

# Meeting Minutes

## Rebuilding Lives Funder Collaborative Meeting

Tuesday, January 28, 2014

11:30 am – 1:30 pm

Community Housing Network Inglewood Court

### **Attendees:**

*RLFC Members:* Kim Stands, Jennifer Voit (for Karen Days), Ron Lebsock (for Charles Hillman), Don Strasser, Michelle Heritage, Terri Power, Rollin Seward (for Jim Schimmer), Deborrah Armstrong, Mary Vail, Jonathan Welty, Douglas Lay, Jeff Pattinson, Carl Landry, Dan Franz, Suzanne Seifert, Carla Williams-Scott, Nancy Case, Theresa Nantor (for Kathy Werkmeister), Steve Gladman, Susan Lewis Kaylor, Teresa McWain

*Community Shelter Board Staff:* Lianna Barbu, Amy Price, Noel Welsh

*Guests:* Dave Kayuha

### **Welcome & Agenda Review**

Michelle Heritage welcomed the group and reviewed the agenda.

### **Administrative Issues**

#### Approve Minutes from 12/9/13 Meeting

The minutes from the December 9, 2013 RLFC meeting were distributed to the group. Jennifer Voit made a motion to approve the minutes as presented. Jonathan Welty seconded the motion. The motion was unanimously approved without any abstentions.

#### Recommendation for RLFC Membership

Michelle informed the group that Dan Franz intended to resign as a member of the Rebuilding Lives Funder Collaborative following the January 28 RLFC meeting. Pastor Franz recommended Reverend Lou Seipel of the Broad Street United Methodist Church as a potential successor. Michelle shared her positive impressions of Reverend Seipel and asked the group for input. Dan thanked the group for allowing him to be a part of the RLFC. Michelle thanked Dan for his service and thanked Vineyard for its partnership.

Michelle asked the group to approve recommendation of Reverend Lou Seipel for membership in the Rebuilding Lives Funder Collaborative. Dan Franz made a motion to approve the recommendation. Nancy Case seconded the motion. The motion was unanimously approved without any abstentions.

## **Community & Public Policy Updates**

### Crisis Response System Update

Michelle Heritage presented a brief update on crisis response system redesign efforts. The Jazz Arts Group teamed with CSB to present the Concert to End Homelessness. The concert was a positive outreach effort, and information panels following the musical presentation were well attended. The Day to End Homelessness telethon (conducted in partnership with WBNS) and the Point in Time Count were conducted last week.

Construction on the Van Buren shelter space is ongoing. Family overflow was housed at the new shelter space in December 2013, due to the YWCA being overwhelmed by demand. CSB intends to further renovate the Van Buren space to include a permanent family shelter, meaning that there will be two family shelters in Columbus once renovations are complete. CSB is looking for a provider for the Van Buren family shelter. The Van Buren single adult shelters are projected to open in June 2014.

## **Strategic Issues**

### Review December 2013 Program Occupancy Report

Lianna reviewed the December 2013 Program Occupancy Report with the group. The report looks at all occupancy rates for permanent supportive housing programs. Only one CSB-funded program showed an occupancy rate below 95% in December – Community Housing Network East Fifth Avenue. No concerns were noted.

Only one Department of Housing and Urban Development Continuum of Care-funded program showed an occupancy rate below 95% in December – Faith Mission Shelter Plus Care, as the result of one vacancy. No concerns were noted.

### Review Continuum of Care Consolidated Application and Project Ranking

Lianna introduced the 2013 Continuum of Care Consolidated Application to the group. She noted that this year's application process was especially challenging due to time constraints imposed by the Notice of Funding Availability's delayed issuance. She also noted challenges with the new Unified Funding Agency designation and a lack of clear guidance from HUD. She thanked the providers for working through the holidays to get the project applications submitted by January 3. She noted that the Consolidated Application had already been reviewed and recommended for submittal by the RLFC Board.

Lianna reviewed the application with the RLFC (highlights of the review are noted below):

Lianna reviewed Section 1 of the Application, dealing with Continuum of Care Structure. She noted Question 1D-7, which asks if the Continuum of Care has received complaints about project ranking. Lianna noted two complaints received from National Church Residences and Amethyst during the previous project ranking process, and suggested that the complaints may have a negative impact on rating. Dave asked for the difference between an inquiry and a complaint. Lianna explained that inquiries regarding prioritization and project rankings were considered complaints for the purposes of this application.

Lianna reviewed Section 2 of the Application, dealing with Data Collection and Quality. No concerns were noted.

Lianna reviewed Section 3 of the Application, dealing with Strategic Planning Objectives.

Lianna noted that Section 3A was worth 69 total points, due to the Department of Housing and Urban Development's increased focus on performance achievement.

