

CoC Quarterly Meeting | MINUTES

Meeting Date; Time: 4/13/17; 11:15-12pm

Meeting Location: Lucy Simms; Harrisonburg

Type of Meeting	Regular Meeting	
Facilitator	Candy Phillips (<i>First Step</i>), Valerie Roth (<i>People Inc.</i>)	
Note taker	Amber Joiner-Hill (<i>Northern Shenandoah Valley Regional Commission</i>)	
Attendees		
Karen Marcum (<i>Choices</i>)	Taylor Vert (<i>Open Doors</i>)	
Emily Heins (<i>United Way Harrisonburg-Rockingham</i>)	Sherry Arey (<i>Family Promise of Shenandoah County</i>)	
Catie Sumner (<i>United Way Harrisonburg-Rockingham</i>)	Sheila Orndorff (<i>Shenandoah Alliance for Shelter</i>)	
Danny Sheetz (<i>Shenandoah Alliance for Shelter</i>)	Katie Furneisen (<i>Shenandoah Alliance for Shelter</i>)	
Zanata Fenn (<i>AIDS Response Effort</i>)	Mike Klein (<i>Homeless Representative</i>)	
Emily McCarty (<i>Harrisonburg Redevelopment Housing Authority</i>)	Laura Black (<i>Harrisonburg Redevelopment Housing Authority</i>)	
Shannon Porter (<i>Mercy House</i>)	Kim Ferley (<i>Mercy House</i>)	
Alli Schlotterer (<i>Mercy House</i>)	DeVonté Short (<i>Mercy House</i>)	
Brandon Davis (<i>Northern Shenandoah Valley Regional Commission</i>)	Michael Wong (<i>Harrisonburg Redevelopment Housing Authority</i>)	
Chris Monroe (<i>Northwestern Community Services Board</i>)	Whitney Hamrick (<i>Shenandoah Alliance for Shelter</i>)	
Oscar Cerrito Mendoza (<i>AIDS Response Effort</i>)	Julius Hambule (<i>Valley AIDS Network</i>)	

Agenda Topic: Committee Updates

Discussion

- Best Practices—Valerie
 - Continuing to work on bringing trainings to the area; will create a list of training and development resources to share with the CoC
 - Credit Smart Training on April 20th that can help with financial planning and budgeting
- Media Advocacy
 - No report
- Compliance & Evaluation—Amber
 - Created reports to track performance and expenditures of VHSP grantees; will provide them to the CoC on a quarterly basis

- Executive—Candy
 - Focus has been on the Strategic Plan for the past several meetings
-

Agenda Topic: *Strategic Plan Status*

Presenter: *Michael Wong & Valerie Roth*

Discussion

- Two goals guide the strategic plan:
 - Individuals experiencing homelessness will transition to permanent housing and will have the skills necessary to achieve self-sufficiency.
 - Best Practices and Compliance & Evaluation Committees will work on Goals 1; each group will identify what action steps are needed to meet the objectives
 - The CoC is a thriving effort achieving success in reducing homelessness in the region.
 - With the belief that a system evaluation and needs assessment cannot be effectively conducted by CoC staff, the Executive Committee will post a Request For Proposals to hire an external consultant to address Goal 2
 - Planning funds will be used hire the consultant to evaluate the CoC and compare it to other CoCs; look at feasibility of creating a 501(c)3 or establishing staff within a local government; feasibility of adding another county to the CoC
 - Desire to advertise RFP this month, sign a contract soon after that, and start an audit process in July
 - The only opportunities to give input to the goals is to attend the three upcoming Committee meetings
 - There was a request to hold more meetings in Harrisonburg in order to increase accessibility for people who have barriers traveling out of the city.
-

Agenda Topic: *Point-in-Time Count*

Presenter: *Laura Black*

Discussion

- Increase for the CoC was 4%; seemed to decrease in Harrisonburg and increase in the Northern Shenandoah Valley—this is a result of a high increase in volunteers (52 volunteers in Winchester and 85 for the entire CoC) and the addition of shelter beds
 - The online training module was used by many and will be an option again next year, with a modified version for those who have received training already
 - There may be a benefit to doing more analysis per county in the future
 - Survey data has been analyzed by JMU and preliminary results only recently became available; Laura will focus on the Housing Needs Survey data next month, after count data is submitted to HUD
-

