

CoC Quarterly Meeting | MINUTES

Meeting Date; Time: 1/9/17; 10am-12pm

Meeting Location: Shenandoah University

Type of Meeting	Regular Quarterly Meeting	
Note taker	Amber Joiner-Hill (NSVRC)	
Attendees		
Maria Diaz (<i>Access Independence</i>)	Candy Phillips (<i>First Step</i>)	
Jennifer Morrison (<i>Response, Inc.</i>)	Karen Maroum (<i>Choices</i>)	
Robin Stevens (<i>Choices</i>)	Georgia Berry (<i>Page County DSS</i>)	
Mellanie Comer (<i>Page County DSS</i>)	Brandi Day (<i>People Inc.</i>)	
Whitney Hamrick (<i>Shenandoah Alliance for Shelter</i>)	Katie Furneisen (<i>Shenandoah Alliance for Shelter</i>)	
Sheila Orndorff (<i>Shenandoah Alliance for Shelter</i>)	Laura Black (<i>Harrisonburg Redevelopment Housing Authority</i>)	
Valerie Roth (<i>People Inc.</i>)	Jennifer Hall (<i>Winchester PD</i>)	
Kim Herbstritt (<i>Literacy Volunteers</i>)	Felicia Hart (<i>Town of Front Royal</i>)	
Kaye Harris (<i>The Laurel Center</i>)	Seli Perry (<i>Mercy House</i>)	
Kimberly Ferley (<i>Mercy House</i>)	Shannon Porter (<i>Mercy House</i>)	
Paloma Saucedo de la Pena (<i>Valley AIDS Network</i>)	Michael Wong (<i>Harrisonburg Redevelopment Housing Authority</i>)	
Brandon Davis (<i>Northern Shenandoah Valley Regional Commission</i>)	Nathaniel Daniel (<i>Salvation Army Harrisonburg</i>)	
John Nagley (<i>AIDS Response Effort</i>)	Julius Hambule (<i>Valley AIDS Network</i>)	
Jodi Young (<i>Valley Health</i>)	Zanata Fenn (<i>AIDS Response Effort</i>)	
Nadine Pottinga (<i>United Way NSV</i>)	Linda Allen (<i>Roof Over Their Heads</i>)	
Meredith Parnes (<i>Center for Workforce Development</i>)	Danny Sheets (<i>Shenandoah Alliance for Shelter</i>)	
Oscar Cerrito-Mendoza (<i>AIDS Response Effort</i>)		

Agenda Topic: FY16 HUD CoC Funding

Presenter: Amber Joiner-Hill

Discussion

- HUD made a decision regarding the CoC application that was submitted in August 2016—the three requests in Tier 1 and the Planning grant will be fully funded, and the portion of a permanent supportive housing project in Tier 2 went unfunded
- HUD will provide the CoC with its score on the Consolidated Application, but generally doesn't give feedback on individual projects so the CoC will need to think constructively about why the Tier 2 project wasn't funded

Agenda Topic: *Committee Updates*

Discussion

- Media Advocacy (*Kim Herbstritt*)
 - Holding its first meeting on Jan. 24th at 10:30am at the Bowman Building in Winchester; will create a media advocacy plan
- Compliance & Evaluation (*Seli Perry*)
 - The group is conducting site visits right now
- Best Practices (*Valerie Roth*)
 - The group will review results from the recent training assessment survey at their next meeting; Mercy House is trying to schedule a motivational interviewing training in Harrisonburg and will provide updates as they come
- Executive Committee (*Candy Phillips*)
 - Strategic Planning process will start next week; Brandi Day will lead the process and provided preliminary results from nine completed surveys; the Plan will outline goals and a timeframe to complete them; goals will be shared with the CoC as a whole, which will then create a to-do list for action items
 - Brandi can be contacted at bday@peopinc.net (540) 395-5512 or (571) 445-3023

Agenda Topic: *Point-in-Time Count*

Presenter: *Laura Black*

Discussion

- Trainings will start this week in Harrisonburg, Woodstock, Front Royal, and Winchester; online training is a new option, link available on [CoC website](#)
- Winchester area created a gift registry to provide items to people who complete a survey in Winchester, link available on [CoC website](#)
- volunteers are needed everywhere, especially in Winchester
- Laura can be contacted at lblack@harrisonburgrha.com or (540) 908-0415

Agenda Topic: *Centralized Housing Intake*

Presenter: *Intake Staff*

Discussion

- Over 7,000 calls were made last year and except for calls made over the weekend, all calls are returned the same day; about 70% of calls are from the Winchester area
- sometimes staff receives comments that clients are not receiving return calls—staff can refer to their Google database to track when calls were made; important to note that sometimes clients don't have a voicemail box set up or are unable to accept calls from restricted numbers, and domestic violence shelters and the Shenandoah Alliance for Shelter call from restricted numbers

