

BALANCE OF STATE CONTINUUM OF CARE MEETING

AGENDA

November 13, 2018
10:00 AM – 12:00 PM

WELCOME/INTRODUCTIONS

Julie- Support the Girls: please take feminine items for shelters, outreach, and other individuals you are working with

- Martha Stone, Executive Director
Cross Roads House
Introductions were done.
Martha thanked everyone for coming to the meeting today.

System Performance Measures (45 minutes)

- Heidi Petzold & Donna Curley
Heidi and Donna will be reviewing last year's BoSCoC system performance measures, what is collected annually, and what HUD reviews annually during the NOFA process. Literally everything we enter into HMIS, comes out in some sort of performance measure.

The slides will be emailed out to the BoSCoC.

System performance measures are extremely important, the bottom line is that the data collected by each agency is used in the system performance reports. The system performance reports are mandated by HUD, as each CoC has to participate in the reporting. It tells how well the CoC is doing as a whole. The first year of reporting system performance measures was 2013-2014.

Data quality- there are seven measures that are collected. One of the big pieces of system performance is data quality.

Increases may not be significant, but may cause the CoC to lose points on the NOFA process each year.

How is an error created in HMIS, when the following are entered for a field: *unknown, no exit interview, client does not know*. You have to put the honest answer in, but you have to work with your clients to inform them it is vitality important to our funding.

How can you check you data quality as an agency? An agency could be singled out and their data can be reviewed. An agency can run the APR, ESG CAPER, or PATH report to review. The report will show if there are any errors with data for participants.

There are instructions on the NH HMIS website for each agency to be able to run their respective reports to review data quality.

HUD does not currently have CoCs' report on homeless prevention, but may in the future. Also, HUD has left it open for more metrics in order to ask for more data.

Measure 1: length of Time Persons Remain Homeless

Measure 1 is broken down into Metric 1.1 and 1.2

It is extremely important that you are timely with your data entry and exits. If you do not exits clients, it will show on this measure. BOSCO Average LOT homeless went up a bit, which is not good.

When an agency is asked to correct your data from two years ago, it is due to the system performance measures as the data collected by HUD looks back two years ago.

Measure 2: The extent to which Persons who exit homelessness to permanent housing destinations return to homelessness

Measure 3: Number of Homeless Persons

Takes information from the PIT count not from HMIS.

Measure 4: Employment and Income Growth for Homeless Persons in CoC Program Funded Projects

The questions are right on the CoC Apr, and also each subrecipient agency is scored during the renewal process for each NOFA, which began for FY2016 NOFA process.

The key is that an annual assessment must be done for each participant in the CoC project otherwise this data is not captured. Client records should reflect reality as close as possible on a daily basis. Agencies should add an update on interim review. The annual assessment has to be done for each participant per CoC Interim rule.

The fiscal year that the numbers are done on, may be different from projects dates, annual assessments dates, etc, so again, it is very important to keep your data updated.

Metric 4.4 and 4.5 deal with adult system leavers- participants who have exited the project.

Metric 4.4- decrease of 3% and Metric 4.5- static results.

Metric 4.6- change in total income for adult system leavers

Measure 5: Number of person who become homeless for the 1st time

It is Heidi's hope that with the implementation of various diversion activities, that the number of first time homeless participants will go down as well. For FY2017, there was an increase in all metrics for 5.1.

Donna will look to see if the information for PH/ APR asks about first time homeless. Erin asked if the system looks at if the person was entered as a child, and now is entering the system as an adult if they are counted. Donna stated that this will be counted as a return to homelessness if it is within the last two years.

Measure 6: Homeless Prevention and Housing placements of Housing Placements
Not collected during FY2017

Measure 7: Successful Placement from Street Outreach and Successful Placement in or Retention of Permanent Housing.

There is a destination reference guide, NH HMIS.

Metric 7a.1 There is a significant reduction in % of successful exits for FY2017.

Donna reviewed the permanent, temporary, and other exit destinations.

Coordinated Entry in Cheshire and Sullivan Counties (45 minutes)

- Rob Waters, SCS
PowerPoint slides will be shared with BoSCoC.

Rob started as outreach in Sullivan County and shelter manager, and then began to cover outreach in Sullivan and Cheshire County. Rob began working with SCS in 2015- there were communication gaps between the two counties about services and programs, which delayed work in rehousing individuals/ families. Rob was working to do the best he could do with his clients, with minimal outside work. Clients in the woods, etc, did not know what was out there for services, beside the information provided by outreach workers. Initially, average length of stay in shelter was >110 days in 2015. 9/2016-9/2017: Average length of stay 105 nights, shelters at capacity.

Community partners came together, but half of the people present were SCS staff. The bigger issue was that, only 4 agencies were in the room and could not solve the issue of homelessness alone. They did a lot of community outreach to other partners to their local community meetings.

The Greater Keene Homeless Coalition was resurrected with a bout 15-20 partners attending. In Sullivan County, they have around 40 community partners attending the meetings.

Coordinated community efforts to make coordinated entry work! How do we get them to buy into the dream? Rob would provide information from BHS's meetings about what was happening right now. The community partners asked how they participate in BoSCoC's coordinated entry implementation.