Lianna noted Objective 1 of Section 3A, Increase Progress Towards Ending Chronic Homelessness. She noted that this objective counted the number of Permanent Supportive Housing beds in the system and the subsequent number of those beds being utilized by and/or prioritized for Chronic Homeless individuals. She noted a chart that showed these numbers, and indicated the inclusion of Inglewood Court and YMCA beds in 2014 and 2015, respectively. The addition of Volunteers of America Van Buren beds/units to any projections is dependent on the project's ability to receive funding from the Department of Housing and Urban Development.

Terri asked how the Permanent Supportive Housing system planned to prove prioritization. Lianna noted that the Unified Supportive Housing System made a change to its prioritization process to begin prioritizing all available Unified Supportive Housing System units for Chronic Homeless individuals, within project eligibility criteria. This change was reflected in updated Policies and Procedures documentation. She noted that providers were also receptive to the change. Lianna added that CSB asked all Permanent Supportive Housing providers to change their tenant selection criteria policies to reflect Chronic Homeless prioritization.

Lianna noted Objective 2 of Section 3A, Increase Housing Stability. She explained that the Continuum of Care was currently achieving 91% housing stability, well above the Department of Housing and Urban Development's standard of 80%. She noted that CSB was setting 2014-5 stability projections at 85% to stay above the Department's goal while allowing for some wiggle room. She explained that projecting below the achieved 91% outcome may be seen negatively by the Department of Housing and Urban Development, but the RLFC Board discussed the outcome and agreed that a 91% projection was too stringent. No objections were noted.

Lianna noted Objective 3 of Section 3A, Increase Project Participants' Income. She noted that the Department of Housing and Urban Development's reporting methodology had changed from the previous year, and the Department was now interested in increase in employment income from entry to exit, as opposed to just employment at exit. She explained that the Annual Performance Reports have not been updated to reflect the Department's new reporting methodology, so income data was pulled from Columbus ServicePoint (the Continuum of Care's Homeless Management Information System) to show overall increase at 16%. This is below the Department of Housing and Urban Development's 20% goal. For non-employment cash income increase, Columbus ServicePoint shows a 30% achievement rate, below the Department of Housing and Urban Development's 54% goal.

Terri asked how the Department of Housing and Urban Development determined the 54% goal. Lianna replied that the Department's methodology was unknown. Susan Lewis Kaylor asked if there were any communities meeting these outcomes. Lianna replied that the metrics were new, therefore no benchmarking was available.

Lianna noted Objective 4 of Section 3A, Increase the Number of Participants Obtaining Mainstream Benefits at exit. She explained that the providers are doing extremely well with this outcome, with 96% of clients obtaining non-cash benefits. It was agreed that 2014-5 projections for this outcome would be set at 90%.

Lianna noted Objective 5 of Section 3A, Using Rapid Re-Housing as a Method to Reduce Family Homelessness. She noted that CSB had already transitioned its Tier 2 family shelters to rapid re-housing programs, and explained that adding rapid re-housing capacity at this time was not feasible.

Lianna noted that Section 3C, Continuum of Care Coordination, which mainly detailed the Continuum of Care's consolidated plan. She reviewed the questions under Section 3C and noted provider feedback where applicable.

Lianna reviewed Section 3F, Grants Eliminated, and noted that the Amethyst RSVP program was listed as an eliminated project.

Lianna reviewed Section 3G, Grants Reduced. She noted that all renewal programs were included in this section, due to the RLFC's decision to administer an across-the-board 3% funding cut for renewal programs.

Lianna reviewed Section 3H, New Projects, and noted that the Volunteers of America Van Buren Permanent Supportive Housing project would be included as a new project, designated as Tier 2.

Lianna reviewed Section 4 of the Application, dealing with Continuum of Care Performance. She noted new questions about the Affordable Care Act and mainstream resources.

Lianna reviewed the application attachments with the group. She reviewed the project priority listing and the six bonus points associated with it (two for accuracy, two for admin costs below 7%, two for no supportive services only programs). She noted some concerns about application accuracy, given recent information about one project application's funding eligibility. Lianna noted that combined leverage numbers for renewal programs was currently set at 162%. She noted the Department of Housing and Urban Development's recent decision to exclude tenant rent and mainstream benefits charges as eligible leverage.

Lianna noted that CSB created a Homeless Management Information System Governance Charter in response to the Notice of Funding Availability. She noted that the Charter was presented to the Columbus ServicePoint administrators upon completion, and no concerns were noted. She noted the inclusion of the Privacy Plan and Security Plan, one combined document previously reviewed and approved by the RLFC.

