Montgomery County Interagency Commission on Homelessness

JANUARY 10, 2023

VIRTUAL ZOOM MEETING

AGENDA

- Welcome and Introductions
- Review and Approve November Minutes (VOTE)
- Zero for All Populations Update
- Committee & Work Group Updates
- CoC Written Standards Update
- CoC Program Updates
- Public Comments
- Announcements

Zero for All Populations Update

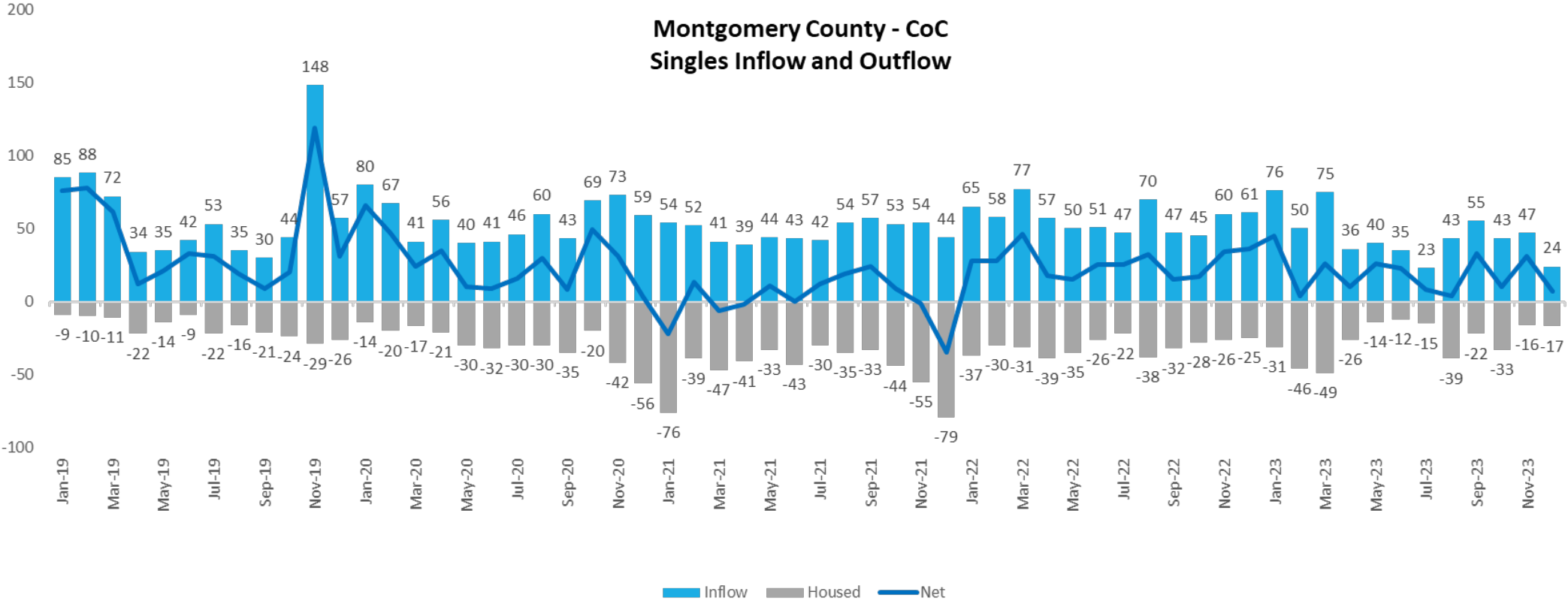| Working Group	By December 30, 2023, we will have…
Youth	A fully operational Coordinated Entry System for Youth
Families	An average length of time from ID to Move-in of 45 days
Seniors	Decreased the number of seniors entering homelessness by 50% (from 6 to 3)
Vulnerable Adults	An average length of time from Assigned to Housed of 45 days
Veterans	No more than 7 Veterans experiencing homelessness (down from 10)
Other Adult-Only Households	Housed 350 individuals