- If an agency has a client who has a hard time getting through Intake, the agencies can call Kimberly Ferley or Katie Furneisen directly at their offices
 - Is there a way to know what happens after a referral is made? Referral agencies can input into HMIS that they've made contact with someone who was referred to them from intake—it is very helpful for agencies to do this
 - What do we do in an emergency situation, like if someone needs emergency shelter tonight? in those emergency situations, it's best to call your local shelters directly to see if they have a bed; it would be helpful to have a 24/7 service, but the funding for intake doesn't allow for that; the purpose of intake is to serve as a coordinated assessment tool not to serve as a 9-1-1 for housing needs
 - Other Virginia CoCs have noted that our intake process is more advanced than their own
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Agenda Topic: *Discharge Planning*

Presenter: *Oscar Cerrito-Mendoza*

Discussion

- Presentation of a partnership between AIDS Response Effort (ARE) and Valley Health System (VHS) to work on discharge planning of hospital patients
 - The partnership serves the Lord Fairfax Health District, which includes Winchester, and Counties of Frederick, Clarke, Warren, Shenandoah, and Page
 - The identified issue was that VHS didn't have written protocols for how to connect homeless patients with housing resources. As a result, many discharged homeless patients returned to the hospital. Two goals created in response:
 - Record data on homeless persons admitted into the hospital
 - Create discharge protocols that outline how to refer homeless discharges to the CoC's Centralized Housing Intake
 - Both goals were achieved by Jan. 2016, data collection is ongoing
 - ARE and VHS are currently using a medical database (EPIC) and a homeless database (HMIS) to identify individuals who use both care systems; since ARE is in the Valley Health network, HIPAA laws are not a barrier
 - A couple points shared:
 - domestic violence clients aren't captured in this data because they're not inputted into HMIS
 - there is a strong desire to work with Rockingham Memorial Hospital
 - at some point, aggregate data will be available to review and potentially use in pursuit of funding
 - For more information, contact Oscar (ocerrito@valleyhealthlink.com) or Jodi Young (jyoung@valleyhealthlink.com)
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Agenda Topic: *Success Story*

Presenter: *Sheila Orndorff*

Discussion

- Shenandoah Alliance for Shelter shared a success story of a Tenant-Based Rental Assistance recipient and full story is below
 - Agency has received \$10,000 in donations since sharing this story with their Board and community
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Agenda Topic: *Announcements*

Discussion

- Zanata Fenn: a group of students came to ARE to learn about the point in time count and she created a curriculum to use in teaching them, one of the families that participated later had a fundraiser to benefit ARE housing programs



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December 13, 2016

You think it can't happen to you. You think it can't happen to someone in your family or a neighbor down the street. But it does. Life has a way of throwing a big monkey wrench into the best of plans. Consider the case of Martha, an 88-year-old woman who came to us in desperation. This story is real although the name is fictitious.

Martha and her husband had their retirement all figured out. They sold their successful local business and calculated that the proceeds, along with their savings, would keep them comfortable for as long as necessary. But they made the mistake of financing the new owners, who defaulted on the loan. All of a sudden, their income and their savings were gone. They lost their home and moved into a rental property.

Then Martha's husband died, and her Social Security check was reduced. Next Martha became ill and ran up doctor's bills that Medicare didn't cover. The only fortunate thing was that Martha had a lenient landlord who didn't press her when she couldn't pay her rent. But perhaps that wasn't so fortunate because when Martha got seven months behind on rent, the landlord had to take action. She was given four days to vacate her home.

This is when Martha turned to the Shenandoah Alliance for Shelter. Our assessment showed that Martha had two problems. One was her outstanding debt to her landlord; the second was that Martha clearly didn't know how to budget. To address the first problem, Martha was placed under our Tenant-Based Rental Assistance Program, which meant we could help with her current rent for up to six months but could not cover the \$4,550 in back rent. Working with the landlord, Martha agreed to pay \$700 a month toward the past-due rents, and he withdrew the eviction notice.

Martha's second problem required ongoing budget counseling, and she worked very hard to get her finances in better shape. Within a month she had reduced the negative balance in her checking account by 95 percent. Within a few months, she had no overdraft fees and was paying her landlord on-time each month.

When the rental assistance came to an end after six months, Martha had reduced her rent debt from \$4,550 to just over \$2,000. The Alliance was able to negotiate with the landlord to forgive half of that debt and a donation from another source was found.

Conclusion: Martha now has a positive balance in her checking account, her rent is current, and all her medical bills have been paid or written off. She can now concentrate on work at her church and giving back to the community where she has lived all her life.

Martha's story is just one of the many crises we deal with every day at the Shenandoah Alliance for Shelter, and we are gratified that we were able to help her in her time of need. We strive to give similar help to everyone who walks in our door, but our resources are often limited. That's why we're sharing Martha's story with you in the hope that you can make a year-end contribution to the Alliance so we can help a neighbor in need. Who knows, it could be you, me or any one of us. Please give generously.

With grateful hearts and our most sincere thanks,

Sheila Orndorff, Executive Director
Staff and Board of Directors, Shenandoah Alliance for Shelter

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Yes, I want to Partner with the Shenandoah Alliance for Shelter to prevent homelessness.

I have enclosed a gift for \$_____.

Name_____

Address_____ City, State, ZIP_____

If you prefer to give online, go to www.allianceforshelter.com and utilize the Donate Button.

Shenandoah Alliance for Shelter is tax-exempt under IRS section 501(c)(3). We are providing our tax ID number (54-1520502) for your convenience.