Lianna noted two attachments to the application, letters submitted to Amethyst and YMCA/Columbus Metropolitan Housing Authority explaining exclusions from the 2013 project ranking. Due to delays in Department of Housing and Urban Development funding, Amethyst elected to retire the RSVP program effective 1/31/2014 and incorporate those clients into its Rental Assistance programs. YMCA/Columbus Metropolitan Housing Authority did not have an executed contract with the Department of Housing and Urban Development for its Rental Assistance program, making it ineligible for 2013 renewal funding. Terri asked if YMCA's exclusion

would have consequences beyond this funding cycle. Lianna replied that the project would be eligible for 2014 renewal funding, assuming that an executed contract will be in place.

Lianna thanked the providers for their work over the holidays to complete the project applications on time, and she singled out Community Housing Network and Southeast staff for their extra assistance. Lianna also thanked CSB staff, Janet Bridges and Noel Welsh, for their work. Michelle seconded Lianna's gratitude, and thanked Lianna for her leadership during the application process.

Michelle asked the group to approve submittal of the 2013 Continuum of Care Consolidated Application, all required attachments, and project ranking option #5. Susan Lewis Kaylor made a motion to approve the recommendation. Rollin Seward seconded the motion. The motion was approved, with Teresa McWain and Suzanne Seifert abstaining from the vote.

## **Other**

### FY14 Contract Amendments Under Unified Funding Agency Designation

Lianna noted that the Department of Housing and Urban Development intended to issue 2013 renewal funding awards in mid-March. She explained that Department of Housing and Urban Development funding would start moving through Unified Funding Agency-designated channels, with CSB administering all federal funds. She explained the contractual relationships would change with several providers. She noted that contract amendments would be necessary when the funding awards were announced and CSB will execute these amendments as soon as possible.

### FY15 Contracting and Approval of FY15 Performance Outcomes

Michelle introduced the FY2015 Program Performance Standards document to the group. She explained that the performance standards are revised annually to include new programs and changes to the CSB Ends Policies, Department of Housing and Urban Development standards, Continuum of Care local standards, and other best practices. She noted that all changes to the document were highlighted in track changes. Lianna reviewed the document with the group.

The Coordinated Point of Access successful diversion outcome was reduced to 20% based upon the crisis response system cost modeling, outcome projections, and actual performance. Mary Vail asked if there was a national benchmark for diversion in place. Lianna replied that, to CSB's knowledge, there was not.

The percentage of expected successful housing outcomes is increasing to 28% for all shelters except the Front Door Shelter based upon the crisis response system outcome projections. The Front Door Shelter will be held to a 60% successful outcome rate (clients exiting into a Tier 2 shelter).

Terri asked why successful housing outcomes were increased to 28%. Lianna replied that the outcome needed to show improvements for the system's sustainability. Michelle added that more resources will be available to providers in order to ensure continued success.

Suzanne asked how the successful outcome percentage was determined for the Front Door Shelter. Michelle explained that, currently, approximately 40% of shelter entrants leave on their

own within a 7-day window. Based upon this, it is estimated that the remaining 60% of entrants will move to a Tier 2 shelter.

Average length of stay will be held at 7 days for the Front Door Shelter and 35 days for the Tier 2 shelters. Terri asked if the 35-day length of stay for Tier 2 shelters met Department of Housing and Urban Development goals. Lianna replied that the Department's goal was 30 days. Michelle explained that the clients served by Tier 2 shelters would have more housing barriers and the 35-day outcome reflected a realistic expectation.

Average engagement time will be held to 7 days for the Family Center, Front Door and Tier 2 shelters. The movement outcome will only be applicable to movement between Tier 2 shelters.

No changes were noted to the outreach outcomes.

For supportive housing programs, successful housing outcomes were to be set at 85% for permanent supportive housing programs and 77% for transitional housing programs. Increase in income outcomes were added based upon Department of Housing and Urban Development standards previously noted during the application review.

Lianna reviewed the outcomes for the Navigator program. She reviewed the new households served outcome, set at 60%. The Average Engagement Time outcome was reviewed, with the implication being that navigators would prepare a housing plan for sheltered individuals within 7 days of the sheltered individual's entry. Carl asked how the date of engagement was determined. Lianna replied that a client was considered "engaged" upon entry into the navigator program.

Lianna noted that the successful housing outcome for navigators was set at 28% and movement set at <15%, to keep consistent with expectations for emergency shelters. She noted the average number of service instances outcome was set at 3 shelter stays per 12 months, based upon cost modeling projections. She noted that the plan was to decrease the average number of shelter stays down to 1.5 over the next ten years (the current average is 3.4). Carl asked if projections were available for backend resources. Michelle replied that the aftercare component for single adults was new, and projections would be made as the navigator program was implemented.

Michelle asked the group to approve the FY15 Program Performance Outcomes document. Mary Vail made a motion to approve the recommendation. Suzanne Seifert seconded the motion. The motion was unanimously approved without any abstentions.

Michelle thanked Dan Franz again for his service. Michelle noted the February 1 supply drive for the Van Buren shelter and asked Noel to send detailed information about the drive to the RLFC.

Meeting adjourned.