

Meeting Minutes

Rebuilding Lives Funder Collaborative Meeting

Thursday, May 29, 2014

11:30 am – 1:30 pm

United Way of Central Ohio

Attendees:

RLFC Members: Michelle Heritage, Emily Savors, Susan Lewis Kaylor, Ron Lebsock (for Charles Hillman), Janice Davis (for Amy Bradley), Cmdr. Rhonda Grizzell, Nancy Case, Marissa Michaels, Jennifer Voit (for Karen Days), Theresa Nantor (for Kathy Werkmeister), Pat Scott (for Antonia Carroll), Suzanne Seifert, Terri Power, Steve Gladman, Jeff Pattinson, Don Strasser, Joyce Edelman, Sheila Prillerman, Veronica Lofton, Rollin Seward, Mary Vail, Matt Kosanovich, Emily Crabtree

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

Guests: Dave Kayuha, Caroline Reed, Julie Wagar, Amanda Owen, Andrea Ropp, Tiffany Nobles, Anthony Forte, Ebony Watson

Welcome & Agenda Review

Michelle Heritage welcomed the group and reviewed the agenda.

Administrative Issues

Approve Minutes from 1/28/2014 Meeting

The minutes from the January 28, 2014 RLFC meeting were distributed to the group. Sheila Prillerman noted her exclusion from the list of attendees. Susan Lewis Kaylor made a motion to approve the minutes with Sheila's inclusion. Sheila Prillerman seconded the motion. The motion was unanimously approved without any abstentions.

Review and Approve Recommendations for RLFC Membership

Michelle shared the RLFC Board's recommendations for RLFC membership with the group.

Two nominations were accepted for the rotating service provider seat. The RLFC Board discussed the nominations and recommended that Volunteers of America retain its membership, given the comprehensive and complex nature of RLFC service and the fact that Volunteers of America has only served for one year.

The RLFC Board recommended Michael Brooks from Stowe Mission of Central Ohio to fill the rotating faith-based provider seat, citing Mr. Brooks' commitment to and experience with homeless issues, including the willingness to serve sex offenders when no other providers will.

Michelle explained that the two current formerly homeless representatives on the RLFC would be stepping down. Sheila will be serving on the CSB Board of Trustees beginning in FY2015 and Dave Simmons has moved out of town. She noted that Jacci Graves and Jeff Cutlip have been recommended for FY2015 RLFC membership by the Citizens Advisory Council (CAC). Jacci will also represent the CAC on the RLFC Board. The RLFC Board agreed with the recommendations made by the CAC, and recommended Jacci Graves to fill Sheila Prillerman's seat on the RLFC Board.

Michelle introduced a resolution to approve the RLFC Board's recommendations for membership in the Rebuilding Lives Funder Collaborative and the RLFC Board. Rhonda Grizzell made a motion to approve the resolution. Nancy Case seconded the motion. The motion was approved, with Suzanne Seifert and Sheila Prillerman abstaining from the vote.

Review and Approve Governance & Policy Statements and Annual Plan

Michelle shared the RLFC Board's recommendations for changes to the Continuum of Care Governance and Policy Statements and Annual Plan with the group.

Michelle explained that changes to the Governance and Policy Statements were minimal and mostly designed to comport with changes to HUD regulations. She noted that the minimum number of new nominees to the RLFC Board had been recommended for removal, given the long learning curve of RLFC Board membership and the fact that no nominations were received.

Lianna reviewed the FY2015 Annual Plan with the group, noting minor changes.

Michelle introduced a resolution to approve the FY2015 Continuum of Care Governance and Policy Statements and Annual Plan. Lianna reviewed additional detail in the resolution, including the authorization of Community Shelter Board as the Unified Funding Agency for Columbus and Franklin County. Joyce Edelman made a motion to approve the resolution. Sheila Prillerman 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.

Construction on the Van Buren shelter space is ongoing. The dedication ceremony for the building is planned for July 23rd at 10am, RLFC members should expect an invitation within a month. If plans move forward as expected, immediately following the dedication ceremony, overflow families will be moved into the building. Women will move in the following week, with the timing for single men move-in to be determined. Timing for the new family shelter development is dependent on securing funding and a service provider.

