



**INTERAGENCY COMMISSION ON HOMELESSNESS**

**OPERATIONS COMMITTEE**

**Meeting Summary Notes**

**Wednesday, February 24, 2016**

<b>Attendees</b>	<b>Agency</b>
Ball, Kim	DHHS/Special Needs Housing
Black, Sara	DHHS/Special Needs Housing
Childress-Harvell, Aneise	DHHS/Special Needs Housing
De Kon, Rachel	Friendship Place
Fox-Morrill, Priscilla	Interfaith Works
Frazier-Bey, Jimmy	City of Gaithersburg
Gandell, Miriam	The Dwelling Place
Hong, Christine	Interfaith Works
Horton-Newell, Amy	ICH Chair
Lindberg, Meg	People Encouraging People
Kamara, Fatmata	Dept of Veteran Affairs

<b>Attendees</b>	<b>Agency</b>
Kelly, LaSonya	DHHS
Kirk, Susan	Bethesda Cares
Matthews, Jaye	Stepping Stones Shelter
Matthews, Stacey	DHHS/Special Needs Housing
Mendez, John	Bethesda Cares
Sierra-Koscinski, Sharon	DHHS/Special Needs Housing
Soni, Nili	DHHS/Special Needs Housing
Spencer, Eugene	Housing Opportunities Commission
Todd, Chapman	Zero:2016
Wellington, Janice	NCCF
Williams, Edith	Helping Hands
Whitted, Jonathan	Friendship Place

**Welcome and Introductions:**

- Sara Black convened the meeting and opened with introductions.

**Approval of the September 30 Minutes:**

- The committee voted unanimously to accept the minutes into record as written.

**Governance Charter:**

- The CoC Governance Charter was presented by Sara Black for the annual for review. After careful review, the committee voted unanimously to validate the document for another year effective February 2016. It will be presented again in February 2017.

### **Case Manager Written Standards Explanation Resource:**

- Kim Ball and Nili Soni presented an updated draft of *Understanding the Process of Screening and Making Referrals Based on the Montgomery County Continuum of Care Written Standards*. A discussion about the document and how it should be used.
  - o Christine Hong noted that the document was needed and a good resource. She felt, however, that the document was still too technical for the Clients and was hoping for something with less jargon and very plain language. Kim Ball explained that the first three pages are not intended to be given to the Client, but, instead, to help the Case Managers as they explain the process to Clients. The pages at the end, starting with page 4, are for distribution to the Clients and are marked as such. Christine noted that, while the pages describing the housing are useful, her staff has asked for something that can be handed to the client that explains the process. Sara, Nili and Kim noted that this will be considered once the current document is distributed, has been in use and there is wider feedback.
  - o Christine Hong asked about the qualifying Head of Household and how this is to be chosen. Nili Soni noted that any adult in the household can be designated as the HoH and it is not depended on who receives income or benefits. Stacey Matthews noted that all factors (age, disability and time homeless) must be on the same person and that the HoH can only be a minor if there are no adults in the household.
  - o Sara Black inquired about the plan for distribution/introduction. Nili Soni noted that it will be distributed via email to all Program Managers and Directors via email prior to the March 9<sup>th</sup> Housing Prioritization Committee meeting and the March 17<sup>th</sup> meeting with all the Program Managers and Directors. Eventually the Resource will live in a County website.

### **Proposed New Housing Prioritization Committee Process**

- Kim Ball and Nili Soni presented the new HPC process and distributed the PPt from the final live HPC general meeting. The process is now includes two conference calls with screen sharing which take place on the 2<sup>nd</sup> and 4<sup>th</sup> Wednesdays of the month. There will be a meeting/training with the Program Managers and Directors on March 17<sup>th</sup> to go over the process and create buy-in. There will also be a Task Force that will work on emerging issues such as how to handle the Clients in Transitional Housing that entered prior to the new definition of CH and the Written Standards and developing an Eligibility Matrix that would be used to match clients to the most appropriate projects. This Task Force will meet as needed. The HPC will continue to be chaired by current Chair and

Co-chair and a leadership committee comprised of the HMIS Lead Agency, a DHHS Staff person, a non-profit business partner and a member of a housing authority will continue to support them.

- The HPC committee members expressed encouragement for the process and asked if there will be any live meetings; this remains to be determined and will happen based on the response to the conference call process.

