

MINUTES OF THE
MARICOPA ASSOCIATION OF GOVERNMENTS (MAG)
CONTINUUM OF CARE COMMITTEE
September 2, 2015
MAG Office Building, Chaparral 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

*Robert Ferraro, City of Tempe Law Enforcement

*Arjelia Gomez, Chicanos por La Causa

Danelle Valenzuela for Joann Hatton, Arizona
Department of Health Services

Vicki Helland, Community Bridges

#Tom Hutchinson, A New Leaf

Calvin Jackson, MSW, United States Veterans
Initiative, U.S. VETS-Phoenix

Jessa Johnson, Mercy Maricopa Integrated Care
(MMIC)

#Stephanie Knox, Arizona Department of Housing

Mattie Lord, UMOM New Day Center

Nancy Marion, House of Refuge East

Suzie Martin, Homeward Bound

*Neither present nor represented by proxy.

#Attended by telephone conference call.

+Attended by video conference.

OTHERS PRESENT

Andy Bourgeois, Arizona State Library

Billie Cawley, Central Arizona Shelter Services
(CASS)

Glennafer Mosher, Community Information and
Referral (CIR)

Catherine Rea, CIR

Ty Rosensteel, CASS

Elizabeth Singleton

Laura Skotnicki, Standing Strong for Families

Ken McKinley, Tumbleweed

#Linda Mushkatel, Lodestar Day Resource Center

*Dennis Newburn, City of Mesa

*Rodrigo Olivares, Crisis Response Network

Laura Peters, Labor's Community Service Agency
(LCSA)

*Thom Reilly, Arizona State University (ASU)

Morrison Institute for Public Safety

Sharon Shore, HOM Inc.

*Sara Sims, Phoenix Elementary School District

Ursula Strephans, 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.

Steven Sparks, LCSA

Michelle Thomas, CIR

Brandee Mead, Maricopa Association of Governments
(MAG)

Michael Flores, Department of Housing and Urban
Development (HUD)

Richard Thomason, HUD

Celina Brun, MAG

Brandee Mead, 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 10:06 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. There were no comments from the audience.

3. Approval of the August 2, 2015 Meeting Minutes

Chair Lord entertained a motion to approve the August 2, 2015, meeting minutes. A motion to approve the minutes was made by Jacki Taylor, Save the Family (STF). The motion to approve the minutes was seconded by Calvin Jackson, MSW, United States Veterans Initiative, U.S. VETS-Phoenix. The motion passed.

4. Reports from Work Groups

Chair Lord moved to agenda item four stating that updates would be provided for information and discussion by the representatives from the groups listed below.

1. Performance Standards and Data Quality (PSDQ)
2. Coordinated Entry and Oversight Work Group (CEOWG)
3. ESG Collaborator's Work Group

Performance Standards and Data Quality (PSDQ)

Charles Sullivan, Arizona Behavioral Health Corporation (ABC), representing the PSDQ Task Force updated the Committee with the points listed below.

- Met on August 24, 2015.
- In the process of reviewing the Memorandum of Understanding (MOU) between CIR and HMIS.
- Will continue to meet bi-weekly.
- Working on HMIS project performance tool.
 - Looking at how other communities scored the HMIS project.
 - Note that other communities are more qualitative than quantitative and the PSDQ. Task Force is looking at how to be more quantitative for scoring purposes.

Brandee Mead, MAG, added that the Task Force is also meeting with a HUD Technical Assistant (TA), Chris Pitcher, to work on an HMIS user survey. After further discussion Chair Lord opened the floor for questions from the Committee. Nancy Marion, House of Refuge East, inquired if the project performance tool that the Task Force was working on would be for 2015 or 2016. Mr. Sullivan stated that the tool would be for 2015 but only for the HMIS project itself-not all of the other programs. The project performance tool for CoC funded projects has already been developed. There were no further questions.

Coordinated Entry and Oversight Work Group (CEOWG)

Jessa Johnson, Mercy Maricopa Integrated Care (MMIC), provided the updates listed below.

- Met weekly since July.
- Received Board approval to send a community wide survey seeking input on Coordinated Entry.
- Board has approved select aspects of the CEOWG responsibilities.
- Developing a grievance policy with providers through Family Housing HUB and Welcome Center.

Chair Lord opened the floor for questions from the Committee. There were no comments.

ESG Collaborator's Work Group

Ms. Mead provided the updates on the ESG Collaborator's Work Group listed below.

- Meet monthly.
- Made up of all ESG funders within Phoenix region.
 - City of Phoenix
 - City of Mesa
 - City of Glendale
 - Department of Economic Security
 - Maricopa County
 - Valley of the Sun United Way
- Focused on developing a funding matrix to identify funding gaps and cross reference resources.
- Collaborating with Emergency Shelters and looking at outcome measures.
- Collaborating with HMMIS to develop one report available to all.
- Recognize that there is duplication in monitoring and looking into monitoring overlap.
- Will eventually look at Transitional Housing, Rapid Rehousing, and Permanent Supportive Housing.