Several providers will collaborate under one roof to deliver critical services in the Van Buren shelter building. The YMCA will operate the front door shelter and flexible capacity overflow space for single men and women. Southeast, Inc. will operate federally qualified health center medical rooms for medical, behavioral health, and dental services. They will also operate Rebecca's Place, a 47-bed women's shelter that will relocate to the new building. Mid-Ohio FoodBank and other partners to be determined will provide three daily meals in a fully equipped commercial kitchen. OhioHealth will deliver prenatal care and offer sexual health services.

Access Ohio, in partnership with Columbus Area Integrated Health Services Inc. and Goodwill Columbus, has been chosen as the navigator provider. Access Ohio will begin to ramp up in July or August, eventually hiring 57-67 people in order to operate at full capacity.

The collective campaign is in progress. CSB, in partnership with Lutheran Social Services, is conducting a two phase collective campaign of \$50M in public funding and \$43M in private funding over a ten year period. Michelle noted a very positive community response as the campaign moved forward.

Strategic Issues

Review April 2014 Program Occupancy Report

Lianna reviewed the April 2014 Program Occupancy Report with the group. The report looks at all occupancy rates for permanent supportive housing programs. Only three CSB-funded programs showed an occupancy rate below 95% in April – Community Housing Network projects Briggsdale, Cassidy, and Parsons. She explained that Sunshine Terrace was showing a low occupancy rate due to the lease-up preparations for Franklin Station. Lianna noted that some programs were showing occupancy rates above 100% due to overleasing. No concerns were noted.

Lianna noted that the YWCA WINGS program was above 95% for the first time in several months. She explained that occupancy was a challenge for WINGS, given the structure and condition of the Griswold Building. She added that YWCA had recently been approved for tax credits for renovations to the Griswold Building.

Three HUD CoC-funded programs showed an occupancy rate below 95% in April – two Community Housing Network Shelter Plus Care programs and Faith Mission Shelter Plus Care. Lianna noted that the Community Housing Network Shelter Plus Care programs' decreased occupancy was scheduled in order to avoid hitting the cap associated with HUD funding. No concerns were noted.

Review 2013 HUD Tier 1 Renewal Funding Awards/Update on Unified Funding Agency Readiness

Lianna reviewed the 2013 funding awards issued by HUD for all Tier 1-designated programs seeking renewal funding in the recently-submitted 2013 Continuum of Care application. She noted that CSB received a higher overall funding award than expected, due to Fair Market Rent rates increasing in 2014. She explained that the Shelter Plus Care programs would be impacted most significantly by this change. Partner agencies were notified of the 2013 funding awards upon CSB's notification.

Suzanne asked when to expect notification of the Tier 2-designated funding awards. Lianna replied that HUD hadn't given any indication when to expect further announcements. Ebony suggested that Tier 2 awards could be announced within a month.

Lianna gave a brief update on CSB's Unified Funding Agency designation. She noted that representatives from the national HUD office were present as part of an on-site readiness assessment at the CSB offices. She explained that there were currently only two agencies designated as Unified Funding Agencies nationwide, and CSB was the only agency with its contract term structure as yet undetermined. She reiterated concerns that delays in contracting

would lead to delays in funding. Lianna noted that HUD did not find any issues that would prevent CSB from becoming a Unified Funding Agency. Ebony confirmed.

Lianna explained that CSB had concerns with annual performance report submission, since reports for all HUD-funded programs would need to be submitted at the same time if programs all switched to the same contract term as intended under the Unified Funding Agency. She noted CSB's request to HUD to extend the Annual Performance Report submission timeframe by extra months. She noted that she would gather feedback from partner agencies about report requirements.

Review FY14 Semi-Annual System & Program Indicator Report

Lianna reviewed the FY14 3rd Quarter (1/1/14 – 3/31/14) System and Program Indicator Report with the group. The following highlights were noted:

- Family Emergency Shelter System
 - Overall households served (total 436) have increased by 20% over the previous year's numbers (FY13 3Q total 364).
 - The percentage of successful housing outcomes achieved (56%) decreased by 9 percentage points from the previous year (FY13 3Q total 65%).
 - Average nightly occupancy numbers jumped to 95 households, up from 62 in FY13.

Lianna noted that the family system is also seeing an increase in heads of household with current employment and/or higher incomes. She explained that the reason behind the trend was unknown. Lianna also noted concerns about the high cost of family overflow provision related to the jump in demand.