6-Month Milestones

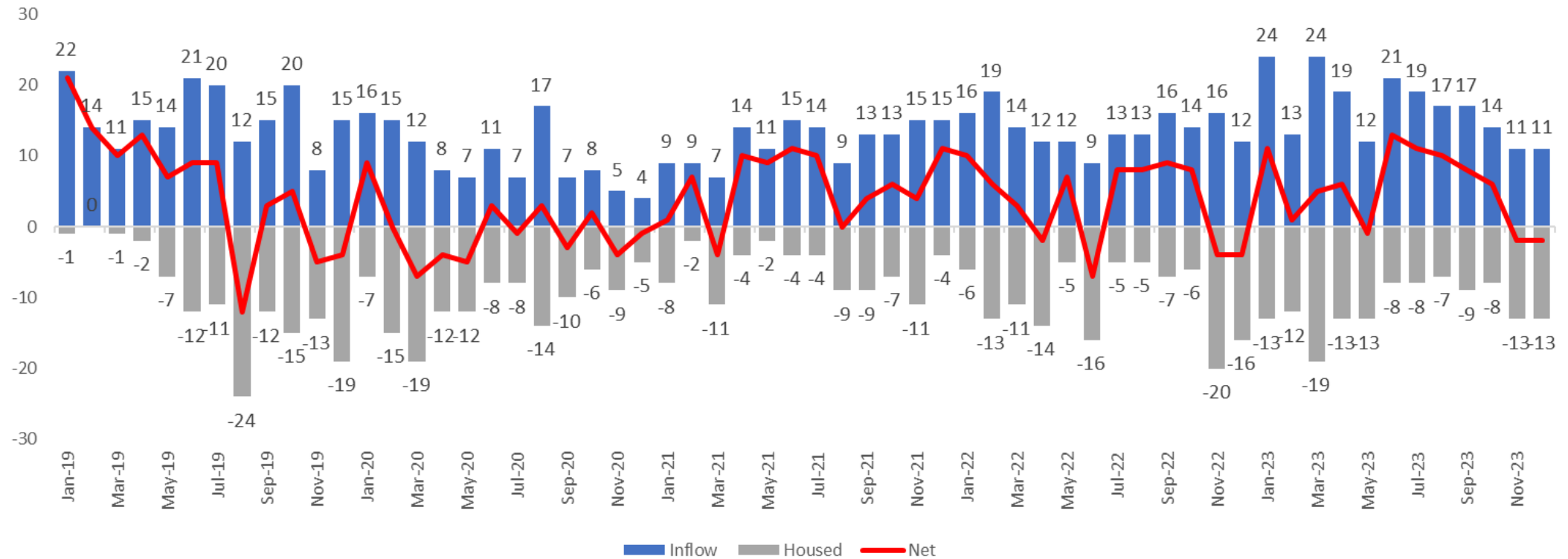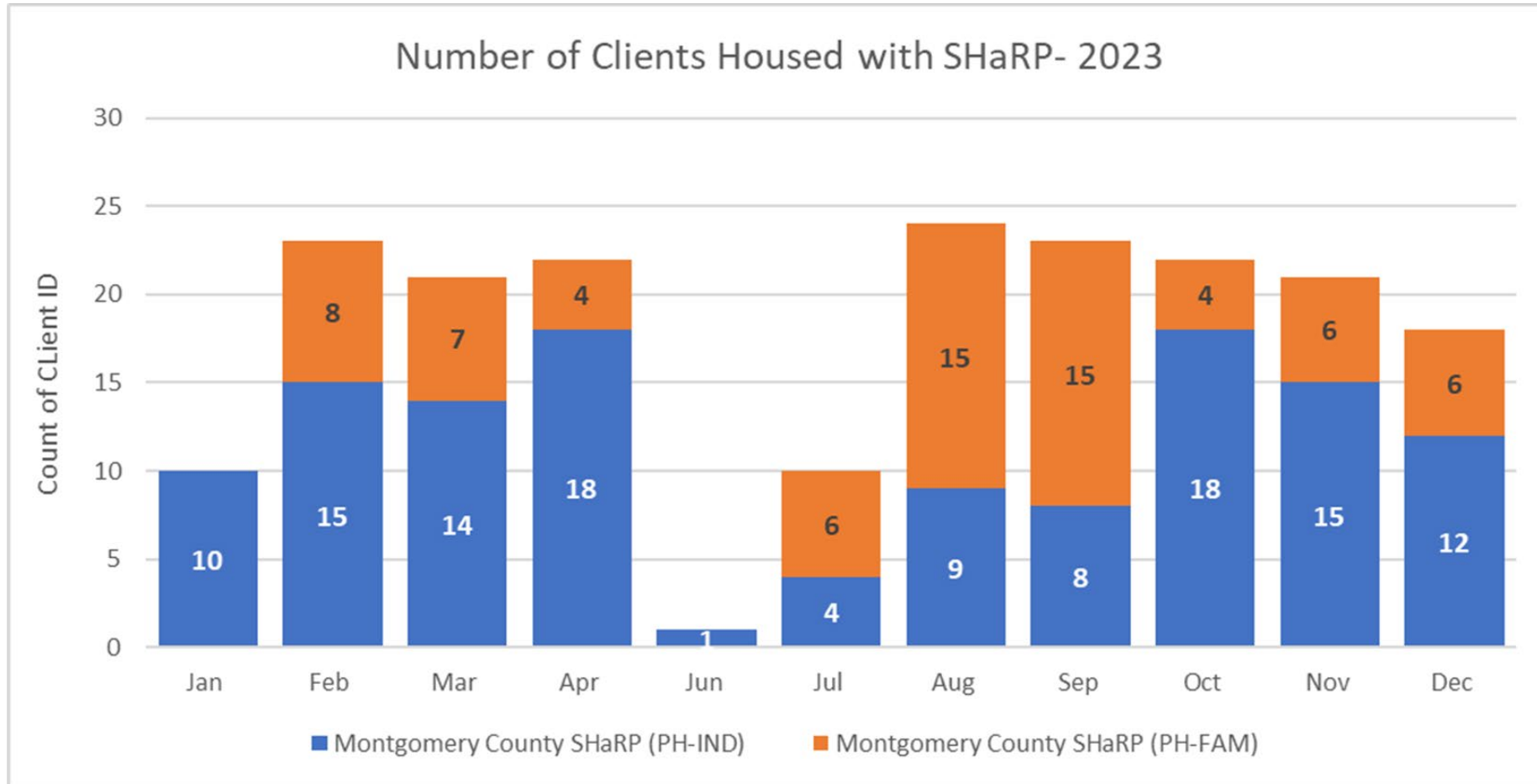| Working Group	Goal	Baseline (12/15/22)	7/1/23	8/1/23	9/1/23	10/1/23	11/1/2023	12/1/23
Youth	A fully operational Coordinated Entry System for Youth	Youth Drop-In Center established TAY VI-SPDAT for youth. Currently working on matching assessments with appropriate housing intervention.						
Families	An average length of time from ID to Move-in of 45 days	61	101	218	237	147	112	328
Seniors 62+	Decreased the number of seniors entering homelessness by 50% (from 6 to 3)	6	1	4	7	4	9	1
Vulnerable Adults	An average length of time from Assigned to Housed of 45 days	200	115	80	80	165	114	178
Veterans	No more than 7 Veterans experiencing homelessness	10	14	12	12	12	12	13
Other Adult-Only Households	Housed 350 individuals (Cumulative from 12/15/2022. *Exits to housed destinations)*	Starting at 0	441 (+16 since previous month)	485 (+44 since previous month)	527 (+42 since previous month)	545 (+18 since previous month)	559 (+14 since last month)	567 (+8 since last month)

How are we doing?

