

MINUTES OF THE
MARICOPA ASSOCIATION OF GOVERNMENTS (MAG)
CONTINUUM OF CARE BOARD

September 28, 2015

MAG Office Building, Ironwood Room

MEMBERS ATTENDING

Brad Bridwell, Cantwell Anderson-Cloudbreak

*Moises Gallegos, City of Phoenix

*Marisue Garganta, Dignity Health

Scott Hall, Community Bridges Inc.

Kevin Hartke, City of Chandler, Vice Mayor,
Chair

*Theresa James, City of Tempe

Bruce Ligget, Maricopa County

#Nick Margiotta, Phoenix Police Department

Darlene Newsom, United Methodist Outreach
Ministries (UMOM) New Day Center

Amy Schwabenlender, Valley of the Sun United
Way (VSUW)

Diana Yazzie Devine, Native American
Connections

Tami Linkletter, Save the Family

*Neither present nor represented by proxy.

#Attended by telephone conference call.

+Attended by video conference.

OTHERS PRESENT

Riann Balch, City of Phoenix

David Bridge, HSC/LDRC

Billie Cawley, Central Arizona Shelter Services
(CASS)

Kelli Donley, ADHS

Charlene Flaherty, CSH

Vicki Helland, CBI

Michelle Jameson, U.S. Vets

Margaret Kilman, Maricopa County Human
Services Department (MCHSD)

Karen Kurtz, CBI

Gilbert Lopez, City of Glendale

Mattie Lord, UMOM

Suzie Martin, Homeward Bound

Lisa Miller, UMOM

David Olivares, Terros

Catherine Rea, Community Information and
Referral (CIR)

Gerardo Pena, CPLC De Colores

Laura Peters, LCSA

Charles Sullivan, ABC Housing

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

#Jacki Taylor, Save the Family

Michelle Thomas, CIR

Kimberly Thompson, TSA

Will Vucurevich, House of Refuge

John Wall, Arizona Housing Inc.

Kim VanNimwegen, VSUW

Celina Brun, MAG

Brandee Mead, MAG

Anne Scott, MAG

1. Call to Order and Introductions

Kevin Hartke, City of Chandler, Vice Mayor, Chair of the Continuum of Care (CoC) Board, called the meeting to order at 1:33 p.m. Introductions of the Committee and audience proceeded.

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 MAG, 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 24, 2015 CoC Board Meeting Minutes

Addressing the first order of business, Chair Hartke asked if the Board reviewed the August 24, 2015 CoC Board meeting minutes and if there were any comments. There were no comments. Chair Hartke entertained a motion to approve the August 24, 2015 Board meeting minutes. Bruce Ligget, Maricopa County, motioned to approve the August 24, 2015 CoC Board meeting minutes. Amy Schwabenlender, Valley of the Sun United Way (VSUW), seconded the motion to approve the August 24, 2015 CoC Board meeting minutes. Chair Hartke opened the floor for comments on the meeting minutes from the audience. There were no comments. The motion passed.

Darlene Newsom, United Methodist Outreach Ministries (UMOM) New Day Center welcomed Anne Scott, MAG, as the new staff person for the Continuum of Care and thanked Brande Mead, MAG, for her eleven years of dedicated service. Ms. Mead thanked the Board and members of the audience for their hard, inspirational work to end homelessness. Ms. Mead stated that she began the CoC position eleven years ago in the hopes of making a difference. Chair Hartke suggested a small break to eat cake before continuing

4. CoC Committee Recommendations

Following cake, Chair Hartke moved to agenda item four, introducing the CoC Committee Chair, Mattie Lord, who would present four recommendations to the CoC Board on behalf of the CoC Committee. The recommendations include:

- Approval of the CoC Committee roles and responsibilities as developed by the Committee.
 - Continuously improve program and system quality
 - Promote education and training opportunities
 - Inform community planning efforts and decision making
 - Foster communication and collaboration

Chair Hartke: thanked Committee Chair Lord for all of her hard work and that of the Committee. Thanked all other work groups and stated that the Board would like to remain responsible for policy implementation while the Committee and work groups work through the weeds of community issues regarding homelessness.

