

## **MA 507, Three County CoC – December 2022– Quarterly Board Report (October - December)**

This report was compiled for dissemination prior to the December 14, 2022 quarterly board meeting.

### **Board Updates:**

The CoC Program Director continues actively recruitment for the following seats.

- **Representative from the CAPV Youth Action Board (*financial compensation for meeting attendance is available*)**

CAPV is currently recruiting for the CoC Program Director position. Janna Tetreault, Acting Director of Community Services at CAPV is helping to support the staff during the transition and is managing the recruiting process. We hope to start interviews in January.

The CoC has hired a new Administrative Assistant to support the staff. Emma Coles started on December 12, 2022.

### **CoC community and project level/subrecipient Trainings**

-Chronic Homelessness training series consisting of one training on the definition of chronic homelessness and client file documentation and another training on how to record chronic homelessness in HMIS. (10/13 & 10/27)

-The CoC partnered with the Worcester City and County CoC and the South Shore CoC with the help of MHSA to hold a 4-part training series on racial equity with Racial Equity Partners. (10/19, 11/2, 11/16, 11/30)

-HMIS training series including end user training, program management and reports training, end user training for shelter providers, privacy and security training, and coordinated entry in HMIS training. (10/3, 10/4, 10/6, 11/3, 11/9, 11/15, 11/16, 11/17, 11/18)

-Coordinated entry assessor training (10/14)

-Coordinated and hosted CSEC training with Children's Advocacy Center (11/4)

**FY20 Subrecipient  
Projects**

General	Program Utilization				FY20 Contract Utilization (as of 12.4.22)				
Project	Contract Units	Contract Capacity	Units Filled (per last FY20 Rent Roll if applicable)	Current Unit Utilization	Contract Start	Total Sub-Recipient Award	Point Billed in Contract	Month Billing Processed Through*	Current Utilization (thru last billing)
A Positive Place	13	17	12	92%	Aug-21	\$132,315.00	100%	July	96%
Adult Independ Living	10	10	10	100%	Nov-21	\$41,992.00	100%	September	100%
CHD PSH	48	48	44	92%	Jul-21	\$706,679.50	100%	June	100%
DIAL/SELF TH/RRH-PH	10	10	16	160%	Jul-21	\$95,041.50	100%	June	86%
Louison House TH	14	22	15	107%	Feb-21	\$134,541.50	100%	January	100%
Northern Berkshire PSH	9	9	9	100%	Sep-21	\$141,889.50	100%	August	100%
Paradise Ponds	4	4	4	100%	Feb-21	\$28,873.50	100%	February	100%
Project Reach	3	3	2	67%	Nov-21	\$25,439.50	100%	October	100%
Shelter Plus Care	22	18	15	68%	Oct-21	\$225,307.50	100%	September	61%
Village Center Apts	5	12	4	80%	Nov-21	\$67,322.00	92%	September	23%

**FY19 YHDP Projects**

General	Program Utilization				FY19 Contract Utilization (as of 12.4.22)				
Project	Contract Units	Contract Capacity	Units Filled (per last FY19 Rent Roll if applicable)	Current Unit Utilization	Contract Start	Total Two Year Sub-Recipient Award	Point Billed in Contract	Month Billing Processed Through*	Current Utilization (thru last billing)
DIAL/SELF RRH Franklin	4	4	2	50%	Oct-20	\$134,358.00	100%	September	77%
Gandara SHINE TH-RRH	6TH/12RRH	18	10	56%	Oct-20	\$715,842.00	100%	September	57%
MHA PSH	8	8	6	75%	Oct-20	\$335,160.00	100%	September	42%
MHA Youth Nav/RRH	6 RRH	6 RRH	10	167%	Oct-20	\$389,872.00	100%	September	60%