- Men's Emergency Shelter System
 - Overall individuals served (total 1,768) have increased by 55 over the previous year's numbers (FY13 3Q total 1,713). Lianna indicated that this was because in FY14, overflow provision started earlier and at a facility that was easier for people to reach.
 - The percentage of successful housing outcomes achieved (22%) decreased by 4 percentage points from the previous year (FY13 3Q total 26%).
 - Average length of stay numbers remained consistent at 38 days.
 - The percentage of newly homeless single men entering the shelter system was at 37%, indicating high recidivism.
- Women's Emergency Shelter System
 - Overall individuals served (total 501) have decreased by 45 over the previous year's numbers (FY13 3Q total 546).
 - Average length of stay numbers increased by 5 days for an average of 35 days.
 - The percentage of newly homeless single women entering the shelter system was at 47%, indicating high recidivism.
- Emergency Shelter System Overall – Families, Single Men and Single Women
 - Overall households served (total 2,695) have increased by 83 over the previous year's numbers (FY13 3Q total 2,612). Lianna noted that increases in households served, average length of stay, and nightly occupancy numbers were caused by the high number of families being served.
- Emergency Shelter & Transitional Housing

- The average length of stay was 43 days overall, an increase of 2 days from the FY13 3Q report.
- Permanent Supportive Housing System – Rebuilding Lives units only
 - The system is performing well, with good occupancy rates and a 97% successful housing outcome rate. Currently, there are 1,134 Rebuilding Lives units in the system with the inclusion of National Church Residences' Commons at Livingston II project.
- Total Permanent Supportive Housing System – Rebuilding Lives and non-Rebuilding Lives units
 - The system is performing well, with a 97% successful housing outcome rate. Occupancy rates have dipped below 100% due to the Shelter Plus Care rampdown of services related to HUD contracting. Currently, there are 1,681 permanent supportive housing units in the system.
- Direct Housing/Rapid Re-Housing
 - 233 new families were served by direct housing programs during the report period, an overall increase from the previous year. Lianna explained that the increase was due to the addition of two Supportive Services for Veterans' Families programs. She noted good outcomes for the rapid re-housing programs.
- Prevention
 - 353 new households were served by prevention programs during the report period, an overall increase from the previous year. Lianna explained that the increase was due to the addition of two Supportive Services for Veterans' Families programs.
 - It continues to be challenging for prevention programs to ensure that they're serving the correct population, meaning families that would have become homeless without prevention assistance. Providers continue to work on more accurate targeting methodologies.

Review Semi-Annual Financial Report

Lianna introduced the semi-annual financial reports to the group. She explained the report's purpose, to provide the RLFC with an accurate comparison of budgeted versus actual revenues/expenses. She noted that the information was used to inform future budgeting decisions.

She reviewed CSB revenues and expenses for the 7/1/13 – 12/31/13 time period. Lianna noted that revenues are trending as expected for the first six months of the year. On the expenses side, Lianna noted several budget gaps on the report, due to the rates at which programs earn their performance payments. No concerns were noted.

Review Program Evaluation Results

Lianna shared an overview of the FY14 program evaluation results with the group. She explained that results were determined based upon outcomes achieved during the 7/1/13 – 12/31/13 time period. She explained that FY14 program evaluation results would factor into scoring for the upcoming Continuum of Care application, and added that the full document was available on the CSB website.

Lianna noted that only one program received a low rating, Amethyst Shelter Plus Care. Lianna explained that the rating would effect Amethyst's score on the upcoming CoC application and noted that the program would enter into a conditional contract with CSB, with the conditions of the contract to be determined.

Review and Approve Annual Funding Allocations

Lianna reviewed the FY2015 CSB program funding budget with the group. She explained that the budget was more comprehensive this fiscal year than in previous fiscal years, due to the inclusion of Continuum of Care funding allocations awarded by HUD. She noted the HEARTH requirement that all Continuums of Care review and approve federal funding allocations. Lianna noted that, in total, \$41.5 million was being allocated to fund homeless and housing programs in Columbus and Franklin County during FY2015.

Lianna reviewed the expenses with the group, noting the inclusion of HUD Continuum of Care-funded programs that did not previously receive funding from CSB, as well as new line items related to the redesign of the crisis response system. She added that CSB does not control leverage funding, only the direct CSB funding and the HUD funding amounts.