- Approval of the 2015 Point in Time Count Report. The Committee is seeking approval of the context and content of the report. The report is in draft form with minor grammatical edits to complete. The Committee reviewed the report on August 12, 2015 with the request to revise a few areas. The report went back to the Committee on September 2, 2015. The content of the report was approved with the condition that a list of municipal street count data from 2013 to 2015 be included. The revised report was submitted to the Committee again on September 16, 2015 where it was approved for recommendation to the Board.
- Approval of updating the CoC Governance Charter language on the Continuum of Care Committee membership. At the August 3, 2015 Committee meeting it was determined that the membership section of the Governance Charter needed to be revisited. An ad-hoc committee was established and met on August 19, 2015. The ad-hoc committee recommended membership changes to the Committee on September 2, 2015. The recommendations were approved and the Committee made the associated changes to the Governance Charter. The membership changes are listed below.
 - Recruitment will occur twice a year to fill vacancies.
 - Distinguished community seats from HUD funded seats.
 - Established expectations for attendance and participation.
- Approval of the updated families section in the Standards of Excellence. Standing Strong for Families originally drafted all standards for families in August 2014. After being requested to update the Standards on a small timeline, Standing Strong for Families met on August 18, 2015 to update all family sections of the Standards.
 - Committee sought an explanation for the request to update the standards on a small timeline.
 - Ms. Schwabenlender stated that her understanding for updating the Standards was because the Standards were developed in 2014 but approved in 2015 on the condition that any outdated standards are updated.
 - Ms. Mead stated that the original 2014 draft of the Standards was approved in 2015 with the caveat that the Standards would be circulated once again to update any areas that may have changed during the year between development and approval. Ms. Mead added that the CoC is required to have service standards as a way to incentivize programs in the community to operate under best practices and the Standards of Excellence would be the community's "best practices".
 - Mr. Ligget inquired about whether they were standards or best practices.
 - Ms. Mead stated that the standards were not requirements but a set of goals and best practices to incentivize optimal operations. Discussion continued.

Chair Hartke opened the floor for comments on the Committee Roles and Responsibilities. Brad Bridwell, Cantwell Anderson-Cloudbreak, motioned to adopt as presented the Roles and Responsibilities-specifically the square box with the four areas of focus. Scott Hall seconded the motion to adopt as presented the Roles and Responsibilities-specifically the square box with the four areas of focus. There were no further comments. The motion passed.

Moving to the Governance Charter, Chair Hartke opened the floor for comments. Ms. Schwabenlender inquired if the membership selection committee was an ad-hoc group or a permanent selection group. Committee Chair Lord stated that a membership selection group would be created annually for two recruitment rotations for the Committee. There were no further comments. Ms. Schwabenlender motioned to approve the changes and recommendations to the charter. Tami Linkletter, Save the Family, seconded the motion to approve the changes and recommendations to the charter. There were no further comments. The motion passed.

Moving to the Point-In-Time Homeless Count Report, Chair Hartke opened the floor for comments. Mr. Bridwell inquired about why data on families experiencing homelessness was not included in the Executive Summary. Ms. Mead stated that the data Mr. Bridwell inquired about is further in the report and can be included in the executive summary if it is included in a motion.

Mr. Ligget inquired if there was a media release planned with the release of the report. Ms. Mead stated that she would take direction from the Board however at this time there is no intention of facilitating a media release.

Ms. Newsome added that a media release has not been developed because some subpopulations are not counted well and the Board does not want to miscommunicate based on data. Discussion continued.

Ms. Schwabenlender requested a future discussion on the accurate branding of the CoC.

Mr. Bridwell motioned to accept the Point-In-Time Homeless Count Report with the addition of reporting family homelessness. Diana Yazzie Devine, Native American Connections, seconded the motion to accept the Point-In-Time Homeless Count Report with the addition of reporting family homelessness. There were no further comments. The motion passed.

Moving to the Family Standards for Emergency Shelters, Chair Hartke opened the floor for comments. Mr. Bridwell inquired about why HUD guidance was necessary for the Rapid Rehousing standards. Committee Chair Lord stated that there were too many factors involved with trying to determine what constitutes a “return to homelessness” so the group suggested using HUD guidance to finalize those measurements.

Ms. Mead added that HUD has been working on developing a recommendation for how HMIS will be measuring “returns” as well. Discussion continued.

Mr. Bridwell motioned to approve the Family Standards of Housing as presented. Ms. Yazzie-Devine seconded the motion to approve the Family Standards of Housing as presented. There were no further comments. The motion passed.

5. FY 2015 CoC Program NOFA Overview and Recommendations for New Permanent Housing Bonus(s) Priorities and Reallocation

Moving to agenda item five, Chair Hartke stated that the FY 2015 CoC Program Notice of Funding Availability (NOFA) was released on September 17, 2015 with a due date of November 20, 2015. Included in the NOFA is a requirement for local project applications to be submitted to the CoC no later than 30 days before the application deadline. Ms. Mead and Anne Scott, MAG, provide an overview of the NOFA and the local application process. CoC's may create new projects through the permanent housing bonus for permanent supportive housing projects that will serve 100 percent chronically homeless families and individuals; and new rapid re-housing projects that will serve homeless individuals and families coming directly from the streets or emergency shelters. The CoC may also reallocate funding to create new projects, as defined in the NOFA. The CoC Board previously approved the prioritization of reallocated funding for the coordinated assessment system. The Board would have the opportunity to make recommendations on priorities for new bonus projects and reallocation. Ms. Mead added that at this time there is a 60-day turn-around instead of a 90-day turn-around. Ms. Mead discussed the items listed below.