Montgomery County - CoC
Singles Inflow and Outflow

Inflow values: 85, 88, 72, 34, 35, 42, 53, 35, 30, 44, 148, 57, 80, 67, 41, 56, 40, 41, 46, 60, 43, 69, 73, 59, 54, 52, 41, 39, 44, 43, 42, 54, 57, 53, 54, 44, 65, 58, 77, 57, 50, 51, 47, 70, 47, 45, 60, 61, 76, 50, 75, 36, 40, 35, 23, 43, 55, 43, 47, 24

Housed values: -9, -10, -11, -22, -14, -9, -22, -16, -21, -24, -29, -26, -14, -20, -17, -21, -30, -32, -30, -30, -35, -20, -42, -56, -76, -39, -47, -41, -33, -43, -30, -35, -33, -44, -55, -79, -37, -30, -31, -39, -35, -26, -22, -38, -32, -28, -26, -25, -31, -46, -49, -26, -14, -12, -15, -39, -22, -33, -16, -17

Legend: Inflow | Housed | Net

Montgomery County - CoC HH with Minor Children (Families) Inflow and Outflow
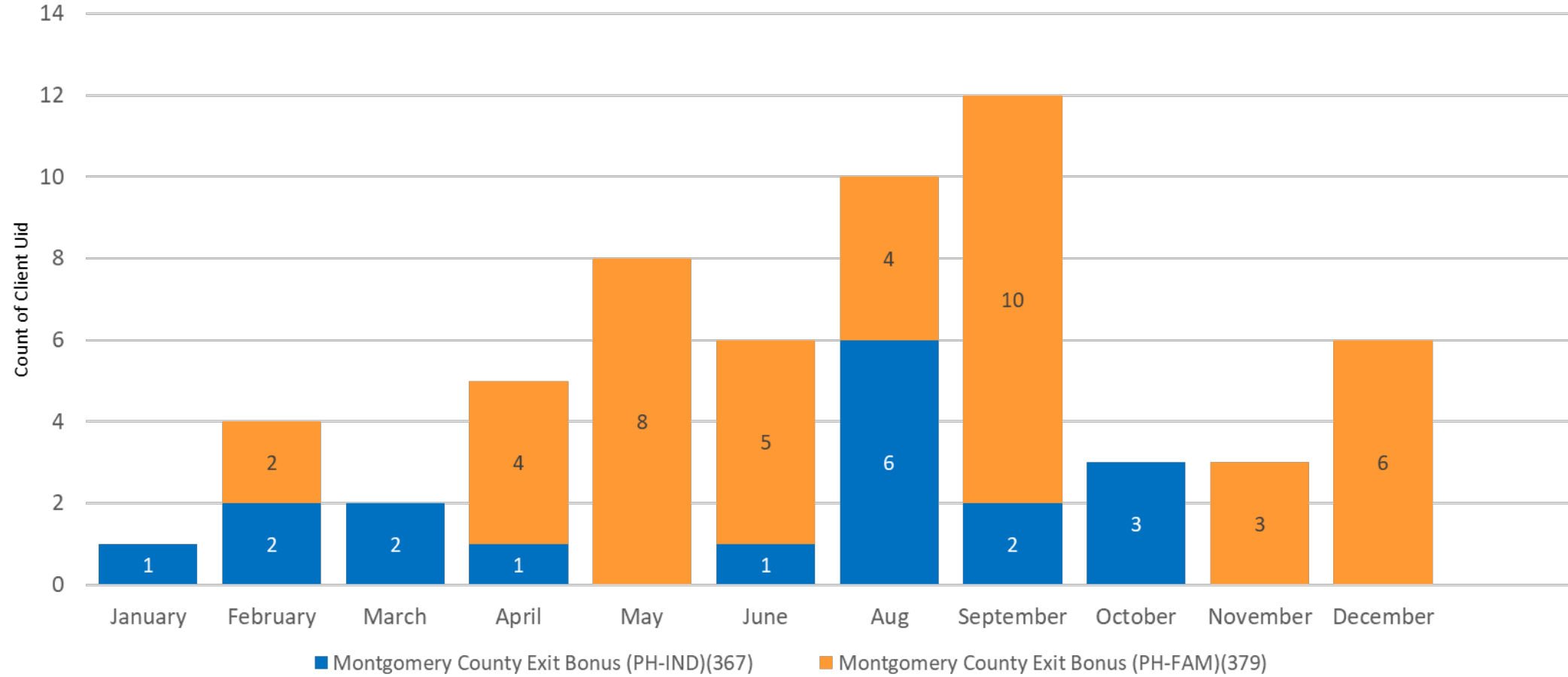
SHARP

