

Continuum of Care General Meeting Minutes

Date: November 1, 2017

Time: 9:30 AM – 11:00 AM

Location: Schmieding Center

Board Members Present: Debbie Martin, Cari Bogulski, Harvey McCone, Greg Chambers, Teresa Mills, John Cloyed, Yolanda Fields, Angela Belford, Karen Slater, Joy Shirley, Jessica Andrews, Chad Pues, Cynthia Cochran, John Gallagher, Layza Lopez-Love

Board Members Absent: Raymon Carson

Guests: Kristen Schatzman (Hark at the Center for Collaborative Care), Zach Morris (House of Hope), Casey Beaver (Economic Opportunity Agency of Washington County), Jenn Hert (Compassion House), Jennifer Hawkins (VA), Cat Rosenschein (Compassion House), Carol Gaetjens (Genesis Church), Melissa Terry (FHA), Crystal Thomas (Micah 6:8), Glenn Parsons, Donna Johnston (City of Rogers), Nancy Kahanak (JEMI), Victoria Dempsey (St. Francis), Emily Benson (7hills-SSVF), Katherine Kruger (7hills-SSVF), Julie Perkins (VHSO), Sherry Braslavsky (VHSO), Kayla Tedder (Samaritan Community Center), Christy Gutierrez (Hark at the Center for Collaborative Care)

Call to order – 9:31 AM

Welcome by Angela Belford

Announcement of new CoC Board Officers:

- Angela Belford officially appointed as the CoC Board Chair
- John Gallagher officially appointed as the CoC Board Vice Chair
- Cari Bogulski officially appointed as the CoC Board Secretary
- Chad Pues officially appointed as the CoC Board Treasurer

Announcement of new CoC Board Members:

- Jessica Andrews appointed to the CoC Board
- Cynthia Cochran appointed to the CoC Board

New Mission Statement: Read by Angela Belford: Coordinating a community response to end homelessness in NWA

- **(1) Motion to accept September 6, 2017 minutes**
 - Cynthia Cochran motions to accept
 - Layza Lopez-Love seconds
 - All “aye”
 - Motion passes

Treasurer's Report – 9:35 AM

- Balances
 - October 1: \$15,814.87
 - October 31: \$15,139.87
- Difference
 - Officers liability insurance purchased for \$675
- Also looking into formalizing the process for membership dues and tiers of membership
- Recruiting for Budget and Resource Committee

- **(2) Motion to accept Treasurer's Report**
 - Teresa Mills motions to accept
 - John Cloyed seconds
 - All "aye"
 - Motion passes

Rank and Review Committee Report (John Gallagher) – 9:38 AM

- NOFA process is behind us
 - Submitted consolidated application
 - Requested virtually every dollar available to us
- We wanted to formalize the process this year for future years
 - Developed new scoring rubrics
 - Next year: Position papers will be due in May and June so we know who is thinking about applying
 - We then want to guide agencies through that process
 - Can see this process online under the "Grants" tab at nwacoc.com
- Trying to recruit and grow this committee
 - Can serve as either board or general member
 - Can participate even if seeking funding
 - Just cannot vote
- Asked to continue to fund \$332,000-ish dollars in renewal projects
- And added requests for funds for 2 new projects
 - Salvation Army and Genesis Church
 - Both Rapid Re-Housing
 - \$82,000
 - If awarded, they would become renewal funds, and we can continue to grow our funding
- Last year, we found out in January whether or not we had preliminarily been approved for funding

Collaborative Applicant Report (Debbie Martin) – 9:44 AM

- We finished the competition and sent all of the paperwork in!
 - Applied for over \$400,000 for our community

- In January, we will do a Housing Inventory Count
 - Counting occupied beds in shelters over 1 night
- Still working with Little Rock, trying to get the 2015 Collaborative Applicant grant that has been approved drawn down and moved over to the CoC
 - We've sent the letter and requested it, and now we wait

