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| PA-504 Continuum of Care Governing Board Meeting Minutes |

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| 10/28/2022 | 11:00am-12:00pm | via Zoom |

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| **Distributed Documents**: | * Agenda
* Your Way Home Operations Manual Policies and Procedures October 2022
* Emergency Food and Shelter National Board Program Preliminary Notification of Funding Awards Phase 40 (FY 2022)
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| **Attendees:** | **Governing Board Members:** Synethia Hill, Jason Alexander, Dennis Miller, Adrienne Aiken, Cindy Heron, Brian Gralnick, Jade Utz, Karin Eyrich-Garg, Meghann Radick, Robert Mott, Vera Zanders, Penny Johnson, Mark Boorse, Michelle Connor, Barbara Wilhelmy, Patrick Walsh, Sherilyn Homans West**Guests:** Ruth Almy, Mikaela Lanford, Sabrina Lyons, Trevor Reinhardt, Kayleigh Silver |

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| Notes |

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|  | Welcome – Dennis MillerII. Welcome New Team Members – Office of Housing & Community Development – Synethia Hill* Sabrina Lyons – Homeless Prevention Programs Manager; ERUC/ERAP, EPIC, HOME TBRA, School-Based Initiatives
* Trevor Reinhardt – Your Way Home Data Manager

III. Review & Vote on EFSP: Phase 39 and New Phase 40 – Jason Alexander* Additional grant funding for emergency shelter and emergency food services
* Challenge of the program – reimbursement based
* Currently the CoC is funding 2 phases
* This week, FEMA announced Phase 40, which will be run concurrently with phases 39 and ARPA
* Whoever receives grant for phase 40 can reimburse back to November 1, 2021.
* We can extend the end date of these phases from April 2023 to December 31, 2023
* Recommendation from Jason is to extend the reimbursement date
* Dennis Miller motions to extend the date; Synethia Hill seconds
* Unanimous yes vote from the voting members of the board – the motion is carried

 Spending Deadline extended to December 31, 2023IV. Your Way Home Policy and Procedure Manual 2022 Updates – Mikaela Lanford Highlight> Current Stats/Data and 2023 Provider Trainings* All changes to the manual are highlighted in yellow in the document sent for review to the Board
* Dennis M. raises the concern that the manual, while comprehensive, is too long to be practically valuable
* Vera Zanders offers that the fact that it is sectioned out helps with this issue; the benefit of having it all in one place is that each of the different providers can understand what other providers are responsible for
* Dennis M. offers to add in language that clearly states that to help clarify responsibilities
* Rob Mott suggests putting racial data in the introduction alongside other data and demographic information about the county
* Jason A. in chat suggests including eviction data from the LSC eviction tracker database
* Vera Z. asks if a summary page of changes will be sent to providers. Mikaela L. confirms that yes there will be.
* Updated training expectations – 13 additional trainings will now be annually required of providers, listed in the manual. Open to suggestions for additional trainings to offer or partner agencies to connect with to offer those trainings
* The expectation for all staff will be 30 hours of professional development training a year
* Vera Z. suggests that the explanation of why this is being required is included in the manual, as this is a new requirement; this will help clarify the benefit to providers
* Synethia H. agrees and clarifies the need for ongoing trainings to help keep each agency on the same page and using the most up-to-date standards. We want to make sure all staff are trained to work with our population and respond appropriately
* Synethia H. reminds the board that anyone with suggestions can make changes in the provided document and send to Mikaela L.
* Dennis M. suggests adding a racial equity training to the list provided annually by Your Way Home

 Any changes or recommendations, send by email to all CoC by November 4th or as approved by CoC BoardV. Housing Resource Centers Performance and Outcomes – Synethia Hill and Dennis Miller* The county has contracted with three Housing Resource Centers, responsible for providing the Rapid Rehousing Program and Permanent Supportive Housing Program.
* Move-ins is a part of the HRC contracts. Since 2020, our office has provided a total of $5+ Million to HRCs to move people out of homelessness into permanent housing. They were contracted to move 493 households. In the last 3 years, they have housed approximately 270 households. The HRCs have not been utilizing the additional foundation money appropriately, and some of those funds are being left on the table. 170 households contracted for this year, HRCs have housed 70; rapid rehousing lite, which do not require the work of the housing locator. It is October and the HRCs have not met 50% of their outcomes.
* The Housing Resource Centers are not performing well. The county has the authority to revoke the contracts based on sub-standard performance. Soliciting feedback from the governing board on next steps.
* Meghann R. asks if this has been addressed with the HRCs and what they are saying in response
* Synethia H. explains the quarterly reports and meetings held with the HRCs where performance is discussed. HRCs are pointing to understaffing, burnout, and difficulty locating units
* Meghann R. asks if other organizations were interested in the HRC contracts when they were first given
* Jason A. explains in the HRC contracts are done in a competitive RFP process every 3-4 years. The three providers which started in 2014 are the current HRCs
* 2023 is the final year for the current contract
* the county has a very large community queue/by name list and is in crisis regarding unsheltered homelessness
* Barbara W. acknowledges her relationship to one of the HRCs; she appreciates the concern but is confused that if that data has been bad since 2018 there has not be a conversation with the county before now; challenges on their end have been the shortage of affordable housing in the county; it is very difficult to process housing vouchers in a timely manner, especially during COVID; Barbara W. would advocate for all of the HRCs to meet as a group to coordinate a strategy for improvement
* Adrienne A. also raises the pandemic and rising rents as a major barrier moving households through rapid rehousing in places they’d be able to maintain
* Dennis M. clarifies that communications with the 3rd quarter numbers are going to go out to the providers with an offer to continue the conversation and listen to explanations from the HRCs; Dennis suggests sticking to the contract
* Vera Z. agrees that there is an overarching issue with multiple providers, and those same issues may be repeated with any providers
* Synethia H. brings up issue of management and internal standards as important for outcomes. Housing locators are central to successful outcomes. All HRC managers meet weekly on Monday morning and share techniques and problems
* Mark B. comments on seeing providers issues and systems as both relevant to the conversation; what are the system level issues and how can the governing body of the CoC interact with those things, as well as issues on a provider level
* Jason A. suggests that talking about the HRCs is a discussion of the core strategy for ending homelessness, rapid rehousing; all 3 currently have HUD grants which the CoC approved. HUD looks at performance of all approved projects. System performance measures are a large part of the scoring method from HUD for annual funding applications. It is important for the governing board embrace this concern and think about the future of rapid rehousing as our core strategy. Perhaps a non-conflicted subgroup of the governing board could get into these issues and talk to the HRCs, and come back to the governing board and give a report on what is happening and next steps
* Synethia H. and Ruth A. will work on creating this subgroup and will send out a survey for interest
* Board agrees to proceed with subgroup

VI. Feedback & Input, Announcements, Closing Statements (Open to Group)VII. Adjourn – Dennis Miller |
| Action Items |  |
|  | * Upcoming Survey to join non-conflicted subgroup for HRC review
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| Next Meeting |  **at 11:00am** |