of contact for political pressure.
    - Chair Lord: the Family Housing Hub spent \$20,000 on birth certificates in 2015, so this would certainly be helpful to the budget.
    - Ms. Basta: inquired about what percentage of the \$20,000 was spent on certificates in Arizona versus out of state.
    - Chair Lord: noted that Steven Stivers could provide that information. She added that she would obtain that data and draft a letter to Colby Bauer.
    - Sara Sims, Phoenix Elementary School District: inquired if the \$20,000 includes children's birth certificates.
    - Chair Lord: stated that more than half the birth certificates were for children.
    - Ms. Sims: stated that the cost of acquiring birth certificate for youth can certainly be covered by the McKinney Vento Educational Funds. This effort can be completed at the school level. She further suggested Committee members to contact their local school liaison for any children that need birth certificates. She added that getting a purchase order to the state would be on a contractual level but would be most suitable since the costs cannot be covered after the fact. Acquiring a birth certificate for someone of school age should not be an issue.
    - Ursula Strehphans, CASS: the letter to be drafted by Chair Lord should be signed by all family providers in the Standing Strong for Families work group.
    - Ms. Van Nimwegen: VSUW also spends funds on covering birth certificates and would be happy to draft another letter in support.

- HMIS Committee: Ms. Thomas provided the updates listed below.
  - The next meeting will be February 16, 2016
  - Performance Measurement Reports will be presented at the next meeting.
- ESG collaborators: Ms. Van Nimwegen provided the updates listed below.
  - Meeting February
  - Looking at common language between emergency shelters
  - In agreement with most areas.
  - Working on common reporting and common language.
- Permanent Supportive Housing workgroup: there were no updates for Ms. Van Nimwegen, to provide.
- CoC Board: Anne Scott, MAG, provided the updates listed below.
  - Board met on January 25, 2016
  - Approved two Committee recommendations
    - Project Performance Score Card
    - Rank & Review Process
  - Approved two PSDQ recommendations
    - Roles and responsibilities of PSDQ
    - To move forward with an MOU and Performance Plan for HMIS
  - Next meeting February 22, 2016 agenda is to
    - Approve standards for singles
    - Approve HMIS MOU
      - Will be signed by CoC Board instead of Collaborative Applicant.
    - PSDQ membership selection process
    - Data Analysis presentation by Morrison Institute on the Campus shelter providers
    - Combined funding report to support homeless programs presentations (hopeful)
    - Working diligently on updating the Regional Plan to End Homelessness
  - Opened the floor for comments. There were no further comments.

8. Ad-Hoc Data Sharing Work Group: Ty Rosensteel, CASS provided the updates listed below.

- The Data Sharing Work Group is open and meets weekly on Fridays from 1-3 pm at MAG.
- PSDQ will have an open community forum on February 23, 2016 from 8 am to noon at MAG.
- Tasked with developed HIPPA-style document.
- Five key components that are being discussed.

- HUD requirements
  - HIPPA
  - State/Local laws
- Requirements for binding information.
- Baseline sharing of what gets shared universally in the system.
- Reasons for disclosure of info without further consent.
  - Requests for information
  - Research requests
    - Who is authorized to make such disclosures?
- Will look at where the CoC is on data sharing and where the CoC should be.
- Chair Lord: will this session be only for feedback? And does the work group make any decisions.
- Mr. Rosensteel: the community forum will be a feedback-oriented session; options will be presented and feedback will be collected. Then on February 24, 2016, the work group will meet with the HUD TA in person to develop a draft documents to present at the March Committee meeting.
- Ms. Scott: will work to distribute information ahead of time for proper review.
- Chair Lord: reiterated the importance of attending the next meeting to provide community feedback. Opened the floor for questions.

9. Discussion of 2015 NOFA Questions Regarding Education of Children and Youth

In the 2015 NOFA, a question was posed as to the Continuum's policies on connecting participants with education services and the Continuum's relationship with education representatives. The Committee will brainstorm about ways to strengthen the relationship and what policies and procedures are in place to ensure connection with education services.

- Ms. Scott: the scoring process on page four discusses collaboration with local education authority. We have good level of collaboration between youth providers and liaisons, but the communication level is uncertain within the CoC. Looking to integrate education into the CoC.
- Chair Lord: inquired if there is a policy requiring children to be enrolled in early childhood programs or school as required by the CoC. She then asked if the CoC has a Policy regarding child enrollment for such programs.
- Ms. Scott: ESG does have a policy, so any provider who receives ESG funds must follow the ESG policy, and that is what we referenced in the CoC consolidated application.
- Chair Lord: suggested making the policy official by recommending it to the Board.

- Mr. Sullivan: the community discussed the CoC education policy but has not actually developed a policy. ABC Housing has a policy in order to comply with the McKinney Vento Homeless Education Act.
- Ms. Simms: it is the responsibility of a local school liaison sitting on the Board or Committee. The posters should be posted with an immediate contact to your local liaison whose main charge is to reduce the barriers of enrollment.
- Chair Lord: clarified that reducing barriers of enrollment was Ms. Sims' responsibility under Federal law, however, the CoC still needs a policy.
- Co-Chair Jackie Taylor: suggested that the Standing Strong for Families take on the responsibility since the work works with children.
- Chair Lord: supported that suggestion.
- Discussion continued.
- Chair Lord: the law has been reauthorized and there may be some changes in the near future and inquired with Ms. Sims if she was aware of any changes.
- Ms. Sims: need better reserved spots for pre-school age kids and head-start. Still waiting on confirmed decisions. Decisions still based geographically and require transportation which is also unknown. There is a parent request option for School of residence or school of origin.
- Ms. Basta: stated that the community momentum has changed. The emphasis from HUD on the education system has diminished and the community momentum has gone down.
- Ms. Scott: important to know that the questions change with each NOFA and it is outlined in the law.
- Ms. Sims: made a point to number one stating that ASU has a group within the department of Social Work devoted to sex trafficking, and Phoenix Elementary is staffing that group in March with an in-service training.
- Chair Lord: no action is required, but did want discuss future action with the education area and discuss changes to the McKinney Vento Homeless Education Act with Ms. Sims on determining potential HUD questions for the next NOFA.

#### 10. Request for Future Agenda Items

Chair Lord opened the floor for topics or issues of interest that members of the MAG Continuum of Care Regional Committee on Homelessness would like to have considered for discussion at a future meeting. There were no comments.

- Possible dashboard demo from CIR.
- Documents from the data sharing meeting.

- Chair Lord: inquired if the Committee will be providing comments to PSDQ on the draft data share plan before it goes to the Board.
- Ms. Scott: that is correct.
- Mr. Rosensteel: the board will be making the final decision and could scrap anything, so emphasizes the importance of including all dialogue from the next Committee presentation when it goes to the Board.
  - Outreach collaborative
  - Recovery housing.

11. Comments from the Committee

Chair Lord opened the floor for comments. There were no further comments.

U.S. VETS is having an open house on February 18, 2016 from 3-6 pm.

Adjourn

Chair Lord adjourned the meeting at 11:01 a.m. The next meeting will occur on March 9, 2016.