Number of Clients Housed with SHaRP- 2023

Exit Bonus

Number of clients housed with Exit Bonus in 2023

Committee & Workgroup Updates

PEOPLE'S
RACIAL EQUITY
OUTCOMES & IMPROVEMENT
YOUTH
WORKFORCE DEVELOPMENT

COG & Written Standards Analysis
Update

Prepared for Montgomery County, Maryland
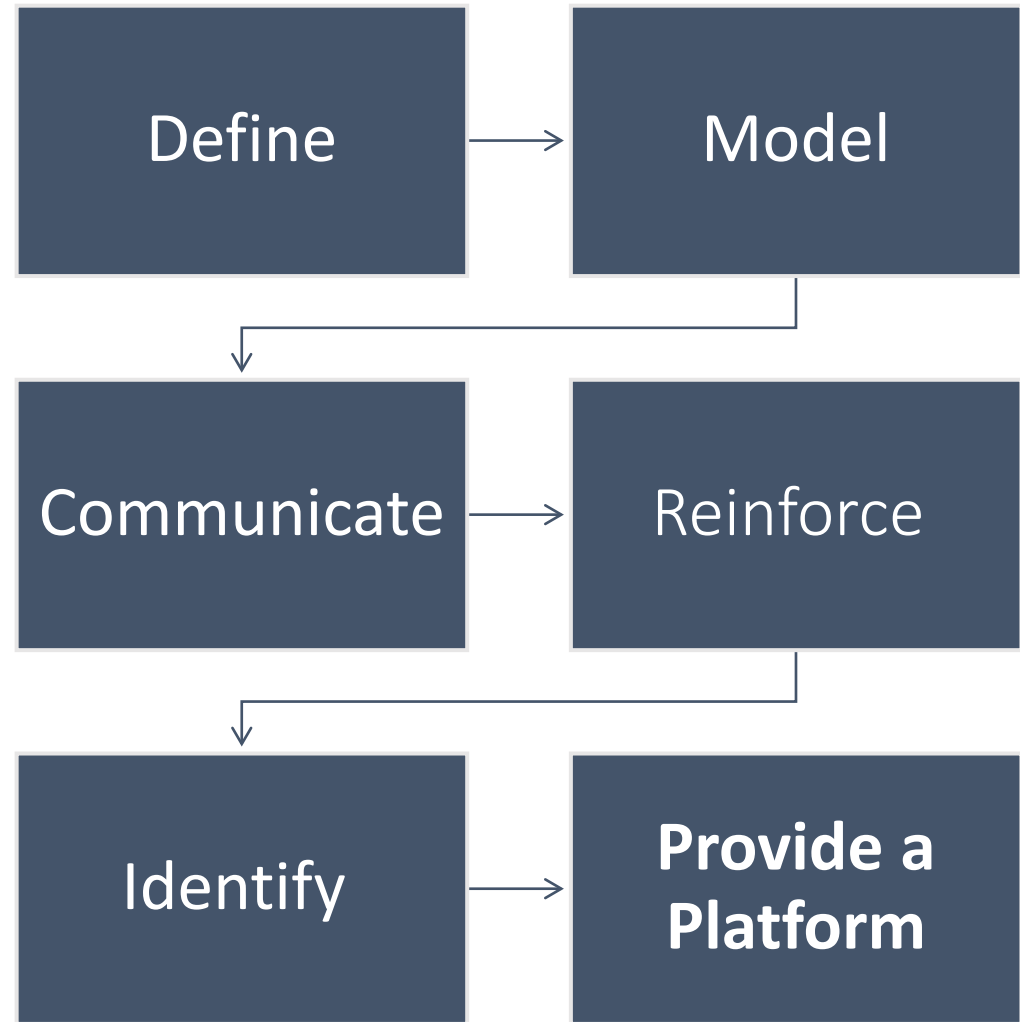
Interagency Commission on Homelessness

January 10th, 2024

Agenda

- COG
  - Analysis Findings
  - Common Themes
  - What now?

- Montgomery County Written Standards
  - Focus Group & Survey Findings
  - Recommended Updates
  - Timeline for Update

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Written Standards Help Communities

Define → Model

Communicate → Reinforce

Identify → **Provide a Platform**

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Analysis of Written Standards Across COG

Lack of System Coordination

Different assessment tools utilized at entry points across the COG:

- VI-SPDAT (SPDAT, F-SPDAT, Y-SPDAT)
- Locally-developed Housing Options Targeting Tool (Families)
- NAEH Comprehensive Assessment Tool
- Guest Information Form

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Lack of Access & Inconsistencies in System Navigation
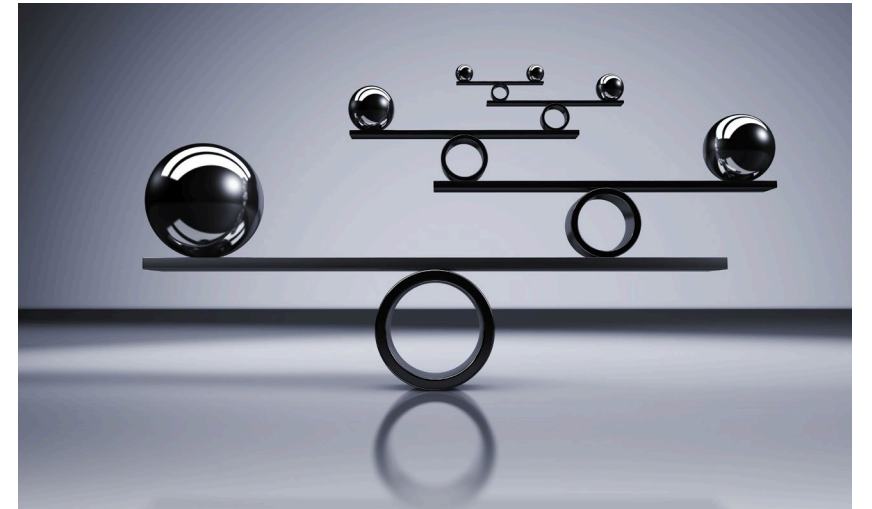
Access Points