Ms. Mead opened the floor for comments. Ursula Strehans, Central Arizona Shelter Services (CASS) inquired about when the HMIS report would be ready. Michelle Thomas, CIR, stated that the report was in draft form and would be ready for first quarter reporting.

Ms. Taylor inquired if all of the participating municipalities have been active or if there are any missing players. Ms. Mead stated that there was one missing player, City of Mesa that the group has attempted to reach out to.

Chair Lord added that since part of the Committee responsibilities involves a relationship with the ESG Collaborators, Chair Lord stated her support with moving forward on the activities with the ESG Collaborators. There were no further comments.

Chair Lord stated that Ms. Strehans would provide an update on the CoC Committee Membership Work Group procedures for possible action to recommend approval by the CoC Board. Ms. Strehans

stated that the policies being discussed in the group were handed out at the Committee meeting. Ms. Strehans highlighted to areas of discussion below.

- Frequency of recruitment.
 - Bi-annually in January and July.
- How to recruit.
 - CoC funded seat belong to agency not individual.
- Requesting resumes from applicants.
 - Resume process to be reviewed by Committee formed to review each cycle
- If it is a HEARTH seat is vacant-it should remain open until the next recruitment cycle.
- If a member is absent more than 3 consecutive times, MAG staff would follow up with the individual.
- Each Committee member should sit on a work group.

Chair Lord opened the floor for comments or suggestions. There were no comments or suggestions. Ms. Taylor motioned to accept the Membership policies as presented. Karia Basta, Arizona Department of Housing (ADOH) seconded the motion to accept the Membership policies as presented. Chair Lord opened the floor for discussion. Keith A. Thompson, Phoenix Shanti Group, voiced his concern about the quorum requirements, stating that quorum should only count on CoC appointed seats. Ms. Taylor stated that that was currently the system. The discussion continued.

Ms. Taylor recommended revisiting and revising the governance charter to align with the new Membership policies and then present the new Membership policies and governance charter at the Board meeting on September 28, 2015. Chair Lord inquired about who would be responsible for revising the governance charter. Ms. Mead stated that MAG staff would take on that task. There was no further discussion.

5. CoC Committee Roles and Responsibilities

Chair Lord stated that agenda item five was for discussion and possible action to recommend approval of CoC Committee roles and responsibilities. Chair Lord further stated that it was time for the Committee to come together and organize their roles and responsibilities in an effort to present a final layout to the Board. Chair Lord introduced an interactive activity that Committee members would participate in to organize the roles and responsibilities. The activity took 12 minutes and resulted in the layout of responsibilities listed below.

Education and Training

- Communicate information about training opportunities throughout the Continuum.
- Ensure that providers have access to trainings being provided through other means (e.g. Mental Health trainings, DV trainings, statewide coalition trainings).
- Research, educate, and provide on-going training of national evidence-based practices and best practices that align with HUD and CoC goals. Determine what evidence-based practices are being used successfully in current CoC programs.
- Educate CoC (committees, PSDQ Group, Board) on needs of community and what services are provided by whom.

Quality Improvement

- Develop/review process and timeline for CoC Program performance evaluation.
- Develop/review a CoC Program performance evaluation tool for measuring the performance of CoC funded projects.
- Create a Performance Improvement process to be used for identified projects not meeting performance requirements.
- Focus on positive incentives. Programs with good outcomes can be models/peer mentors/TA providers for other projects.
- Evaluate current homeless service system to measure effectiveness of current programs, taking into account special populations, to identify local best practices. (needs further research)
- Solicit input from providers/programs in creating and updating Standards of Excellence which are based on best practices.
- Create specialized standards and metrics for each intervention/program/agency, soliciting input from agencies, and focusing on the needs of the clients served by each program.

Community Planning

- Conduct PIT Homeless Count.*
- Gaps of needs and services.*
- Provide information for consolidated plans.*
- Consult with ESG recipients on allocating ESG funding and performance of programs.*
- Inventory all groups working toward ending homelessness meeting in region and create broad community map.
- Research scalability to determine how to support transition of all sized programs to evidence-based practices. *determine meaning of scalability

Collaboration and Communication

- Explore opportunities for interagency collaboration, de-duplication, etc.
- Share successes, resources, information, and data.
- Clearly define the roles and responsibilities of each group within the Continuum of Care (of groups not reporting to the Board) and avoid duplication when possible.
- Create and communicate broader comprehensive understanding of what is meant by various terms (e.g. recidivism, unemployed).