Michelle introduced a resolution to approve FY15 program investment funding allocations totaling \$23,738,434. Lianna noted that the resolution included the most up-to-date information about CSB and HUD CoC funding awards. She noted that the awards could change but that the RLFC needed to approve the current information. She added that the resolution included language about one of the agencies slated for funding renewal being found non-compliant during the 2013 Program Review & Certification process. Steve Gladman made a motion to approve the resolution. Ron Lebsock seconded the motion. The motion was approved, with Suzanne Seifert and Mary Vail abstaining from the vote.

Review and Approve Annual Funding Strategy

Michelle introduced a resolution to approve the FY15 funding strategy and processes. Lianna noted that the resolution included specific language related to resource generation. Steve Gladman made a motion to approve the recommendation. Sheila Prillerman seconded the motion. The motion was approved, with Suzanne Seifert and Mary Vail abstaining from the vote.

Review Permanent Supportive Housing Funding Matrix

Lianna reviewed the FY2015 Permanent Supportive Housing Funding Matrix with the group. She explained that the document was used to provide cost analysis for permanent supportive housing programs. She noted that the document included more programs this year because CSB has access to more budget information than in previous years.

Lianna noted the cost per unit for permanent supportive housing programs, currently \$11,599 when all units are factored in, versus \$10,958 for Rebuilding Lives units only. She noted additional information about cost per unit divided by services, operations, and front desk. She acknowledged an unusual finding as a result of completing the matrix, programs with limited staff availability (meaning that staff members are on-site less than ten hours per weekday) are showing, on average, higher service costs than units with moderate and intensive staff availability. She explained that AIDS Resource Center Ohio was driving the limited staff availability averages up with unusually high service costs.

Mary Vail asked if the information compiled in the matrix was also compared to statewide and national benchmarks. Lianna replied that no such comparison takes place, given that most other communities are not compiling this information. Michelle noted that she would ask about other communities with detailed supportive housing cost information during her next audience with

National Alliance to End Homelessness representatives. Terri Power offered to share information compiled by the Corporation for Supportive Housing.

Review Annual Housing Inventory Chart Data

Lianna reviewed the 2014 Housing Inventory Chart data with the group. She explained the data format and confirmed that the final numbers had been vetted and approved by the partner agencies. She noted that inventories have remained mostly consistent. She explained that the RLFC Board approved the 2014 Housing Inventory Chart data and it had been submitted to HUD prior to April 30. No questions or concerns were noted.

Review and Approve Annual Point in Time Count Data

Lianna reviewed the 2014 Point in Time Count data with the group. The 2014 Point in Time count data represented an attempt to get an accurate count of all sheltered and unsheltered persons residing in Columbus and Franklin County on the night of January 23, 2014.

1,614 homeless persons were counted, an increase of 126 persons from 2013. 233 of these individuals were unsheltered, all single adults. Of the 1,381 sheltered persons, 466 were living in a total of 138 family households. The 138 families counted represented an increase of 19 families from 2013. The 907 sheltered single adults counted represented an increase of 63 persons from 2013.

130 of the sheltered persons counted were living in transitional housing programs and the remaining 1,251 were living in emergency shelter. Sheltered youth decreased by half from 2013 to 8 persons. While the overall numbers increased from 2013, a small decrease (11 persons) in unsheltered individuals from 2013 was noted, likely due to the extreme cold on the night of the count. Lianna explained that the 43% decrease shown in the transitional housing subpopulation was due to the exclusion of rapid re-housing programs, a new HUD requirement.

Lianna noted that no unsheltered families were staying on the streets. She also noted that no unsheltered youth were staying on the streets, according to the data. She explained that, historically, homeless youth have been hard to find. She added that CSB is working on ways to improve the youth count, including reaching out to other communities that have had success counting and tracking homeless youth. She noted that Star House entering data into the Homeless Management Information System should help.

Lianna reviewed the subpopulation data with the group. She noted that 82 sheltered and 175 unsheltered chronically homeless individuals were counted. Lianna noted a significant decrease in chronically homeless individuals staying in shelter. She explained that this was a good barometer for success.

Lianna expressed concern about the number of homeless veterans increasing, despite the addition of many new housing units and other resources tailored to the veteran population. She noted that the system should have seen veteran numbers decline, given the amount of resources devoted to the subpopulation. She noted ongoing community meetings to combat veteran homelessness, as well as efforts to strategize with other communities regarding the Mayors' Challenge to End Veteran Homelessness by 2016.