- Single and Multiple Points of Access

Eligibility Documentation

- Proof of residency
- Income & Assets

Provider Reporting Standards across systems

- HMIS
- Referral timeline & Reporting/Recording Vacancies

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Differences in Alignment & Interpretation of Values

- **Accessibility and Inclusion**
  - "Only in-person" assessments are not housing first
  - Applications aren't completed without submission of ID & SS card

- **Ensure system is transparent to users and operators**
  - Culturally Competent Resources (multiple page documents with acronyms and complex concepts).
  - Translation Services/Persons with Limited English Proficiency

- **Provider Principles**
  - Denial of referrals/Dismissed from services - Staff bias when it comes to participation and "buy-in" from system users
  - Engagement of People with Lived Experience

Focus Groups

The Corporation for Supportive Housing (CSH) and the Montgomery County Department of Health and Human Services (the County) hosted three (3) focus groups with providers, persons with system utilization expertise, and system partners to solicit feedback towards and inform the direction of Written Standards.

Through the focus groups CSH was able to obtain feedback from thirty-four (34) unique contributors.

Focus Groups

Major themes identified across all three focus groups were:

- Lack of System Coordination
- System Gaps in Access and Inclusion
- Inconsistencies in Provider Performance, Standards, & Reporting
- Differences in Alignment & Interpretation of Values

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Lack of System Coordination

Participants across all focus groups expressed observations of lack of coordination across the system and among providers, sometimes including same-agency providers, and that the lack of coordination resulted in continued/prolonged housing instability and homelessness.

Key Contributing factors:

barriers in access

limited resources/support

lack of consistency of services and providers

gaps within system coordination and information

difficulties in maintaining Housing First

principals

"disconnect" in cross-program coordination efforts

System Gaps in Access and Inclusion

Participants across all focus groups noted the difficulty for persons in need of services to access and navigate the system. Many participants called out bias, lack of consistency in equity practices, and inconsistency in system and programmatic values as major contributors to the barriers in system access and navigation. All groups specifically called out gender-identity, race, age (specifically youth), migrant status, diagnosis, and proficiency in the English language as major determinants in the ability of utilizers to gain access to and navigate the system.

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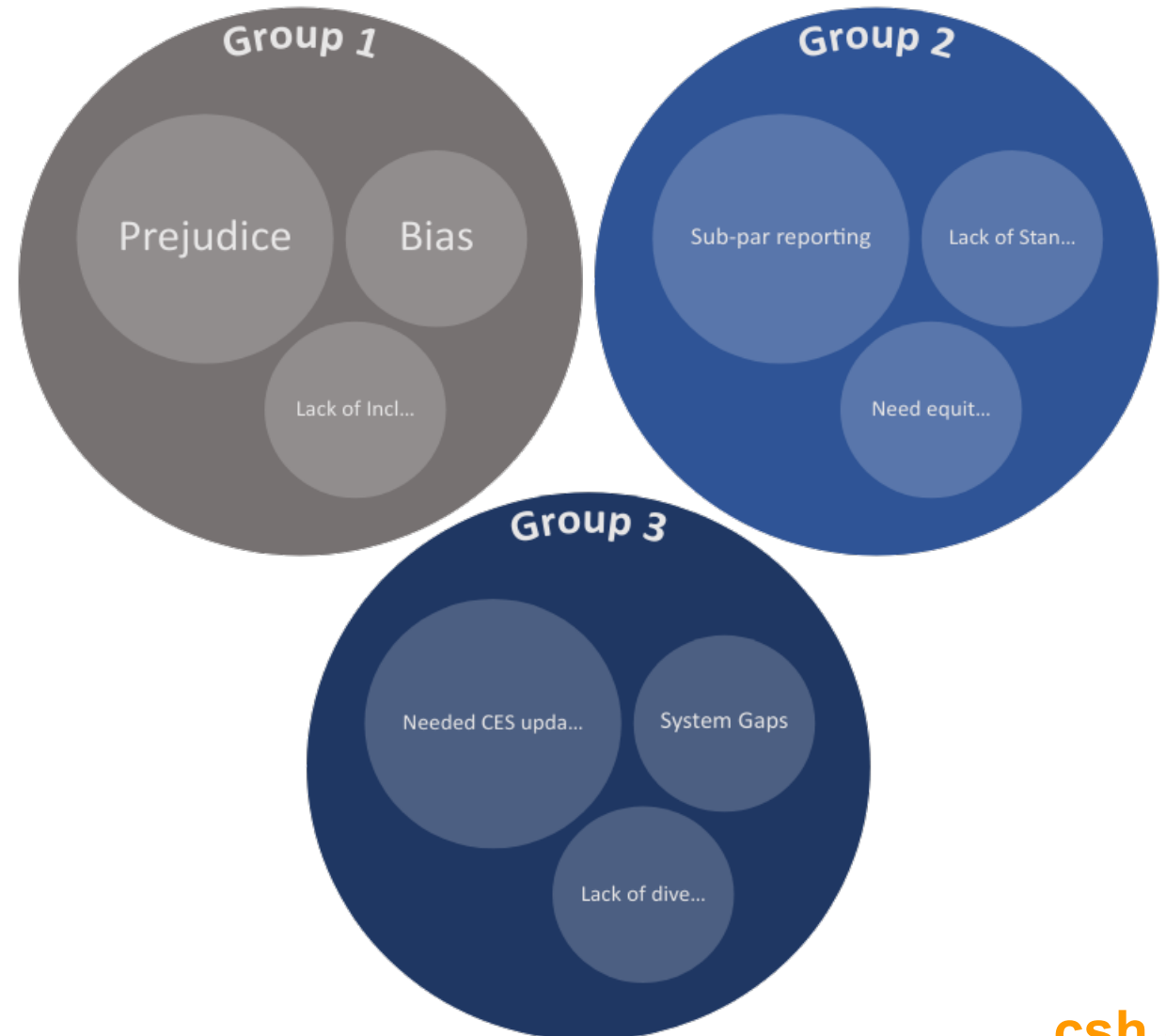
Inconsistencies in Provider Performance, Standards, & Reporting