\* Does not include billing received but not yet approved

**FY21 Subrecipient & YHDP  
Projects**

General  Project	Program Utilization				FY 2021 Contract Utilization (as of 12.4.22)				
	Contract Units	Contract Capacity	Current Units Filled (per Rent Roll if applicable)	Current Unit Utilization	Contract Start	Total Sub-Recipient Award	Point Billed in Contract	Month Billing Processed Through*	Current Utilization (thru last billing)
<b>CoC Projects</b>									
A Positive Place	11	17	12	109%	Aug-22	\$135,219.00	25%	Oct	20%
Adult Independent Living	10	10	10	100%	Nov-22	\$41,992.00	0%	Starts Nov	0%
CHD PSH	48	48	42	88%	Jul-22	\$720,045.50	25%	Sept	18%
DIAL/SELF TH/RRH-PH	10	10	16	160%	Jul-22	\$95,041.50	25%	Sept	25%
Independent Housing Sol	14	14	0	0%	Aug-22	\$139,004.50	17%	Sept	8%
Louison House TH	14	22	19	136%	Feb-22	\$134,541.50	75%	Sept	76%
Northern Berkshire PSH	12	12	12	100%	Sep-22	\$171,598.00	17%	Sept	14%
Paradise Ponds	4	4	4	100%	Mar-21	\$29,717.50	58%	Sept	49%
Shelter Plus Care	22	18	15	68%	Oct-22	\$85,885.00	0%	Starts Oct	0%
Village Center Apts	5	12	4	80%	Nov-22	\$68,645.00	0%	Starts Nov	0%
<b>YHDP Projects</b>									
DIAL/SELF RRH Franklin	4 6TH/12RR	4	1	25%	Oct-22	\$68,402.50	0%	Starts Oct	0%
Gandara SHINE TH-RRH	H	18	9	50%	Oct-22	\$403,166.00	8%	Oct	5%
MHA PSH	8	8	7	88%	Oct-22	\$171,144.00	0%	Starts Oct	0%
MHA Youth Nav/RRH	6 RRH	6 RRH	4	67%	Oct-22	\$197,312.00	0%	Starts Oct	0%

\* Does not include billing received but not yet approved

**CoC Committee Updates:**

CoC Board and Committee meetings are continuing to be held over zoom. Specific workgroups have been meeting to address large efforts for these committees – see below for workgroup updates as well. All CoC committees are looking for co-chairs and are looking for people with lived experience of homelessness to lend their voices to the work of ending homelessness in the Three County area. The CoC staff have developed a policy to be certain to pay people with lived experience for their time and perspectives.

### **Youth/Young Adult (YYA) Homelessness Committee, meets Bi-monthly**

The YYA Homelessness Committee met in August, September, and November. In September, the Committee decided to change the schedule to meet bi-monthly to accommodate the YAB's bi-monthly Building Bridges meetings. The YYA Committee and the Building Bridges meetings will meet on alternate months so that the YAB would not feel overwhelmed, and could focus on priorities. The following items were discussed at the YYA meetings: Youth/Young Adult Action Board (YAB) updates, Youth Homelessness Demonstration Program (YHDP) project updates, Youth Count update (that there will be no 2023 count and instead it will be held every 2 years, with the next count being in 2024), and, the YAB shared how the DCF Care Package Project (funded by EOHHS) went, and shared about their volunteer work at the Stone Soup Café. A presentation of the YHDP Coordinated Community plan (CCP) was done to provide a refresher of the plan for those that were new to committee and further review of the CCP goals continues to happen with hopes of coordinating efforts to achieve the goals. An update on the Louison House Youth work/engagement was provided, describing services and plans. BCRHA shared services that they offer in the Berkshires at the request of the YAB. The resource flyer being developed by the Regional Advisory on Pregnant and Parenting YYA was identified as a CCP goal that the YYA Committee and YAB continues to be review in hopes to update and provide as an active resource within the youth community. Plans to join forces with the CTC Racial Justice in schools' program is underway to connect the YAB to the student body community and create awareness so that the YAB can be a resource to them. YAB members continued to participate in these meetings, by providing intros/check-ins, sharing updates, offering feedback, engaging in discussions, and helping the committee in further identification and completion of the goals of the Coordinated Community Plan to End Youth Homelessness. The YYA Homelessness Committee will next meet on January 19<sup>th</sup> 2023.

### ***Data Evaluation Committee, meets monthly (On pause)***

The Data Evaluation Committee met in October and then entered a pause until the new year. One of our most urgent priorities was finished - editing our privacy and security policies and procedures, documents, and releases to allow our system to move to open data sharing which it did successfully. With staff turnover there has been low engagement in the committee and a need for outreach was recognized. The plan is to conduct some of this outreach and engage new staff in the work of the committee and then reconvene and determine the next steps the committee should take with the input of new members.