Lianna explained the methodologies for capturing special subpopulation data, explaining that CSB staff incorporates Dennis Culhane's research when confronted with gaps in Homeless

Management Information System coverage. She explained that subpopulations are assumed to be underreported in the data system, since this information is not required by HUD. She noted that the subpopulation methodologies had been in place since 2008.

Updates on RL Strategy Progress to Date

Strategy 1: Coordinate Emergency Aid

Matt Kosanovich noted that Emergency Food and Shelter Program rent and mortgage assistance activities have been transitioned from Faith Mission to HandsOn Central Ohio. No concerns were noted.

Strategy 2: Increase Access to Benefits and Income

Amy Price reported on outcomes for the YWCA Benefits Partnership program. No concerns were noted.

Strategy 3: Employment

Amy reported on progress on the Ohio Housing Finance Agency funded Transitional Work Program, implemented by Goodwill Columbus, Donatos Pizza, and Columbus Hospitality Management. She reviewed preliminary outcomes and explained that the program would be rolled out into many permanent supportive housing programs across the system. No concerns were noted.

Strategy 4: Single Point of Contact for Adult Shelter

Amy Price reported on outcomes for the HandsOn Central Ohio Coordinated Point of Access program. She noted outcomes for FY14 through 3/31/14. She noted that HandsOn had experienced significant staff turnover since taking over the Coordinated Point of Access program.

Amy explained that Columbus Urban League had begun piloting its mediation services last fall, and HandsOn had until recently only been referring clients with income to mediation services. She noted that after receiving clarification from CSB, HandsOn had begun referring all eligible clients to mediation services. She explained that the mediators continued to work with clients after the initial referral to ensure stabilization.

Strategy 6: Unified Supportive Housing System

Amy reported on outcomes for the Unified Supportive Housing System. No concerns were noted. She asked the group for questions.

Strategy 7: Increase Supportive Housing Units

Lianna reviewed recent progress on the increase of permanent supportive housing units. She reviewed recent outcomes. She explained that Volunteers of America was set to break ground on the Van Buren Place permanent supportive housing project and congratulated YWCA on their approval for tax credits for renovations to the Griswold Building, which houses the WINGS permanent supportive housing project.

Lianna noted that two permanent supportive housing project concept papers would be available for review at the next RLFC meeting. She expressed some concern that there weren't many new projects slated for development.

Strategy 11A: Re-entry Housing Advocacy – Incarcerated Populations

Michelle explained that the Corporation for Supportive Housing has retired as the lead agency for this strategy. She noted that the Corporation for Supportive Housing would continue to work with incarcerated populations through its Returning Home Ohio programs and other initiatives, and that the agency would still have a representative on the RLFC. She offered the designation to other willing RLFC agencies, adding that CSB would take the lead if no agencies volunteered.

Michelle noted preliminary discussions about compiling a “hot list,” a comprehensive database coordinating information from the mental health, justice, and homeless systems to pinpoint individuals that utilize resources from multiple systems. Michelle noted that CSB, with guidance from the National Alliance to End Homelessness, would investigate like-minded “hot list” efforts in other communities. Amy added that CSB would begin attending meetings convened by the Franklin County justice system planning board.

Quarterly Project Updates

Update reports from project developers were included in the meeting packet.

Amanda Owen shared progress on the YMCA Franklin Station project. She noted that move-in was slated to begin on June 2 and program managers were still waiting for four clients to be approved until full occupancy could be announced. She noted an upcoming volunteer clean-up event.

Suzanne Seifert shared progress on the Volunteers of America of Greater Ohio Van Buren Village project. She noted Volunteers of America’s plans to break ground in June-July 2014, with lease-up expected by the end of 2015. She noted ongoing discussions with the West Edge Business Association to obtain an exception to the restriction on residential housing within the Business Center grounds. Michelle asked if Volunteers of America was gaining traction in its discussions. Suzanne replied that discussions are progressing slowly, but in the right direction.

Julie Wagar provided an update on the Griswold Building renovations, explaining that the tax credits were approved on May 14, 2014. She noted that renovations would commence during the spring of 2015 and residents would need to be relocated to a place to be determined for the duration of the renovation process. She noted that, once complete, the Griswold Building would house 91 Rebuilding Lives units with private kitchens and bathrooms.

Other

Michelle reminded the group that the 2014 Together Rebuilding Lives luncheon would be held on June 5 and encouraged all RLFC members to attend.

Meeting adjourned.