- HUD policies
 - Strategic resource allocation
 - Ending chronic homelessness
 - Ending family homelessness
 - Ending youth homelessness
 - Ending veteran homelessness
 - Housing first
- Process of Tier One and Tier Two
 - Amount available for tier one and tier two
 - 26,196,615 available for CoC renewal
 - CoC planning is not included
 - Scoring criteria overview
- November 20, 2015 is the application deadline to HUD
- Discussed NOFA training session that occurred on September 25, 2015
- Discussed the planning of the special Board meeting scheduled for November 2, 2015 to meet the NOFA deadlines
- Appeals process has been built in. Appeals due by noon on November 3, 2015
- Submitted intent to apply for Permanent Supportive Housing bonus projects.
- Still time for the Board to participate in defining the priorities of the Permanent Supportive Housing Project.

Nick Margiotta, Phoenix Police Department, stated his support for the notice of intent and that the Board should be guiding the type of projects considered in the Bonus Project.

Ms. Mead continues to discuss information on HUD funding and the Bonus Projects. Mr. Bridwell inquired if the 3.9 million in funding was for one project or multiple. Ms. Mead stated that multiple Bonus Projects could be funded; however the Permanent Supportive Housing Bonus Projects would need to serve 100 percent chronic families and individuals, or Rapid Rehousing to serve individuals and families coming directly from the streets. It could be one project or multiple projects. The Board can also weigh-in on a recommendation on what the Board would like to see. In addition to the Bonus Project, the CoC can reallocate funding to create Permanent Housing for chronically homeless, Rapid-Rehousing, an HMIS project, or a supportive service project for Coordinated Assessment.

At a previous Board meeting, the Board took action on prioritizing any reallocated funding for Coordinated Assessment. Mr. Bridwell sought clarification if the CoC would have 3.9 million in Bonus Project funding from Tier Two to offer for reallocation. Ms. Mead stated that that was correct; the CoC has full discretion on the reallocation of 3.9 million for a Bonus Project. Ms. Yazzie-Devine agrees that rightsizing the CoC is important; however she added that by funding Coordinated Assessment the CoC is defunding another program/project and she takes that very seriously.

Ms. Scott provided an update on the submissions for the Bonus Project, stating that thus far she has received eleven letters of intent from 9 different agencies.

- Even mix of Rapid Rehousing units and Permanent Supportive Housing Units.
- Two may be Supportive Services for new units.
 - One from a tax credit project.

Mr. Bridwell inquired on how to get a comparative review of agencies. Ms. Mead stated that the data Mr. Bridwell is inquiring about is included in the submittal and project Annual Performance Review and Program Performance Report. Discussion on establishing a performance dashboard continued.

Ms. Newsome stated that the Board should really look at monitoring projects for low performance.

Chair Hartke inquired if there was any anticipation that the scale this year will be similar to next year.

Ms. Mead stated that the scale used this year will likely be similar next year and believes it would become a bench mark.

Ms. Schwabenlender sought clarification from Ms. Scott on the Permanent Supportive Housing bonus project. Ms. Scott stated that in the NOFA there are two areas dedicated to Permanent Supportive Housing; new Permanent Supportive Housing projects that will exclusively serve chronic singles and families, or Rapid Rehousing projects that will serve singles, families, and unaccompanied youth that come directly from the street. Ms. Schwabenlender stated her concern on a short timeline for new construction. Discussion continued.

Chair Hartke entertained a motion. Mr. Bridwell motioned to make a recommendation to structure the Permanent Supportive Housing Bonus Projects to receive applications by multiple providers where we are seeking to fund approximately 3 million dollars towards ending chronic homelessness by 2016 and approximately 1 million dollars on Rapid Rehousing interventions for families, and that will start getting us towards our 2017 target.

Ms. Schwabendlender seconded the motion to make a recommendation to structure the Permanent Supportive Housing Bonus Projects to receive applications by multiple providers where we are seeking to fund approximately 3 million dollars towards ending chronic homelessness by 2016 and approximately 1 million dollars on Rapid Rehousing interventions for families, and that will start getting us towards our 2017 target.
Chair Hartke opened the floor for comments.

Charles Sullivan, ABC Housing, sought clarification if families were included in the Permanent Supportive Housing. Ms. Schwabendlender stated that if they were chronically homeless families they would be included in the Permanent Supportive Housing Bonus Project.

Jacki Taylor, Save the Family, stated that it was important to consider that depending on the data from the Family Housing HUB was premature according to the Technical Assistant from the Ending Family Homelessness Strategic Planning Session because some providers have only been on-boarded for less than a year. The motion passed. There were no further comments.