### ***Youth/Young Adult Action Board (YAB), meets weekly***

The Youth/Young Adult Action Board members continued meeting weekly to work on projects and attend the YYA Homelessness Committee meetings to provide updates. This reporting period the YAB worked on various projects, including writing an anti-retaliation policy. They also began working on a project to educate collaborators on adultism, which they introduced at their October Building Bridges meeting. YAB began hosting Building Bridges meetings on a bi-monthly basis to continue building relationships and trust among members of the YYA Homelessness Committee while focusing on other projects. YAB returned to Stone Soup Café to volunteer food prepping as a way to get involved in the larger

community and address food insecurity. The YAB members are currently serving on a committee with CoC members and people with lived experience of homelessness to plan the 2023 Point In Time Count. YAB gives input in the planning process and advocated for a second count to be done in the warmer months, so as to be more representative of homelessness rates in our community.

#### ***CE Committee, meets quarterly***

The Coordinated Entry Committee has been meeting in a new iteration, specifically to plan for the expansion of the coordinated entry system to meet the needs of survivors of domestic violence. We have worked closely with consultants through Safe Housing Alliance (formerly NASH), as funded by the Western Mass Network to end Homelessness, and local Victims services Providers, Housing and Service Providers, and CoC CAPV staff. This group has built some strong connections and are beginning to outline a process to change the system to provide a different by-names list, case conferencing process, written standards, etc. to consider the high level of safety and confidentiality needed for this population. In addition, the group has been working on a position description for a new RRH Navigator role and on how to implement an additional crisis assessment or DV specific version of the housing prioritization assessment.

#### ***Equity and Inclusion Committee, meets monthly***

The Equity and Inclusion Committee convenes monthly on the third Wednesday of each month. The Equity and Inclusion Committee last met on Wednesday, September 21<sup>st</sup>. The Committee did not meet in October or November due to a 4-part MHSA COC statewide training. During the September meeting, the Equity and Inclusion Committee had conversations on providing Equity training suggestions. The committee continues our planning and creation of an Agency Diversity Survey that can target agencies to give to all staff, including Board of Directors, to identify staff of color, lived experience, and language access. The survey will work towards framing racial disparities within our community, to see what is going well policy and procedure wise, and identify top performing agencies to share challenges and success. The Equity and Inclusion committee hopes that the survey results could lead to possible implementation of mandates for agencies for diversity. Over the next year the committee has identified focuses on; Creating less hierarchal spaces guided by holocracy and sociocracy, balancing of the board, understanding the burden that the COO gets as a community agency, surveying the Scope/Spheres of influence that the CoC has, and convening a legislative in-person breakfast. The next meeting is scheduled for Wednesday December 21<sup>st</sup> at 11:00a.

#### ***People with Lived Experience Action Board, meets monthly***

The People with Lived Experience Action Board convenes monthly on the first Thursday of each month. The first ever meeting was held on October 6<sup>th</sup>, and we also met on November 3<sup>rd</sup>. During the first two meetings, the Action Board reviewed the charters, roles and responsibilities for the other existing CoC Committees, in the process of planning to create the charter for this Action Board. The Action Board discussed and created group agreements, and started to formulate a vision for the group to assist with identifying the purpose of the Action Board. The Action

Board also started to identify action steps that the group as a whole are looking forward to completing. In the November meeting, the Action Board assisted Michele LaFleur with a HUD request for feedback on demographic options when entering shelter or programs. The next meeting is scheduled for Thursday December 1 at 1:00 pm.

***Landlord Engagement Work Group, meets quarterly***

The Landlord Engagement Workgroup convenes quarterly on the 1<sup>st</sup> Wednesday of every third month. The Landlord Engagement Workgroup last met on Wednesday September 7. The workgroup continues to assist the CoC on identifying ways to engage with Landlords in Hampshire, Franklin, and Berkshire counties effectively. The Landlord Engagement Workgroup continues to work together with the CoC to identify and engage with local Landlords and Management companies. CoC staff and partners continue to share the Landlord Survey, to engage with Landlords, and see what programs they are aware of, educate them on what the CoC is, and invite them to be added to a list of Landlords. The CoC staff has re-created the existing Landlord Flyer in Constant Contacts with a direct link to the Landlord Survey. Although engaging with Landlords is important, the Landlord Engagement Work Group has identified that participants need to be Landlord-ready, especially those that do not have history, or the best records, by creating a Housing Portfolio that participants can show Landlords and have chance to show improvement. CoC staff has communicated with Wayfinders Financial training staff to provide education, and certificates of completion for participants from Coordinated Entry. The Work group would also like to provide Landlords with an Annual Lunch to recognize Champions in our communities and provide education and networking opportunities. During the next meeting the workgroup will be going over next steps to create a follow-up Landlord Survey to further engage with Landlords. The next meeting is scheduled for Wednesday December 14th at 9a.