Outreach became known as the "Homeless and Housing" resource. Community partners communicate their housing programs with the CE manager to help identify proper clients for those programs.

Being a low barrier shelter (all of SCSs'), gives them an opportunity to work with the "hardest to house".

Rob takes calls during typical office hours, community is instructed to call 211 afterhours, and there is a way to reach shelter on call manager if need be as well.

Internally, SCS noted there were silos within their own agency where Rob was outreach and another person was in charge of PSH without any communication between the two.

SCS attempted the "no wrong door approach" for about 6 months, but found that participants were still finding the wrong door. Hence, they refer everyone straight to Rob who can coordinate assistance & communication for housing and other services for those participants- more of a single point of entry model.

Shelter beds referrals: due to the open communication, between the two shelter directors and Rob, they talk on a daily basis about the most vulnerable person who may need the shelter bed.

Family Promise Introductions (20)

- Pamela Small, Family Promise
- Pati Frew-Waters, Seacoast Family Promise
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Family Promise is a community partner, and wants to collaborate and share resources as we need each other with the growing number of individuals/ families experiencing homeless.

208 national affiliates across the nation. The inception was to use more underutilized buildings and volunteers- currently in faith based communities around NH. Pati utilizes over 1500 volunteers a year. One of the big obstacles they keep hearing about and seeing, is about education of who is experiencing homelessness in NH. Family Promise in Derry did close down, (Rockingham county), therefore Pam and Pati are sharing that area & resources. Pati would like to see Family Promise included in the work BoSCoC is doing, as we are all in the trenches together. Pam and Pati have noticed over the last 20 months, the need for the Family Promise model in NH. You can count on the Family Promise model to keep families together, however a family identifies themselves. Family Promise serves veteran families, who do not qualify for other services, single father families, and moms/ grandmas who have aged over out of being served by other programs. Family Promise is at Ann Marie House-located in Mary Academy in Hudson, building is rented from United Way, 1700 square feet, currently 12 families in the house. Case Manager still work with the families, even if they do not have a bed, to work collaboratively with other community agencies in Nashua. Pam is on the executive board for GNCoC as well. Pam believes the follow up with coordinated entry is integral. Pam has received a lot of calls from the Laconia area, City Welfare. The national office is looking at the need for this model being expanded in this state. Most recently, Pam and Pati are working on helping Rockingham county with shelter and TH as Family Promise in Rockingham county closed. They are working on creative ways to offer housing to families. They are looking at leasing faith based buildings that are not being used, in order for Family Promise to lease the buildings and then offer housing to those families that have graduated their program. Seacoast Family Promise has been doing a comprehensive host program for years-

about 25 families a year. They serve about 300 people a year, with an average length of stay of about 72 days. Both programs participate in HMIS.

Family Promise works with faith based communities, but they are not a religious organization.

Integration Project (5 minutes)

- Brittany Little, MSW Intern BHS
Brittany has been working on a project here at DHHS- right now the project is in its infancy. Brittany is evaluating how DHHS is supporting youth who caregivers have substance use disorders. They are reviewing the policies of DHHS programs and projects, and will eventually be reaching to providers with questions, resources, and supports. DHHS is looking at identifying the gaps and filling those services, in real time. Brittany and her coworker will be looking to identify a staff member from each agency within DHHS to bring to the table, and then reaching out to community members. Brittany gave an example that if a parent is working with a substance treatment disorder facility, are they working with the parent on parenting skills as well, and not just the substance use disorder.

New Generations offered their assistance.

BHS Updates

Melissa Hatfield, BHS Bureau Chief

Melissa related that at the last meeting, BHS walked everyone through the audit. 2400 pages of financial documentation and another 2000 pages in regards to the 7 other findings.

Budget process will continue as it is for BHS/ State of NH as the governor was re-elected. The next step that Melissa needs to be involved in, will be in the spring.

Housing Action NH will be meeting DHHS financial staff about specific budget line questions.

Reminder- as we head into the winter, we have been getting a lot of phone calls that shelters are turning away people who are not in their catchment area. HE-314: state administrative rules- cannot turn them away if you receive state funding.

Regional Updates

Bill Gunter- Currently RFP for substance use disorder/ mentally ill transitional housing who people who are exiting residential treatment (2.5 million dollars was received by NHHFA from the state in last two budget cycles). This afternoon at 3pm, there is a follow up meeting at their offices in Bedford to walk through the RFP, and budget with any interested parties. There may be a meeting in Claremont next week, as there is interest in that area as well. This request will be due in early January. Housing Trust proposals will be coming in December. **Housing Trust Fund is targeted to extremely low income, permanent housing assistance, and commitment to Housing Choice vouchers for a very long time. There is a homeless preference for this program. RFP by the end of December with a 90 day turnaround time. RFPs' are located on their website.**

Julie- if you work with individual or families who are experiencing homelessness, please take items with you. Julie is still collecting items and will continue to disburse items for Support the Girls.

Martha- In December, many providers participate in homeless event to honor those who have passed over the last year. Friday, December 21st is the Seacoast event date and the national date. A small vigil in market square in Portsmouth, NH.

Dec 21st - Cheshire County, Central Square at Gazebo.

NEXT BOSCO MEETING – January 8, 2019, Auditorium
DHHS Brown Building, 129 Pleasant
Street, Concord, NH