Participants in each group commented on the lack of consistency across providers, specifically in reporting and engagement requirements. It was noted that the lack of consistency can sometimes result in loss of information, failure to provide proper assessments, and delayed assistance.
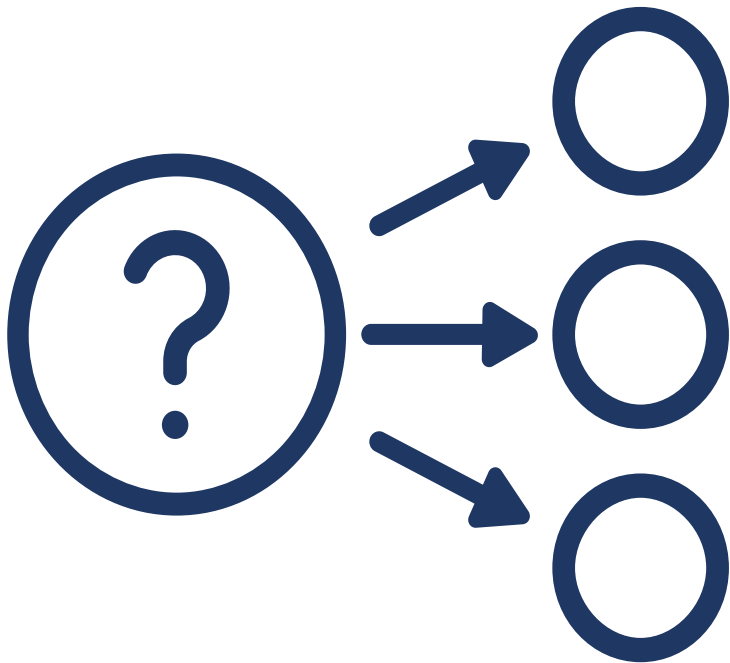
Some common causes were:

- Gaps in HMIS information /utilization
- Extensive and unreliable documentation
- Barriers of intake assessments
- Lack of staff training/expectations

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Differences in Alignment & Interpretation of Values

Participants across all groups discussed misalignment or separate interpretations of system values and goals. Participants specifically highlighted differences in areas such as equity principles, adherence to Housing First values, and in addressing the needs of high-barrier populations.

Limited feedback opportunities

Lack of transparency

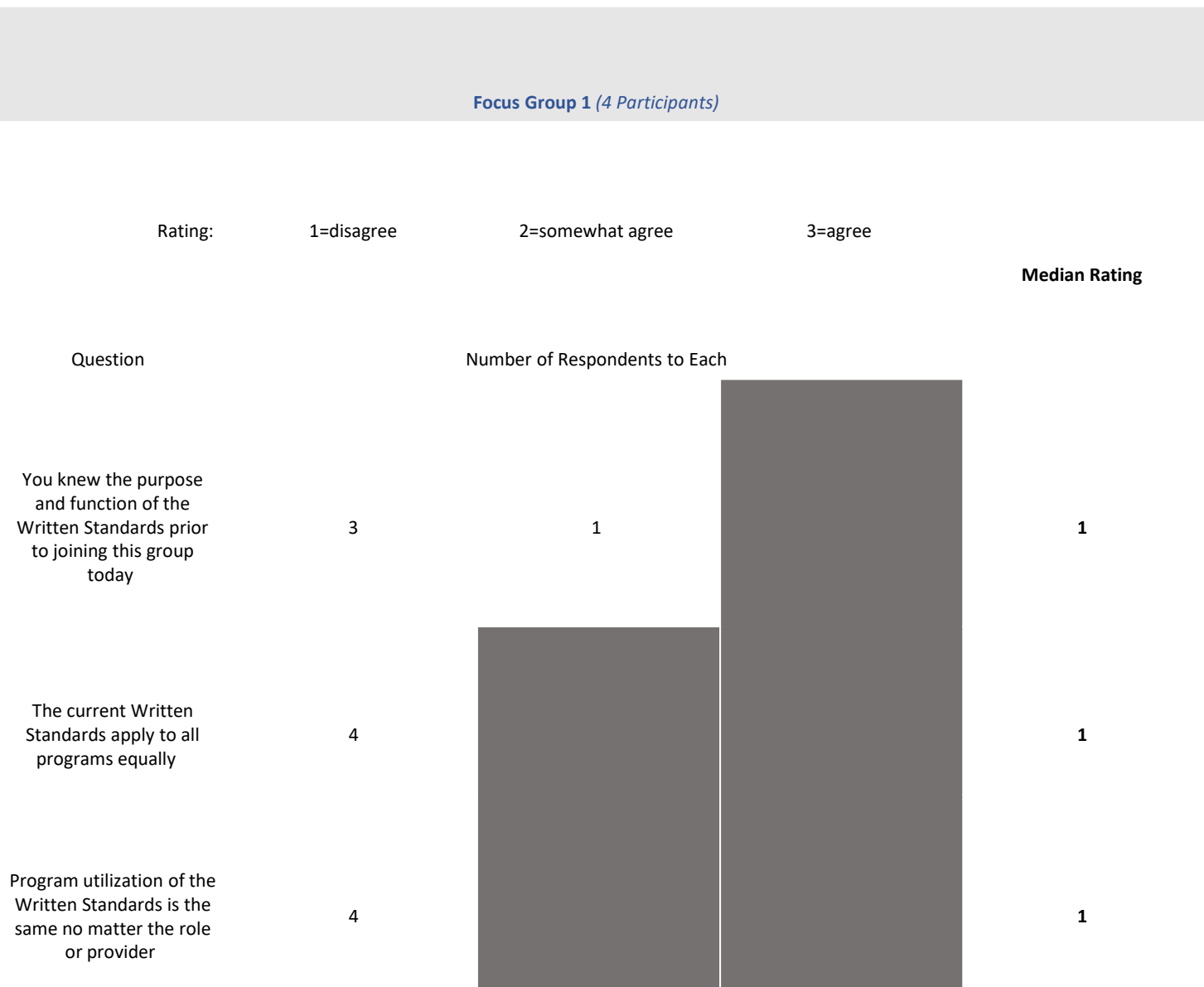No focused training or mandates to ensure adherence