6. Coordinated Entry Oversight Work Group (CEOWG) Report and Recommendations

The Coordinated Entry Oversight Work Group was approved by the CoC Board in June, 2015, to address critical issues related to the implementation of the Regional Coordinated Entry System. The CEOWG has been meeting weekly and Kim VanNimwegen, VSUW, would provide a report and offer recommendations for information, discussion and possible approval. Ms. VanNimwegen presented the CEOWG recommendations listed below.

- Requested to review the budgets for the Coordinated Entry points for singles and families and make preliminary recommendations to the Board for the next steps for continued and future support.
- Action done in the Coordinated Entry will be scored in the 2015 NOFA.
- Remember that Coordinated Entry has been identified by the Board to be the priority for funding consideration.

Ms. Mead stated that the recommendation from the CEOWG is a 3.4 percent reallocation from projects across the board to fund Coordinated Entry. Ms. Mead added that there are additional ways the CoC can fund Coordinated Entry. Ms. VanNimwegen added the recommendations below.

- The CEOWG is also recommending that no RFP process for the Coordinated Entry be put in place for at least two years in order for the current operators to fully realize their plans and goals.
- The Coordinated Entry implementation plans should be provided by the Family Housing Hub and the Welcome Center which will include objectives, timelines, and goals that will be presented to the Board and approved by January 2016.
- The CEOWG be expanded to include a CoC Board member, PSDQ Task Force member, one non-provider person,
- A representative from the Welcome Center and Housing Hub, and one more provider agency will serve as advisory members of this work group.
- The CEOWG provide input from local stakeholders in carrying out the plan.
- The Board creates and addresses a plan to provide agencies with the technical assistance and resources such as contributing to training costs.
- The CEOWG provide the Board with identified areas of improvement within the current system by December 15, 2015 which includes specific outcomes and timelines that will be assessed to ascertain whether the proposed improvements are occurring.
- Monthly dashboards for accurate reporting and monitoring of the system.
- The Board actively aligns existing resources, expand private and public resources, and increase cross system collaboration.
- ESG providers should be immediately engaged in creating a plan to begin formal commitment to the coordinated entry system and the plan should be presented to the Board by January 2016.

Committee Chair Lord presented the UMOM operating budget. Ms. Yazzie-Devine inquired about what the anticipated need is? Committee Chair Lord stated that UMOM is adequately staffed currently-but could have room for more staff in the future.

David Bridge, HSC/LDRC, presents the budget on the Human Services Campus. Discussion on reallocation of funds is discussed.

Mr. Bridwell inquired if the funds for Coordinated Assessment would be matched at 100 percent or 75/25 percent split. Ms. Mead stated that Board would be making the matching recommendation. Furthermore Ms. Mead stated that the CEOWG calculated that the total annual budgets from the Family Housing Hub (415,253.00) plus the Welcome Center budget of 741,500.00 which equal 1, 156,753.00 dollars. The recommendation from the CEOWG is for a minimum of 75 percent of the total, which equals 867,564.00 dollars. Discussion continued.

Chair Hartke suggested approving the allocation and putting together a group to decide where to get the funding from. Discussion continued.

Chair Hartke agreed to fund CE but suggested that the amount and means be decided by another group.

Discussion on the formation of the working group begins. Ms. Schwabenlender inquired about the ranking and review committee. Ms. Mead stated that the ranking and review

committee is in the process of being developed. Project applications are due October 20, 2015 and interviews with applicants will occur on October 23 & 26, 2016. On October 27, 2015 the ranking and review panel will review applications. A decision on funding Coordinated Assessment would need to be made by November 2, 2015.

Mr. Ligget motioned that it is the Boards intent to fund a portion of the Coordinated Entry System and that a working group be formed to look at the options to be considered and report to the Board with a recommendation.

Mr. Bridwell seconded the motion that it is the Boards intent to fund a portion of the Coordinated Entry System and that a working group be formed to look at the options to be considered and report to the Board with a recommendation. Chair Hartke opened the floor for comments.

Audience members made the comments listed below.

- Members of the public would like to be included in the conversation regarding the funding of Coordinated Entry.
- The CoC should look at other funding sources-not just HUD funds.
- Consider plans to roll out ease-of-access for under-utilized beds in the outer parts of the valley-under Coordinated Assessment funding.
- Carefully consider the leverage requirements in the application process and how it can affect the CoC overall.

The motion passed. Ms. Newsome and Ms., Yazzie-Devine abstained from voting.

7. CoC Board Strategic Planning Session

Moved to the October 2015 meeting.

8. Request for Future Agenda Items

There were no requests for future agenda items.

9. Comments from the CoC Board

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

Adjourn

The meeting was adjourned by Chair Hartke at 3:47 p.m.