

**Western Virginia Continuum of Care
Meeting Minutes
June 20, 2019**

Welcome and Introductions (5 mins)

Old Business:

1. *Centralized Intake (CI) Committee*
 - a. Shannon Porter gave a general overview of the CI process. He stated that when a client calls, we do a general assessment to determine whether the person is eligible for housing and other support services. This is for people who are literally homeless or imminently homeless (the centralized intake indicates that only a small percentage of individuals that call are actually homeless). If eligible, we then refer them to the agency that they need to contact for further help. The agency gets back to them within 5 business days concerning availability of resources/a plan moving forward.

2. *Best Practices Committee [Chair - Candy Phillips]*
 - a. Candy Phillips stated that the committee researches and provides information pertaining to best practices for processes, procedures, guidelines, etc.
 - b. Their next interest meeting will be held on August 1st from 9:30 a.m. to 12:30 p.m. in the Fire and Rescue training room in Woodstock.
 - c. Candy stated that they need to increase the capacity of the committee; need more people who will commit to engage. She also stated that they need to update different departments/agencies about processes and updates due to turnover (different people leaving and being hired).

3. *Compliance and Evaluation Committee [Chair – Seli Perry]*
 - a. Seli Perry stated that the committee reviews grant applicant agencies based on a checklist to prioritize who to allocate grants and make recommendations. The committee also monitors grants and ensure grantees comply with guidelines. Reviews are supportive not punitive; like technical support.
 - b. The committee also needs more members; it would be nice to have non-grantees to provide a more objective, third-party perspective. All but one of the members are currently grantees.
 - c. Seli stated that data is important to ourr evaluation processes; unless we improve our data and performance, we are not going to get more funding as a CoC.

4. *Media and Advocacy Committee [Chair – Oscar Cerrito-Mendoza]*
 - a. Oscar Cerrito-Mendoza stated that the committee is responsible for making the CoC more visible. Their most recent work has been creating an orientation PowerPoint for new members, sending out press releases, and working on social media promotion.

- b. Comments: The CoC needs a brochure and outreach plan (overlap committee project). The CoC should also try to engage policy makers and government a bit more so the issue of homelessness is in mind when policymaking.
5. *Data and Performance Committee [Chair – Laura Black]*
- a. Laura Black stated that Stella is a new HUD initiative which utilizes HMIS information to produce incredible amounts of in-depth analysis of data. She stated that she needs people who will be able to work with her to engage with and analyze the data. She stated that the committee should meet at least on a quarterly basis.
 - b. Laura also stated that we need to be able to publish findings so people can see what is going on. An annual report would be helpful in seeing where we are and what needs improvement. Data needs to be clear and transparent data so we can start to implement performance measures that can inform funding allocation.
 - c. A suggestion made was that the CoC website could have a ticker that shows the number of families we have housed/people we are impacting that are literally homeless. We also need to work on making HMIS more accessible so that more people can pull data out of the system in a user-friendly way.
6. Executive committee
- a. Michael Wong stated that governance-wise, the CoC is working through the transition of HRHA taking over the grant and responsibility of CoC coordination and planning.
 - b. The CoC had 10 meetings last year, 6 this year. We meet at least once in each locality so that people have access/ability to participate in the meetings.
 - c. Michael also stated that the executive committee needs to consider revising its model; with NSVRC leaving, there are at least two openings to be filled. Currently, the committee consists of the chairs of other committees, the lead agency, and a formerly homeless person. It would be nice to try and engage local government on this committee; we have not been successful in the past, but it is an important long-term goal.
 - d. Michael stated that the CoC needs to update the strategic plan for this upcoming year; this will be helpful for upcoming grant applications as well because we can show what we have done and anticipate doing.

New Business:

- 1. Comments on the HUD System Performance Measures data
 - a. Senior housing needed (24% returning from permanent housing)
 - b. There was an issue with exit from shelters; 66% error because thermal shelters do not have case management due to limited resources. Thermal shelters should be a good place for outreach teams to build relationships to build by-name list.
 - c. There seems to be an increase in calls from individuals with disabilities (11% returning from permanent housing). Many shelters/housing do not have the capacity for people's disabilities (especially physical). Having staff complete SOAR training to be able to help; Email her at Lynn Gray at lgray@nwcsb.com or get in touch with Corey the core lead to

get help through Northwestern's mental health program. It needs to be someone who is actively helping people apply; you have to enter in two applicants a year to retain your certificate.

Meeting adjourned