

BALANCE OF STATE CONTINUUM OF CARE MEETING
Meeting Minutes

October 9, 2018
10:00 AM – 12:00 PM

Martha Stone, Executive Director of Cross Roads House opened the meeting with introductions

PIT/HIC, Data Subcommittee, HMIS Release of Information update, Wellsky conference update

Heidi Petzold Presented information about the annual PIT/HIC count that is coming up and more information will be coming over the next few months on getting ready for that.

This count is an annual count of all housing inventory for all of the housing we have in the state and count all homeless individuals in the state. This is a required reporting and this is just the interim announcement that kind of shoots it out and gets everyone ready.

Heidi will send out informational PowerPoints later in the year. Just send a request to her by email if you want one sent to you.

Reminder that there is an upcoming data sub-committee on Nov 22nd here at DHHS we are going to talk about the PIT date. Please let Heidi know if you want to be on the sub-community. There is a call in number to in case you are unable to make it to the actual location.

HMIS information update. We are updating our Release of Information (ROI) and how to service individuals and share information regarding coordinated entry. The ROI is looking to go live on November 1st. So you will have a new form in your hands and you will be using it on November 1st. The ROI is only going to be required for new people entering in to homelessness.

Wellsky had their conference and there is a couple of sessions that were attended. Victim service providers have to use a comparable database but cannot enter in to HMIS. The two (2) PowerPoints will be sent out with the minutes.

Process on PIT and HIC is scored in the NOFA. All CoC's are scored in the PIT and the housing inventory count (HIC). How many agency enters in to the HMIS and can lose points if you are not entering in to the HMIS. HUD wants to see housing going up and homeless numbers going down.

Cleaner data from agencies helps things go smoother. If we are missing dates of birth or last names then I have to reach out to see if we have that data. We don't want to duplicate individuals and helps us with information on where the person is located and their date of birth and this helps us know where they fit in the grid. Information such as age, head of household, children, so having no birthdate really can hurt scores.

Housing Surge

Presentation from: Craig Henderson, SCS

Craig Henderson took over as Director in May of 2017. Tony Nappo wrote a report for him that talked about average length of stay starting from 5/1/2016 – 4/30/2017 and that turned out to be an average length of stay of 90 days. Counting new clients as well as returning clients we served 263 in Sullivan and Cheshire and that was a total for both shelters. That is all clients and not broken down at all. PH destinations were 80 exits during that time. That was the outlook between those dates. So over the next year and over the same time frame, we had almost 700 more bed nights.

I decided to look at the rules and policies that were in place and changed up how we did business. We needed to lower average length of stay. We are a low barrier agency and do not want to toss people back out on the streets so we changed how we work with people.

We reevaluated and made a lot of adjustments. The fact that we served more people and more people got permanently housed. Through the Supportive Housing Program (SHP) we have a manager, Rob Waters and everything goes through him. He is the contact person so he knows the steps and what is going. All housing and shelters meet with him and they evaluate. We do a CE on a macro level.

Craig stated that Frank the speaker at the conference last month said it best that the clients don't want excuses they want housing services. I then started to study what we have for services and the needs in our area. I wanted to find the highest amount of resources to get people out of shelter. I met with the Welfare officials who are against housing at first! Still getting push back on housing first.

Frank talked about willing to put someone in a housing institution where we could pay a lot less to house in the community with supports.

They take a vacation from all the stressors when they arrive and they act like they are on vacation and are willing to stay for long amounts of time. We try to do housing first, that's our goal. We actually had meetings with families at the shelter to see if they were ready for housing. I didn't matter if a family was going to make it or not.

Average lengths of stay reports are run every month so everybody was seeing what was going on. It was getting competitive with the staff for sure. Our goal is to get people housed. That is our goal. Keep staff updated on stays and returned to shelter and what our bed nights are. So we use the report as a tool.

In September last month... 51 days was the average, the month before was 53 and 53, 56, 61 and before that it was 87. We need to make sure that we are relaying the information so the staff can do their job right. What gets measured gets managed. Rob sees reports and talks with the shelter managers to see why numbers are up? We look at any and all other resources that we need to bring in to help us out.

Because Rob knows it makes him reach out to folks. We don't want to just provide resources that know the system. Rob knows our target population and reaches out to churches, welfare and find the help for folks.

We have got a good crop of landlords who want to help their community. People reducing rent amounts to help and do what they can. Rob and Ryan add flare to the job and are very good with talking with landlords. We don't lie to landlords or mislead them. We find folks who get in just sit there on vacation for a month. It takes a while to get them motivated and come up on some sort of funding.

Criteria and bench marks is how we measure success.