### **Update on Committees**

- Each of the committees of the ICH submitted the report that will be presenting before the Strategic Planning committee in review of year one of the strategic plan and in preparation for year two.

### ***Committee: Performance Review***

Sharon Sierra-Koscinski and Christine Hong presented on Performance Measures. A chair, Denise Anderson retired and was replaced by Christine Hong. Committee is comprised of each project type and HMIS data staff. Goals were to develop a process to assist providers in reviewing outcomes and priorities across programs. There was another goal to provide training and sustainable aides for accurate and complete data entry.

#### *Achievements in Year 1:*

- Committee adopted HUD Performance Measures and added a measure around bed utilization. The measures were listed. There was a delay in examining the actual data as the committee was waiting on the vendor to provide reports around these measures from October to March. Now that some of the reports are available and the committee has begun looking at the data and the methodology, there is a lack of consideration for the time people are spending on the streets and places not meant for human habitation as this population was not statutorily included in HUD's measures. The committee will examine how Outreach data can be included more robustly in years to come.

#### *Work from Year 1 Continuing to Year 2*

- Starting now and moving into year 2, there will be an in-depth analysis of the baseline data and the data quality management process will be updated to incorporate these reports.

#### *New in Year 2*

- The HMIS sub-committee will begin meeting and planning for supporting this work.

### ***Committee: Outreach and Education***

John Mendez reported for the committee. The committee would like to change the name to Education and Outreach hoping to eliminate the confusion about street outreach and the type of outreach implied in the committee's name. The committee struggled to get started. Felt challenged in grasping the purpose of the committee. Found that there was not a good web presence for homeless resources and this needs to change. Also, Jimmy Frazier-Bey finished his year as Co-Chair and John Mendez has taken on the role of Co-Chair. Priscilla Fox-Morrill and Susie Sinclair-Smith offered to have their communications staff help with the campaign work of the committee.

#### *Achievements in Year 1*

- Developed a resource brochure – concerned that no one knows where to find the brochure to use it and it is buried on the ICH page.
- Worked on the definition of Veteran for Montgomery County and supported the effort to end Veteran Homelessness in 2015.
- Developed Disability Documentation Form that will uniformly be used by Crisis Intervention workers and will be accepted by all Housing Providers. This needs to go to the CoC for approval and will be tested.

#### *Work from Year 1 Continuing to Year 2*

- Work on getting Disability Determination Form approved and implemented across all programs and make sure that it is rolled into the documentation that is maintained by the CoC. Understanding the “outreach” part of the committee's task. Is the idea that the committee would create an education campaign that can be used by anyone or is it that requests for someone to talk or present on homelessness would come to this committee and the appropriate person would be sent? John Mendez noted that there should be a dynamic plan that includes developing a campaign, ensuring that there is a clear message and then look for opportunities to engage with the community to share the information and listen to and learn from those engagements.

#### ***Committee: Hospitals and Jails***

La Sonya Kelly presented on the work of the committee. They noted that Montgomery Cares Advisory Board recently gained oversight of all of Montgomery Cares programs for the uninsured which means that along with Care for Kids, they have adopted Care for the Homeless. They will be advocating for seed money for medical respite. The meetings have been helpful in getting hospital staff to understand homeless services and vice versa. This better understanding has led to greater cooperation and coordination that benefits clients.

#### *Achievements in Year 1*

- Did research into respite bed models which included a number of phone interviews and visiting regional programs.

### *Work from Year 1 Continuing to Year 2*

- Work on a grid with the various aspects of medical respite programs and determine which models will work best in Montgomery County.
- Merge with Behavioral Health committee to merge and share resources around discharge planning, systems education and diversion.

### *New in Year 2*

- Once a medical respite model is recommended, work with the Montgomery Cares Advisory Board to propose that \$50k be budgeted as seed money for a medical respite program in Montgomery County.
- System mapping around what happens now systemically when a person has a medical need and what this will look like with a medical respite program in place
- Take hospital workers on a tour of the shelters and centers where clients are being served

### **Next Meeting**

- There will be no meeting in March due to the combined ICH and Community-wide CoC meeting to be held on March 16<sup>th</sup>, 3:00PM at the COB.
- The next meeting will be Wednesday, April 27<sup>th</sup>, 3:30 – 5PM, at the Rockville Memorial Library