Built for Zero Team Report – 9:48 AM

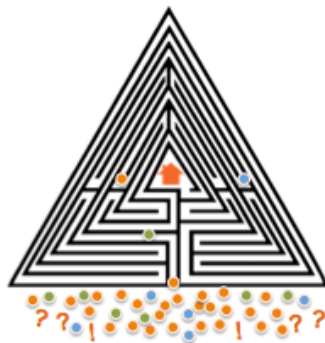
- Community Solutions is the agency our community has hired to train us
 - Built for Zero is their national campaign (U.S. and Canada)
- Amy CASH (HUD-VASH Supervisor)
 - My big takeaway: full support from the VA at the national level
 - Shawn Liu, director of program operations and analytics
 - Eileen Devine, head director of homeless programming
 - They told us in the next few weeks, there will be guidance for VA to fully engage in this process
 - So the VA at the national level is encouraging us to...
 - Fully engage with CE process
 - Some key components
 - 1. Case conferencing: we've been doing for several years, now 3 players: 7hills, VA, and St. Francis House
 - 2. By-Name List, working with Hark and VA. Data sharing is encouraged and community-wide assessment tool.
 - Data sharing: universal release of information
 - ROIs usually have to be each agency to each agency
 - This is a framework for a veteran to sign a release for services they will receive. 1 form. To be on CE process, and to be on BNL.
 - Working with privacy officer
 - Our head people were in full support
- **Kristen Schatzman**
 - I went to Denver very new to the whole process
 - My biggest takeaway was understanding the why of what we're doing
 - My role: manage BNL and administer VI-SPDATs
- **Kayla Tedder**
 - I was also new to Built for Zero team
 - Learned a lot
 - Impressive: other communities that have really done this
 - It can sound great, but if you're seeing clients, can this really happen?
 - Powerful to see that
 - As we were administering VI-SPDATs at Samaritan
 - Also make sure we're practicing diversion techniques
 - Encourage to self-resolve if they can
 - Diversion: technique

- A lot of clients who can self-resolve
 - Diversion means instead of only getting the onto the list
 - Think creatively about their situation
 - Empower them to do it
- **Angela Belford**
 - First community in America certified functional 0 for chronic: Bergen County, NJ
 - Means homelessness is short-term, 1 time event, less than 30 days
 - Bergen County has a lot of resources they share
 - Gulfport, MS is 0 for veterans
 - It's an average of 11 days of homelessness for a veteran
 - Phoenix is really close
 - Norman, OK is this close. Like 2 people away. Gotten there but not certified (kept for 90 days)
 - Statewide, I've attended meetings
 - Our support from VA is not normal
 - To have Amy on the front lines, and all of her team participating in the CoC, jumping in on Built for Zero even before support
 - So thankful to this team
 - One of our trainings on barriers that keep you from collaboration
 - Keys to collaborative success: find the person in the role that deals with this issue

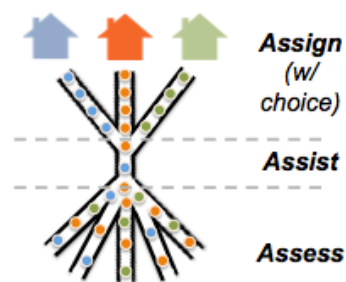
Coordinated Entry Committee Report (Cari Bogulski) – 10:06 AM

- What is coordinated entry?
 - “Coordinated entry is a process developed to ensure that all people experiencing a housing crisis have fair and equal access and are quickly identified, assessed for, referred, and connected to housing and assistance based on their strengths and needs.” (Source: [HUD Exchange](#))
- What does a Coordinated Entry System look like?

Without CES

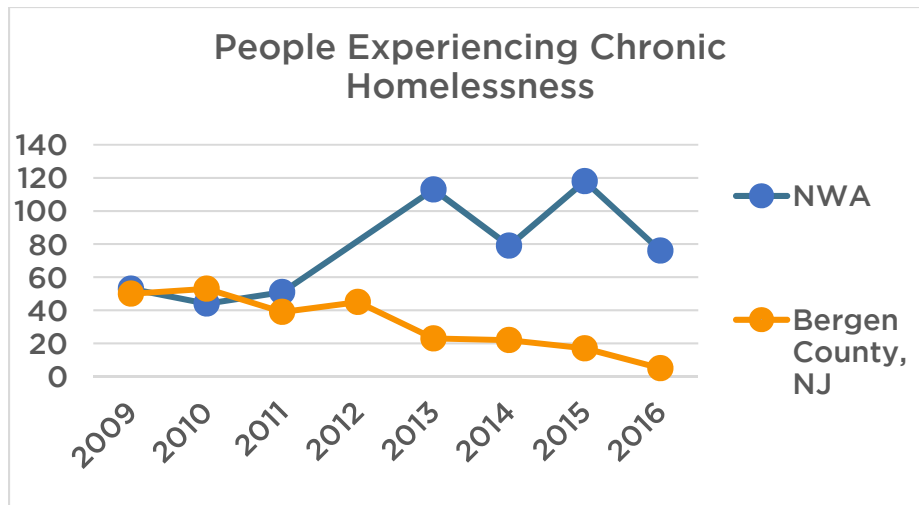


With CES



- Coordinated Entry is a 4-step Process
 1. Assessment (We have chosen the VI-SPDAT)
 2. Scoring (0 to 17)
 3. Prioritization (Sort from highest to lowest score)