6. Standards of Excellence

Chair Lord moved to agenda item six, explaining that 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 Standing Strong for Families group updated the standards for emergency shelter (ES), rapid re-housing (RRH), transitional housing (TH) and permanent supportive housing (PSH) for review and recommended approval to the CoC Board.

Laura Skotnicki, Standing Strong for Families, stated that the Standards for Families is ready for the September Board meeting, noting that it was important to look at how the standards are used. Discussion regarding the purpose of the standards and how they will be used followed.

Ms. Taylor motioned to approve the Family Standards as presented and wait for approval of the final document at the September 16, 2015 Committee meeting.

Ms. Marion, stated for the purpose of transparency, the all members are clear on the intended use of the Standards. Ms. Mead stated that the Standards were originally established to have a standard for each of the interventions and to incentivize community programs to move towards the standards. Discussion continued.

Chair Lord sought for a motion. Ms. Taylor motioned to approve the Family Standards. Ms. Martin seconded the motion to approve the Family Standards. Chair Lord opened the floor for discussion. Discussion on housing retention and definitions followed. The motion passed.

7. 2015 Point-In-Time Count Report

Chair Lord moved to agenda item seven regarding the 2015 Homeless Street and Shelter Point in Time Count which was conducted in late February. A report highlighting the results of the count has been drafted. Once approved, the report would be posted on the MAG website and available as a resource for anyone interested in the results of the count. Chair Lord gave the floor to Celina Brun, MAG, who would present the 2015 Point in Time Count Report for information, discussion, and possible action to recommend approval to the Continuum of Care Board.

Ms. Brun stated that the report was sent out to Committee members with time to review the document and provide feedback. The document was revised to reflect the feedback received. Ms. Brun asked Committee members for any further questions or comments regarding the document. Ms. Mead noted a change in the document from Men's Overflow Shelter Closure to the *Reclassification of Data*. Ms. Brun added that information was also added to the youth section of the report. David Bridge, Human Services Campus (HSC), inquired about why the report did not include a municipal summary. Ms. Brun stated that a municipal summary could be added. Ms. Strephans motioned to approve the content of the report and wait for the recommended addition at the September 16, 2015 meeting. Ms. Taylor seconded the motion to approve the content of the report and wait for the recommended addition at the September 16, 2015 meeting. Ms. Skotnicki inquired if data on homeless families was collected. Ms. Mead stated that that data was collected; however zero families were identified as homeless during the time period of the Point-In Time Count. Discussion followed. There were no further comments. The motion passed.

8. Update on Plan to End Family Homelessness

Chair Lord provided an update on the Plan to End Family Homelessness for information and discussion. Chair Lord stated that the current document includes all of the suggested revisions follow Board approval. Chair Lord opened the floor for comments. There were no further comments.

9. HUD Staff Update

Chair Lord introduced Richard Thomason, HUD, who would provide information important to CoC Program grantees about the annual performance reports (APR) and the eLOCCS system. Mr. Thomason announced the following updates:

- All users should log on monthly
- To reset a password, please fill out and mail form 27224 found online
- Send forms directly to Mr. Thomason
- Send screen prints of issues directly to Mr. Thomason

- Recertification is a step-by-step process
- APRs: GAR is synonymous
 - Send a copy of complete APR (after submitted through ESNAPS)
- Mr. Thomason does not have information about the NOFA
- E-locks does not notify about funding
- Inspector General will conduct a site visit to capture any unused funds within 90 days.
 - Mr. Thomason will send out spreadsheet-asking providers to make sure funds are being drawn.

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

10. Update on Summary of Workgroups

Chair Lord stated that Ms. Brun would share an update with the Committee on the summary of workgroups meeting in the community related to ending homelessness. Ms. Brun stated that work groups were still in the process of completing the summaries and the document would be ready by the September 16, 2015 Committee meeting.

11. Rapid Rehousing Data Analytic Project

Chair Lord moved to agenda item eleven where Ms. Mead would provide an update on the Rapid Re-Housing Data Analytic project for information and discussion. Ms. Mead briefly went through a PowerPoint presentation and stated that more discussion would occur at the next meeting. Chair Lord asked if the presentation will go to the Board. Ms. Mead stated that the Board did request the presentation. Discussion followed. There were no further comments.

12. 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. Members requested updates from the following groups:

- Final Standards of Excellence
- Governance Charter revisions
- Final Work Group summary
- PIT report-additions
- Finalized SPDAT report from HMIS

Discussion and closing remarks regarding Ms. Mead's last official meeting at the CoC Committee Staff facilitator.

13. Comments from the Committee

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

Adjourn

Chair Lord adjourned the meeting at 11:35 a.m. The next meeting will occur on September 16, 2015.