***Racial Equity workgroup, meets monthly***

This committee continues to support the activities as outlined in the Racial Equity Action Plan. This quarter, we planned for and held a very well attended, Racial Equity leadership training series and planned for racial equity efforts to support the DV expansion project. In addition, this group responded to equity measures outlined for the ranking and evaluation process of funded projects.

**Coordinated Entry System Updates:**

- Since July, the Coordinated Entry system as seen the following placements into CoC Housing:
- Transitional Housing (includes YHDP): 12
- Permanent Supportive Housing (includes YHDP): 8
- YHDP RRH: 4
- Emergency Housing Voucher (EHV)

- # Referred: 71
  - # Issued: 38
  - # Housed: 35
  - # In application process: 8
- The Massachusetts Housing and Shelter Alliance (MHSA), in partnership with C4 Innovations, lead an evaluation of our Coordinated Entry system and recognized our communities' Racial Equity Action Plan and processes. The Three County CoC took on a leadership role with other CoC's across the Commonwealth to share our action plan for centering racial equity in our homelessness response. You can view materials and feedback received by C4 innovations here:
    - <https://www.threecountycoc.communityaction.us/racial-equity-workgroup>
  - The CoC continues to oversee the referral process for all state Emergency Housing Vouchers (EHVs) and local housing authority EHVs directly acquired by HUD. So far, we have been able to support individuals or families in the referral process for a total of 68 available vouchers. Finding housing has been extremely difficult in this climate, but we are thankful to have supported 24 voucher holders with finding housing so far. To learn more about the EHVs, go here: <https://www.threecountycoc.communityaction.us/copy-of-coordinated-entry-materials>
  - The CoC, area housing providers, and area victims service providers have been meeting regularly with the Safe Housing Alliance (SHA) formerly known as the National Alliance for Safe Housing (NASH), as funded by the Western Mass Network to End Homelessness, to plan for expansion of our coordinated entry system to meet the needs of survivors of domestic violence.
    - You can view more about this expansion project here: <https://www.threecountycoc.communityaction.us/coordinated-entry-committee>

**HMIS lead Updates:**

The visibility issues in our new CoC - where only the agency which first worked with a client could access that client record - have been fixed and staff at each agency should be able to see almost all client records which exist in the HMIS. Right now, no agencies are also sharing program data so the only data visible across agencies is client records, but this allows us to merge client records and begin to see a more complete record of someone's experience in our homelessness response system. Agencies can additionally decide to share enrollment information (program names and entry/exit dates) with other agencies and can opt not to share data for clients if it wouldn't be safe or legal in that situation. A new release developed by the Data Evaluation Committee also informs clients of this change and gives them the option to opt out of having their record shared across agencies. CAPV worked with Bitfocus to ensure that all Family Shelter data and all data for unaccompanied minors is kept hidden,

and the family shelter data now exists in our HMIS in a separate 'Agency' which is not accessible by any HMIS Staff, Agency Administrator, or Manager users.

Planning for the 2023 Point in Time Count is underway with a wide variety of partners, a much more expanded group than in the past couple of years with a greater number of people with lived experience providing feedback and input. There is support from partners including: ServiceNet, Community Action Youth Programs & Workforce Development, Louison House, Construct, Eliot Human Services, Dial/Self, the Opioid Task Force, Craigs Doors, the Amherst Survival Center, the Youth Action Board, Mental Health Association, the CRESS team in Amherst, Manna, Community Health Partners, Cathedral in the Night, the Persons with Lived Experience Action Board, the Greenfield Public Library, Clinical & Support Options, and local community volunteers. The planning is going well so far, and will hopefully move to planning for a warmer months count after planning for the winter count is complete. We anticipate the 2023 winter count to be on January 25<sup>th</sup> but need to wait to finalize this until we confirm when the rest of the state is holding their counts so that we can align with them.

The Longitudinal Systems Analysis (LSA) and Systems Performance Reports (SPM) are both currently open and being prepared. The LSA is due on January 11<sup>th</sup> and the SPM is due February 28<sup>th</sup>. Both of these reports will impact our CoC's score on the next funding application process. The results will be shared with the Board when they are submitted and/or returned.