Lack of "buy-in" to system values

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Overall Assessment

Participants in each group were asked to rate the extent to which they agreed with three statements when considering the current Written Standards. Each statement was rated on a three (3)-point scale. The table below shows the ratings by participants, the median rating for each question per Focus Group, and the overall weighted average of the effectiveness of the current Written Standards.

Focus Group 1 *(4 Participants)*

Rating:	1=disagree	2=somewhat agree	3=agree	
				Median Rating
Question	Number of Respondents to Each			
You knew the purpose and function of the Written Standards prior to joining this group today	3	1		1
The current Written Standards apply to all programs equally	4			1
Program utilization of the Written Standards is the same no matter the role or provider	4			1

	Focus Group 2 *(15 Participants)*					Focus Group 3 *(15 Participants)*			

Rating: 1=disagree   2=somewhat agree   3=agree

Rating: 1=disagree   2=somewhat agree   3=agree

Median Rating

Median Rating

Question	Number of Respondents to Each				Question	Number of respondents to each			
You knew the purpose and function of the Written Standards prior to joining this group today	8	5	2	**1**	You knew the purpose and function of the Written Standards prior to joining this group today	4	6	5	**2**
The current Written Standards apply to all programs equally	15			**1**	The current Written Standards apply to all programs equally	4	9	2	**2**
Program utilization of the Written Standards is the same no matter the role or provider	15			**1**	Program utilization of the Written Standards is the same no matter the role or provider	15			**1**

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The overall rating of the Written Standards based on these questions was 1.15 on a scale of 3.

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Survey

CSH along with the County developed an in-depth survey aimed to seek feedback from system utilizers, providers, and relevant partners on their knowledge and use of the Written Standards. This Survey was distributed by the County via email and by sharing the QR code. The survey was open for a total of one- hundred and thirty-five (135) days from August through December of 2023.

The Survey provided forty- six (46) unique responses which were analyzed by CSH in December of 2023.

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Survey

Montgomery County, MD Homeless System Written Standards Community Feedback Survey

Major themes identified through the survey were:

- Misalignment in Expectations & Values
- Gaps in Diversity, Equity, and Inclusion
- Limited Consistency and Transparency
- Lack of Collaboration

Survey

1.97
Average Rating

Question: How well are the expectations of providers established in the current Written Standards applied across programs?
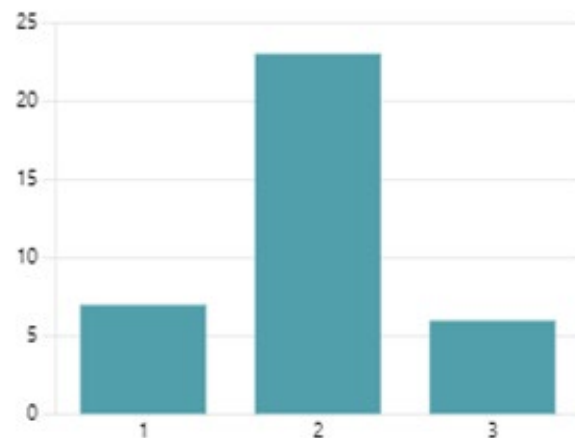
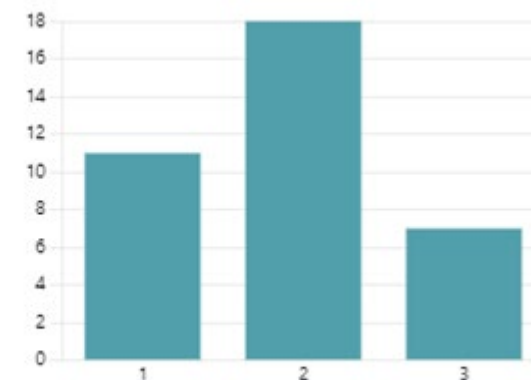66% of respondents reported that they **somewhat believed** the Written Standards established standard expectations across providers.

