



INTERAGENCY COMMISSION ON HOMELESSNESS

CONTINUUM OF CARE OPERATIONS COMMITTEE

Meeting Summary Notes

Wednesday, September 30, 2015

Attendees	Agency	Attendees	Agency
Anderson, Christopher	Department of Housing and Community Affairs		
Ball, Kim	DHHS/Special Needs Housing	Khan, Nadim	DHHS/Special Needs Housing
Bird, Diana	Housing Opportunities Commission		
Black, Sara	DHHS/Special Needs Housing	Knott, Lauren	Technical Assistance Collaborative
Blasco, Anna	National Alliance to End Homelessness	Whitted, Jonathan	Friendship Place
		Schaak, Gina	Technical Assistance Collaborative
Fuje, Ferework	Catholic Charities	Sinclair-Smith, Susie	Montgomery County Coalition for the Homeless
Fox-Morrill, Priscilla	Interfaith Works	Soni, Nili	DHHS/Special Needs Housing
		Pope, Kamika	Community Ministries of Rockville Housing Programs
		Swartz, Kristy	People Encouraging People Outreach
Hochron, Jean	DHHS/Public Health Services	Todd, Chapman	Zero: 2016-MC Coalition for the Homeless
Hong, Christine	Interfaith Works	Thames, Jeffrey	Hope Restored
Horton-Newell Amy	ICH, Chair	Williams, Edith	Helping Hands Shelter

INTRODUCTIONS

Nadim Khan convened the meeting with introductions.

TAC

The Consultant discussed about conducting a Gaps Analysis which requires looking at the housing stock as it compares to the needs. It will also require to look over all funding resources like HUD, County, Federal Government and all other funding resources and comparing that with HIC numbers. The end result is to get to a point of right sizing the system to see how much rapid rehousing is needed, how much transitional housing is needed and how much PSH is needed. Consultants shared that by the end of the year the final tool will produce numbers and ideas on

where the CoC stands. Consultants discussed about the performance measurements because in the NOFA this year they are a little bit more descriptive and they talk a lot about it and it is weighed very heavily.

- **ACTION:** Consultants will participate in the Next Performance Review Committee meeting.

Implementation of Written Standards

- Kim Ball shared that it's hard for people to understand the process. We get continuous request to advocate for a client that may not be the appropriate. We are getting feedback that as we are focusing on housing our Veterans and housing the chronically homeless as to "why so-so get a house over me".
- The latest hurdle is how to get the transitional shelters on line because the transitional shelters are focused differently in the NOFA this year.
- Also trying to make sure that our Correctional people and our Behavioral health people are getting the referral process. Our behavioral health people are not HMIS and they really don't want to be, because they have HR (the electronic Health Records) another state database. So they are feeling overwhelmed with databases but they still want to refer their clients. So we are thinking about utilizing our outreach programs, so that they can connect with the Detox centers, Behavioral health and our clients that have substance dependence issue or mental health issues that haven't gone to a shelter. Outreach could provide the case management referral to shelter.
- Interfaith Works has volunteered to do a training on how to the homeless assessment tool and do it accurately. Also MCCH has agreed to help coordinate a Webinar with Org Code to do training for the behavioral health site. We just need to get the training and education out there but that has come with hiccups along the process.
- Christine Hong shared that has been hearing from the case workers that some of the clients are confused and somewhat angry because they have been waiting for apartments and now might not be eligible based on their score. And I would say there is more of a need for the clients to understand the changes because some of them were waiting in emergency transitional housing to be eligible for permanent supportive housing and that has been taken away based on their score.
- Kim Ball said that it hasn't been taken away and but that's only one component of the housing option. Based on your needs you are given this prioritization and this prioritization says that you can resolve in your own homelessness if you focus on the vocational program we referred you to.
- Christine Hong said that the clients understood that they had to wait the six months and they would get on the list. Now they can get on the list immediately and may never be

eligible for permanent supportive housing if they have a low score. And I don't think that is clear. People are still making decisions on referrals.

- Kim Ball said that we don't have in our written standards what happens to someone who declines transitional housing thinking if they wait long enough they will get into permanent supportive housing. And how many of those declines would we accept? Because we don't want to encourage people to live in an emergency shelter.
- **ACTION:** TAC is going to put together some talking points/bullets for case managers and intake staff to explain the changes to the overall prioritization/eligibility process.

Uploading important documents on HMIS (Birth certificates, ID, Social Security)

Nadim Khan shared that he talked with the County risk manager who said its fine to upload the documents so we can do that as long as we have the appropriate release forms filled out.

Kim Ball recommended that we update the authorization form to be more specific. Some clients refuse to sign the HMIS release. They don't even get enough information to put in HMIS. And some clients may say you can upload my birth certificate but not my social security card. So we need to update the form to a inform consent so the client could identify which document or all they would be willing for us to upload.

- **ACTION:** The HMIS Authorization form will be updated with the recommended changes and will be presented to the CoC in the next meeting for final approval.

Other business

NOFA information session was scheduled on Monday, September 28th for project applicants to go over the process and share what the allocation committee would be looking for which would get uploaded onto the web. Another thing that would get uploaded would be a broader overview of the review and making process. The first hurdle is anyone interested in applying for a new project needs to submit a letter of intent or interested in voluntary reallocating needs to Kim Ball by close of business Monday and the renewal project application are due on the 19th and new project applications are due on the 21st.

Kim Ball shared that evaluation documents and APRs are due on the October 7th.

Homeless Resource Day- Nadim shared that there will be coat drive and criminal expungement will be provided by Shepherds place. Transportation will be provided to clients. Nadim has asked for 300 tokens.

Next Meeting: Wednesday, October 28th 3:30-5:00pm