- 4. Determine Eligibility for Programs in Your Community
- What is the VI-SPDAT?
 - It stands for Vulnerability Index – Service Prioritization Decision Assistance Tool
 - It helps prioritize those who are most vulnerable
 - So we can house them first
- The VI-SPDAT assigns everyone a score from 0 to 17:
 - 8+: Permanent Supportive Housing
 - 4-7: Rapid Re-Housing
 - 0-3: Housing Prevention/Diversion
- Our version exists (for free!) in HarkNotes (harknwa.com)
- This assessment feeds in a By-Name List, a real-time list of *all* people experiencing homelessness in your community, and is the crown jewel of a Coordinated Entry System
 - can be filtered by categories
- One person goes through the list
 - Starting with the most vulnerable person
 - And works to find a program that fits that person
 - Then moves onto the next person...
- Our By-Name List
 - Total
- 41 people
 - 29 actively homeless
 - 12 who have been housed
- Number Who Have Been Housed
 - 12 people (1 through HUD-VASH!)
- Number Who Are Still Experiencing Homelessness
 - 6 women, 23 men
 - 4 veterans
- To Recap:
 - Coordinated Entry
 - A process that should exist in a community to efficiently prioritize clients for housing
 - VI-SPDAT
 - A tool that can be used in coordinated entry to making prioritizing clients much easier
- Bergen County, NJ



Population of Northwest Arkansas: 518,620
 Population of Bergen County, NJ: 938,506

- What did Bergen County, NJ do?
 - They offered a full spectrum of supportive services and permanent housing options (i.e., supportive housing) to each individual experiencing and at-risk of experiencing chronic homelessness.
 - They identified everyone by name and persistently engaged them until they accepted the offer of permanent housing.
 - They fostered partnerships with health care providers to ensure coordinated access to crisis services and comprehensive health and behavioral health care to support housing stability.
- Recent Coordinated Entry Committee Activities
 - Wednesday, October 25: Housing Provider Meeting
 - 11 agencies represented
 - Discussed what we are doing in Coordinated Entry
 - How to house people effectively as a community
 - Thursday, October 26: HOPE 17 Event
 - 10 additional clients assessed and entered onto the By-Name List
 - TOMORROW: Thursday, November 2: Next CEC Meeting
 - 9:00 AM – 10:30 AM at Mercy Behavioral Health (515 Enterprise Dr, Lowell, AR 72745)

Strategic Planning Committee Report (Angela Belford) – 10:27 AM

- Working on strategy map
 - 1 page, this is the CoC
- Identified mission statement
- Nailing down vision statement
- If you love words, you should join
- Community-wide stakeholders meeting in spring, job posting
- Identified top 7 guiding principles
- Our next meeting: next Tuesday at 4:30 @ Arkansas Support Network

Statewide HMIS Committee Report (Angela Belford) – 10:30 AM

- Current HMIS system
 - \$1,000 per user per year
- if you're HUD funded, you have to use it
- We're interested in moving toward a community-wide platform
- I will suffice it to say that there are steps you have to follow, boxes to check
 - Being a part of this committee is a box to check
- Current contract with state and Mediware is up in April 2018
 - Current system is closed to us
- Hark Notes working to become licensed HMIS
 - Suddenly, our request to use a community-wide system that is free becomes a lot more viable
 - Genesis Church can use this

Introductions of Board Members – 10:37 AM

Introduction of New Members/Guests – 10:39 AM

Introduction of Current Members – 10:41 AM

Potential Committee – 10:44 AM

- Communication
 - Would include e-mail newsletter, website, media relations and reminders

Upcoming Events

- Next CoC Board Meeting
 - Wednesday, December 6, 9:30 AM – 11:00 AM, probably at Arkansas Support Network
- Next CoC General Meeting
 - Wednesday, January 10, 9:30 AM – 11:00 AM at Schmieding Center
- Strategic Planning Committee Meeting
 - Tuesday, November 7, 4:30 PM – 6:00 PM
- Coordinated Entry Committee Meeting
 - Thursday, November 2, 9:00 AM – 10:00 AM at Mercy Behavioral Health
- Governance Committee
 - Doesn't meet!
 - Contact Teresa Mills to get involved via email!
- Homelessness and Hunger Awareness Week
 - Tuesday, November 14, 7:00 PM at Genesis Church
- Homeless Vigil at Fayetteville High School
 - Thursday, December 7, 5:00 PM – 11:00 PM
 - [Link to learn more and/or donate can be found here](#)
- Senior Giving Tree
 - Wednesday, December 6
 - [Link to learn more can be found here](#)
- PEARL's 2nd Annual Fundraiser

- Friday, November 17 at 21c Museum and Hotel in Bentonville
- [Link to learn more can be found here](#)

Other Announcements

- NWA Community Conversation about Homelessness [Facebook Group](#)
 - Group is growing, we are now admin
- Bed Bug Task Force, Amy Cash's team forming
 - Julie Perkins taking the lead
 - If interested, email Amy Cash
 - Focus on education and prevention
 - [Information from Arkansas Department of Health on bed bugs](#)

Meeting adjourned – 11:01 AM