Most respondents reported that engagement of system utilizers **could be improved**.

1.89
Average Rating

Question: How well do the current Written Standards promote meaningful engagement of Persons with Lived Experience (PLE)

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Survey

- 47% of respondents reported that they believed the Written Standards center diversity, equity, and inclusion-22% believe they do not at all center these principals.

- 64% of folx who took the survey reported that the expectations of providers established in the current Written Standards were only somewhat consistently applied across all programs.

Respondents were asked to rate their agreement with each statement based on their familiarity with the program(s)			
Outreach (*28 Respondents*)			
Response:	3=Completely	2=Somewhat	1=Not At All
Statement	Number of Respondents to Each		
The current outreach services are effective in identifying, engaging and assessing need	14	12	2
The current outreach services are effective in referring people to resources	14	13	1
The current outreach services are effective in reporting any changes to statuses	7	17	4
The current outreach services are effective in documenting contact and collecting needed documents for referred programs and services	9	16	3
Case management services are provided on a voluntary and consistent basis	13	13	2
Shelter (*9 Respondents*)			
Response:	3=Completely	2=Somewhat	1=Not At All
Statement	Number of Respondents to Each		
The current shelter services meet the community need	0	7	2
All utilizers can expect similar treatment regardless of shelter provider	2	6	1
All shelters available are safe for all utilizers	3	3	3
All shelters are low barrier and easy to access	3	3	3
Case management services are provided on a voluntary and consistent basis	4	4	1
Transitional Housing (*3 Respondents*)			
Response:	3=Completely	2=Somewhat	1=Not At All
Statement	Number of respondents to each		
Eligibility is clear and standard regardless of provider	1	1	1
The program is low barrier and easy to access	2	1	0
Case management services are provided on a voluntary and consistent basis	1	1	1
Rapid Re-Housing (*3 Respondents*)			
Response:	3=Completely	2=Somewhat	1=Not At All
Statement	Number of respondents to each		
Eligibility is clear and standard regardless of provider	2	1	0
The amount and of time rental assistance provided promotes housing stability for utilizers	0	2	1
Case management services are provided on a voluntary and consistent basis	1	2	0
Permanent Supportive Housing (*3 Respondents*)			
Response:	3=Completely	2=Somewhat	1=Not At All
Statement	Number of respondents to each		
Eligibility is clear and standard regardless of provider	2	1	0
The average timeline to enter housing is under 30 days	0	2	1
The rental assistance and services are offered for the duration of the need for each person served	1	1	1
Case management services are provided on a voluntary and consistent basis	1	1	1

Recommended Updates

Recommended Updates

1.Improve Access and Understanding

2.Center Equity and Inclusion

3.Improve Oversite of System Performance

Updated Timeline

Activity	Who	When
Level Setting & Outreach		
Draft Written Standards	CSH	June-December
CH Systems Coordination Committee Presentation	CSH	June 12
Survey released		
CES Committee	CSH	June 28
Survey Results Analyzed	CSH	August-September
Survey Results Presented to ICH	CSH	September 20
Survey re-opened to allow more response time		
ICH-Full Commission Update	CSH	November 1
ICH Systems Coordination Committee Meeting	CSH	November 13
Conduct 3 120-minute Focus Groups		
Session 1	People's Committee	December 11
Session 2	PSH/RRH/Prevention Providers	December 12
Session 3	Shelter/Transitional/Outreach Providers	December 12
Feedback Incorporation & Finalization		
Survey close 12/15		
Provide draft to County	CSH	January
Present standards to System Coordination Committee	CSH/County	January
System Coordination Committee Feedback/Draft Revise/Community Review	All	January-February
Final draft due to county	CSH	February-March

Questions?

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CSH

CoC Program Updates

Housing Stabilization Services

In FY23, 44,000 households received late rent notices from the court

To date, $115.7 million in emergency rental assistance distributed to 19,136 households

All emergency rental assistance funds will be spent down by May 2024

Funding for 28 term positions will end June 30, 2024

SEPH recommends maintaining those position to continue the long-term case management needed to increase housing stability

Hypothermia & Street Outreach

YEAR-ROUND AND OVERFLOW SHELTER CAPACITY

OUTREACH PARTNERS AND SUCCESSES

Yearly Totals by Household and Individuals				
ES, TH, SH, SO	**2022**	**2023**	**PIT 2022**	**PIT 2023**
Overall Total Households	1775	1774	464	696
Overall Total Number of People	2312	2338	581	894
Total Family <u>Households</u>	200	197	56	85
Total Single Adult <u>Households</u>	1575	1577	408	611
Total Number of Persons in Families	658	705	173	269
Total Number of Adults in Families	252	269	70	101
Total Number of Children in Families	406	419	103	168
Total Number of Single Adult Persons	1654	1633	408	625

Street to Home Program

50 Units of Permanent Supportive Housing for the Unsheltered, Critical Time Intervention and Behavioral Health Services

Partners: Bethesda Cares, The Coordinating Center, Mary's Center, Housing Opportunities Commission and Rockville Housing Enterprise

Public Comments

Announcements

CONGRATULATIONS

(COC/ICH TRANSITIONS)

POINT-IN-TIME COUNT

JANUARY 24

LANDLORD LUNCH & LEARN

MARCH 6

NEXT MEETING

MARCH 20