We needed to integrate all of our services and we talk a lot about the budgets, and availability and whether they are veterans or not a veteran. I like the pie charts so you can see it. Lori Hathaway knows that getting that person that loan for first month and or security deposit is going to help reduce our whole length of stay. Translate to the people on the ground to show them how they and we are doing is important. Keep everyone in the loop and a part of the process.

Working with individuals to prevent homelessness and some other funding temporary like rental assistance. The landlord reduced the rent knowing that she needs to be more to permanently subsidized housing. Manchester mental health took off services list. And fired them and folks who fall out of the cracks but don't fall within the series. We are working with her and she is going to be in permanently housing within the next couple weeks. Some folks can't deal with what a client needs and they can fall in through the cracks.

Bed utilization, I never thought a year from the time when I took over we would be serving more people and the down fall is when we are successful we are serving more people and more bed nights and lower utilization rate. So now I'm worried about the capacity rate. It worries me with HUD.

Nicole Robbins.

Concord area did a pilot with city welfare and BMCAP outreach and BMCAP and concord resource center.

Diversion pilot and it got a little merky and prevention and diversions. Prevent from homeless and diversion out of the shelter for tonight. We kind of make them one in the same and did for about six months. Be aware and having a difference conversation. As far as 2-1-1, kind of see where people stayed last and where would you possible go for tonight.

Have the conversation about diversion. Three families moved out of state to keep from homeless. Brainstorming do you have a friend or family or mom for the week or someone else??? Talking with them and see how to get them to be able to stay somewhere else for a couple months 20 people first section and 15 the section so 35 people were diverted between the Concord coalition and BMCAP and city welfare.

We would like to try and spread that out throughout the other regions. Anybody who wants me to come and talk about it just email me.

BHS Updates

Melissa Hatfield, BHHS Bureau Chief

- Audit review
- Budget updates
- Training topics – If anyone has a particular type of training that is beneficial to their programs just email Betsy and we can look in to it for you.

Regional Updates

8 findings from the audit. We submitted thousands of pages to Cindy who is our representative. All findings remains open at this point. So when we start asking you for things you will know why.

We didn't know we needed MOU's for it but we do so that's why we are asking for it.

Homeless documentation and cited the CFR for us so we know what we are doing. She didn't think we had filed appropriate filing.

Finding open because the policy submitted was not consistent with procedures. So we have to write a letter to say we will follow our policies. Cindy cited that she found a few files where disability documents were not appropriate because of lack of policy. So we wrote a new policy saying we will follow it.

Licensing protocols with administrative rule that a family therapist is allowed to diagnose.

There was a finding on rent reasonableness. They asked to re-document and draft a policy regarding that. We have to promise we will follow our policies.

New rent reasonableness on a unit and a proximity and distance away from the abuser.

We had one unit that she didn't approve of that needed a repaired done and it was done and we have to amend the policy. WE also had to redo all rental calculations for files that were selected.

One rental calculations why a certain dollar amount for water bill. Some of it is very nit-picky. Two files per grant is what they looked at.

We need to provide the documentation in an organized manner. I honestly don't know how to resubmit it. Two files were missing leases.

Match documentation and who provided their match. It impacted the NOFA for sure and for everybody.

We contacted them with a lot of questions and because of that they came for an audit. I guess we asked too many questions. When they came they said you actually seem a very intelligence. We asked Cindy for clarification and a time limit and she gave us three dates so we asked again, what is the date and we were told "Yes"!

Our budget

So I have requested five more staff members as we are understaffed for all of our programs and what we want to accomplish here. We oversee 102 contracts.

Efficiency budget. It comes from the governor's office efficiency and the prioritized needs. I added an additional request of 4.2.

I requested 5 million more - 200k for to help with screening and VI-SPDAT and 200k per year for '20 and '21 to support street outreach to enhance with what 2-1-1 does. Added 1 million to support eviction prevention and a million in each for case management for operations 500 thousand for rapid-rehousing for youth. 600 thousand to PATH Outreach and 1 million to fill the gap in state services statewide. That would be per year for PATH services. My requests have passed the first hurdle and now have to go through more steps for final approval but at least it is on its way for consideration. I may not get any of it or a portion of it but I had to try. This is my wishful thinking at this point.

We received over 6 million in requests and had 3.2 to give out from the last one.

Training topics that are helpful like TANF or Medicaid programs.

We are not promoting CPI any longer as we have prepared a much toned down version of that where we train on defusing situations and provide customer service training on difficult people.

NEXT BOSCO MEETING – November 13th, 2018, Auditorium
DHHS Brown Building, 129 Pleasant
Street, Concord, NH

