



INTERAGENCY COMMISSION ON HOMELESSNESS

CONTINUUM OF CARE OPERATIONS COMMITTEE

**Meeting Summary Notes
Monday, November 30, 2015**

Attendees	Agency	Attendees	Agency
Anderson, Christopher	Department of Housing and Community Affairs	Rettner-Dayhoff, Meredith	National Center for Children and Families
Ball, Kim	DHHS/Special Needs Housing	Schaak, Gina	Technical Assistance Collaborative
Black, Sara	DHHS/Special Needs Housing	Schiller, Jennifer	Montgomery County Coalition for the Homeless
Blasco, Anna	National Alliance to End Homelessness	Sinclair-Smith, Susie	Montgomery County Coalition for the Homeless
Fox-Morrill, Priscilla	Interfaith Works	Soni, Nili	DHHS/Special Needs Housing
Horton-Newell Amy	ICH, Chair	Stanley, Christina	People Encouraging People Outreach
Kirk, Susan	Bethesda Cares	Swartz, Kristy	People Encouraging People Outreach
Knott, Lauren	Technical Assistance Collaborative	T. Sanders	Long Winding Road Programs, Inc
Lindberg, Meg	People Encouraging People Outreach	Todd, Chapman	Zero: 2016-MC Coalition for the Homeless
Matthews, Stacey	DHHS/Special Needs Housing		

Introductions:

- Nadim Khan convened the meeting with introductions.
- Kristin Swartz of People Encouraging People announced that she will be changing positions within the Agency and no longer working with Montgomery County’s Homeless Outreach Project. She introduced her replacement, Margaret “Meg” Lindberg and Christina Stanley and shared that one of them will be joining the committee.

Approval of the September 30 Minutes:

- Nadim Khan moved that the minutes be approved, Susan Kirk seconded the motion and the committee voted unanimously to accept the minutes into record as written.

Gap Analysis by TAC:

- Lauren Knott and Gina Schaak of TAC presented the updated chart titled “Table 1: Current System – 2015 HIC and PIT Estimates” based on the feedback that was given during the October meeting. These updates include the inclusion of the winter seasonal and overflow beds, the addition of the Safe Haven beds and some clarification in the labeling within the column and row headers.
- There was a discussion about the Analysis and the Tool that would be delivered as a result of the Analysis. There were also several comments/discussions about the general process of right-sizing, the changes that have occurred in the CoC and the impact of those changes on the population in our Crisis beds.
 - o Priscilla Fox-Morrill noted that the more robust winter numbers do not indicate the “Gap” between the need and available crisis interventions during the summer months. The TAC representatives explained that the resulting Tool would be able to be used to make the same comparisons at any time of year.
 - o Susie Sinclair-Smith agreed with the previous statement and brought up the impact of high client to case manager ratio on the ability of staff to assist clients in exiting the crisis beds in a timely manner. The TAC representative explained that the Analysis and resulting Tool are only one part of the discussion and that ideally, it would be used along with data such as the Ct/CM ratio to help find the right size system.
 - o Nadim Khan noted that the winter overflow shelter for men was now in a permanent County owned facility and that, based on the CoC’s analysis and factors such as funding, it could be a resource year round. Priscilla Fox-Morrill inquired if this could be used for women. It was noted that the discussion about the new facility and it’s use would be more appropriate after the Tool was in hand and was being used by the CoC in it’s right sizing process.
 - o Priscilla Fox-Morrill commented on the changes in the Housing Prioritization process as informed by the Written Standards has resulted in an increase in Length of Stay (LoS) in Crisis beds, an unwillingness of clients to go into Transitional Housing and clients currently in Transitional Housing who have been identified as needing Permanent Supportive Housing (PSH) being “stuck” as they have lost their Chronic Homeless Status. Kim Ball noted that while this is true, there has been an increase in clients moving from street homeless to PSH and that this lag in the system is to be expected as the needs of those who are outside and therefore more vulnerable are being met more quickly and efficiently than ever. Susan Kirk confirmed that Bethesda Cares has seen more movement. Lauren Knott of TAC noted that this is part of the greater right-sizing process during which the Tool would be used.
- Gina Schaak and Lauren Knott proposed that there be a ½ day meeting with the CoC and the appropriate leadership from our Homeless Services providers to hold a work session to come up with a clear understanding of the current stock, where the gasps are

and start the conversation about how to get to the right size system for our clients. They described the way they have done these workgroups in the past.

- Nili Soni expressed concern about the manner of producing the Gaps Analysis and felt it was somewhat uninformed and based on national strategies/trends but not on what has been happening in Montgomery County since our system change.
 - Nadim Khan agreed that a meeting would make sense but thought that a different method of presentation would be more appropriate for Montgomery County.
 - The TAC team agreed to adjust the methodology and use not only PIT and HIC data but incorporate numbers related to the system change such as the number of placements into PSH and Rapid Re-Housing (RRH) since the system change.
 - Amy Horton-Newell noted that prevention services and non-residential emergency interventions need to be included in the ½ day work session.
 - Dates for the meeting were discussed. January 13th was the proposed date. Location to be decided.
- Table 2: Current System – Estimated Monthly System Turnover was also distributed but was not discussed as the allotted time was exhausted on Table 1 and the resulting discussion. Table 2 and the other Tables will be presented at the Gap's Analysis Leadership Meeting.

Follow-Up on Written Standards - TAC:

- Lauren Knott and Gina Schaak from TAC 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 audience, wording and grammar took place.
- There was a discussion about if the document was for Case Managers to use for themselves to reference while working with clients or was it intended for actual distribution to the clients. This informed a discussion about the “person” and use of “my, I, etc...” it was determined that Case Managers could distribute the form to the clients.
 - Several people objected to the use of the word “intervention” and it was replaced with “options”. Several other minor changes were suggested.
 - Suggested edits will be made and the next draft will be distributed via email for edits and approval.

Update to HMIS Release – regarding updating the important documents on HMIS

- The document that was updated based on the feedback in the October 28th meeting.
- T. Sanders suggested that instead of “Approved” the date should read “Received” so that there was no implication that the worker was approving the document and it could be updated rather than have another form signed.

- As there were very few edits, the committee agreed that the document was considered approved pending the edits.

Update on Homeless Resource Day

- The day was a success.
 - o There were over 450 people in attendance from more than 375 households.
 - o There were 73 vendors.
 - o There were over 300 volunteers.
 - o The final official report is to come.

Other Business

- Nili Soni distributed copies of the Montgomery County Interagency Commission on Homelessness Annual Report for 2015.

The next meeting is scheduled for January 13, 2016 afternoon for Gap Analysis, Location to be determined.