Discussion

- Chris Monroe from the Northwestern Community Services Board (NWCSB) presented information about the agency's two permanent supportive housing programs— Permanent Supportive Housing (PSH) for Chronically Homeless and Shelter Plus Care
- Eligibility criteria and eligible costs for both programs were described; many similarities between programs, but there are three primary differences between the criteria
 - Chronic homeless designation is required for PSH
 - PSH is only for individuals and Shelter Plus Care can serve families
 - PSH does not require clients to have income upon program entry
- Utility deposits are no longer offered in either program due to budget cuts
- How many landlords do you currently work with? 7-8; agency has a close relationship with Molden Realty
- What kind of other services do clients receive? five S+C clients receive PACT services, four receive ongoing case management, and everyone else receives case management as necessary
- Is there a process to go through Centralized Housing Intake to identify the most vulnerable clients? Do you use a vulnerability index? In the past, Intake was not used and clients were selected from an internal list that NWCSB maintained. Right now, Chris is working with Intake to create an assessment tool to identify people who have the highest need and would be eligible for the programs.
- Do you have difficulty getting your portion of the rent from the client? Yes. There are no plans to kick people out of the program because they don't pay rent. There are more standardized and structured ways to collect rent, though.
- How many case managers does NWCSB have? About 25 in the Winchester office and 1 of them (Chris) focuses on the housing programs
- What do you see as the biggest barrier for the housing clients? To date, slots become available due to clients grossly violating the terms of their lease
- Has there been any discussion about opening the catchment area to include Harrisonburg and Rockingham, since the funds are CoC funds? Chris doesn't know and will find out.
- When clients are not given case management due to a mental illness not being severe enough, where are they referred? If you have trouble getting mental health services for a client, talk to a supervisor at NWCSB.
- Has NWCSB looked at other funding streams for the housing programs? Staff has started discussing this.
- Do you have the organizational capacity to apply for more grants? There is a NWCSB staff member who writes grants, but is spread thin with her other responsibilities. Right now, Chris is the primary person responsible for identifying and writing grants
- How do you envision the next year for the housing program? A closer relationship and improved communication with the CoC; working with Centralized Housing Intake; increased transparency of NWCSB activities; fiscal stability
- For more detailed information about NWCSB, contact Chris at cmonroe@nwcsb.com

Discussion

- First Step, a domestic violence shelter in Harrisonburg, received a referral for a woman with 3 children, one of whom with disabilities. Her husband didn't allow her to speak much to others, and controlled the income and decisions made regarding the children. English was her second language so First Steps used the language line to communicate with her and over time learned that she knew more English than they initially thought. Child with special needs needed to attend medical appointments at least twice a week. Client didn't know how to arrange travel to the appointments and didn't have a car or driver's license. First Step partnered with Second Home, an afterschool program in Harrisonburg that watched the other school-aged child and brought him to First Step when the afterschool program ended. Also, First Step was able to periodically bring in an aide to help the woman with child care. The family stayed in the shelter for 3-4 months and used rapid rehousing funds to get into an apartment of her own. Now she has a job and car, still in the same apartment that First Step helped moved her into, all three children are in school, and she is divorced from her abusive husband. Getting the family into housing was the result of a collaboration of community resources/service providers.

Discussion

- Sherry Arey: described Family Promises Shenandoah county
- Karen Marcum: described Choices; something that's proven to be successful is working with clients after they've been housed to help them address non-housing barriers; one challenge in Page County has been that FMR went down but landlords haven't lowered rents to meet those rates
- Catie Sumner: United Way Day of Caring is on May 10th and volunteers are needed to perform community service in the Harrisonburg area
- Rachel Howdyshell: Open Doors' season ended this past Monday; similar unique numbers of guests compared to last year but guests generally stayed for longer this season; Food Truck Fest is on April 15th; office will be closed over the summer while Rachel is on maternity leave
- Sheila Orndorff: Katie Furneisen recently received SOAR certification and will receive housing certification; Whitney Hamrick will renew her housing certification
- Mike Klein: JMU nursing and business just finished a community assessment and will have results in the next couple weeks; indicated a desire to improve street outreach in the region (candy mentioned that a small group of CoC stakeholders had an initial meeting to discuss and will meet with other communities who do it to share ideas)

- Laura Black: Point-in-Time and Housing Inventory Count data are due to HUD at the end of April; working on creating a report for the CoC to share updates on System Performance Measures; HMIS data clean up will need to be finished by the end of next month; HMIS report-making tool will change
- Emily McCarty: created a press release for the PIT count and someone from Daily News Record authored an article—other newspaper outlets wrote articles as well
- Shannon Porter: Mercy House will finish two more shelter units for families in June or July; agency is putting together resources to create a Housing Navigator position; received additional Housing Trust Funds for rapid rehousing activities; Intake will undergo some changes to meet new HUD requirements; expressed gratitude for Intake staff and recently learned that Augusta County adopted our Intake process
- Chris Monroe: majority of NWCSB case managers are now SOAR certified; on track to close the funding deficit for housing programs and won't have to discharge housing clients
- Brandon Davis: wants to use the NSVRC Board as a tool to address the opioid issues in the Northern Shenandoah Valley
- Michael Wong: VHSP grantees are required to adopt the community indicators for RRH written by National Alliance to End Homelessness; there are new VAWA policies that federal grantees must abide by; CoC got approved to reallocate \$6,500 funds from Choices to ARE, requested additional funds for shelter and prevention; new DHCD rep will visit the CoC on May 2nd; shelter training at Lucy Simms on May 3rd
- Oscar Cerrito Mendoza: ARE was awarded a grant for rental assistance for people with HIV/AIDS—Jamie Dill will transition to this program and Zanata Fenn will work on TBRA
- Julius Hambule: VAN wants to hire a staff member to focus on housing and will share a job posting soon
- Valerie Roth: People Inc. is offering a mortgage training; CreditSmart training on April 20th
- Candy Phillips: First Step is now fully staffed and has a legal advocate on staff