

MA 507, Three County CoC – June 2022– Quarterly Board Report (April through June)

This report was compiled for dissemination prior to the June 8th quarterly board meeting.

Board Updates:

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

1. **Persons with Lived Experience of Homelessness** (*financial compensation for meeting attendance is available*)
2. **Representative from the CAPV Youth Action Board** (*financial compensation for meeting attendance is available*)
 - The CoC Director has been working to communicate with a current YAB member regarding the possibility, no updates or confirmations yet.
3. **Representative from a Housing Authority in the Three County Area**
 - Still very much a need

CoC community and project level/subrecipient Trainings

Offered:

The CoC, in consultation with Racial Equity Partners, and as funded by the Western Mass Network to End Homelessness held 5 very well attended trainings for our housing and service providers as follows: **Managing and Understanding HMIS Program Data with an Equity Lens; Developing a Diverse Organization: Inclusive Recruitment & Onboarding; Incorporating, Empowering and including People with Lived Experience In our Work; Achieving Racial Equity in your Programs: Policies, Procedures & Accountability; Landlord and Housing Provider Training on Tenancy and Racial Equity.**

& Upcoming:

Fair Housing 101 – June 23rd, 1-2:30pm – Massachusetts Fair Housing Center

Current News:

[2nd quarterly newsletter](#) released.

Visit our website's news and events page @ <https://www.threecountycoc.communityaction.us/news-events> to read about more of the CoC's current updates.

CoC Funding Updates:

- **FY22 EOHHS budget is the fourth quarter of this funding.**

- CAPV will receive \$500,000 in Capital Funding amending the FY22 state contract to \$1,145,000. This \$500,000 will support building renovations to support Louison House in creating new youth and young adult housing in the Northern Berkshire area.

- **State Earmark:**

The CoC has been awarded an Earmark of \$30,000 to be used to support the expansion of the Coordinated Entry System to fully incorporate the needs of Survivors of Domestic Violence.

- This Contract has been signed and these funds will be used to “match” the FY21 CoC funded CE Expansion Project (If HUD awards).
- **FY21 CoC Funding:** Our CoC received notification of the CoC Funding award for FY221 totaling \$3,051,996 allocated to 21 projects. This year’s funding will support 12 agencies in our region, including CAPV in providing housing and supportive services for people experiencing homelessness. To learn more about this year’s funds, visit here:
<https://www.threecountycoc.communityaction.us/continuum-of-care-nofa-and-applicat>
- **Grant awards & agreements for the FY21 Grant cycle have moved very slowly. Still awaiting contracts for July and August project start dates.**

FY21 (Annual year 2022) New Funding Breakdown by County

Funding CoC Project Source	Counties								
	Berkshire		Hampshire		Franklin		Hampden		TOTAL FUNDING
	\$	%	\$	%	\$	%	\$	%	
County Funding by Sub Recipient Units	\$543,143.82	22.1%	\$449,114.03	18.2%	\$1,395,873.41	56.7%	\$72,810.23	3%	\$2,460,941.50
County Funding Allocation of Collab Applicant Awards	\$133,875.67	26.5%	\$133,875.67	26.5%	\$237,875.67	47.0%	\$-		\$505,627.00
TOTAL	\$677,019.49	22.8%	\$582,989.70	19.7%	\$1,633,749.08	55.1%	\$72,810.23	2.5%	\$2,966,568.50

Subrecipient project monitoring:

The Three County CoC is in the midst of annual site monitoring for all agencies and projects funded through CAPV as the sole recipient of the HUD funding for our region for housing and services for those experiencing homelessness in Hampshire, Franklin, and Berkshire Counties. Monitoring will inform the ranking and evaluation process for this year’s FY22 local CoC funding competition. To view documents used for monitoring, you can go here: <https://www.threecountycoc.communityaction.us/three-county-coc-documents> and to learn more about the project ranking process: <https://www.threecountycoc.communityaction.us/project-ranking-and-evaluation>

Some Results of the Monitoring will be discussed further in the Meeting on June 8th.

Project Updates:

2021(FY20) – Current Project Unit & Grant Utilization

General	Program Utilization				FY 2020 Contract Utilization (as of 6/3/22)				
Project	Contract Units	Contract Capacity	Current Units Filled (per Billing 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	\$130,506.50	75%	April	72%
Adult Independent Living	10	10	9	90%	Nov-21	\$41,992.00	17%	December	17%
CHD PSH	48	48	41	85%	Jul-21	\$706,679.50	75%	January	74%
DIAL/SELF TH/RRH-PH	10	10	16	160%	Jul-21	\$95,041.50	83%	December	62%
Louison House TH	14	22	15	107%	Feb-21	\$134,541.50	100%	December	100%
Northern Berkshire PSH	9	9	9	100%	Sep-21	\$141,889.50	58%	January	61%
Paradise Ponds	4	4	4	100%	Feb-21	\$28,873.50	100%	January	100%
Project Reach	3	3	2	67%	Nov-21	\$25,439.50	42%	January	48%
Shelter Plus Care	22	18	18	82%	Oct-21	\$225,307.50	42%	December	30%
Village Center Apts	5	12	4	80%	Nov-21	\$67,322.00	N/A	Hold	N/A

* Does not include billing received but not yet approved

YHDP Projects

General	Program Utilization				FY 2019 Contract Utilization (6/3/22)				
Project	Contract Units	Contract Capacity	Current Units Filled (per Billing 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	1	25%	Oct-20	\$134,358.00	79%	December	29%
Gandara SHINE TH-RRH	6TH/12RRH	20	9	50%	Oct-20	\$715,842.00	78%	January	41%
MHA PSH	8	8	7	88%	Oct-20	\$335,160.00	74%	January	30%
MHA Youth Nav/RRH	6 RRH	6 RRH	7	117%	Oct-20	\$389,872.00	71%	January	26%

+Gandara Shine project includes \$85,882 in supportive services funding contracted to CAPV Youth Programs

Regional Efforts:

County	Town	Unsheltered PIT Count	Sheltered PIT Count	Total PIT Count	Agency	Shelter Name	Year-Round Shelter Beds	Seasonal Shelter Beds	PSH Under Dev
Berkshire	Adams	1		1					
	North Adams	1	25	26	Louison House	Shelter		20	7
	Pittsfield	24	46	70	ServiceNet	St Josephs	50		38
	Unspecified	2		2					
	TOTAL	28	71	99			50	20	
Franklin	Greenfield	10	6	34	CHD	Hotel units	6		
			28		ServiceNet	Franklin County ES	30		
	Orange	2		2					
	Turners Falls	1		1					
	Unspecified	3		3					24
	TOTAL	16	34	40			36	0	
Hampshire	Amherst	9	22	64	Craigs Doors	Craigs Place @ ILC	23		10
			7		Craigs Doors	Willie Eaton House	14		
			26		Craigs Doors	University Lodge	30		
	Easthampton	1		1					
	Hadley								25
	Northampton	10	17	54	ServiceNet	Grove Street Inn	15		16+8
			27		ServiceNet	Interfaith Winter Shelter		26	
	Unspecified	2		2					
TOTAL	22	99	121			82	26		

- The CoC is participating in Regional Planning around shelter and housing procurement through the state. This chart helps to identify current bed capacity and likely unit development.

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 monthly

The YYA Homelessness Committee met in March and April but was cancelled in May due to Off-Site Monitoring and HUD Monitoring activities. During the YYA Committee meetings held, the following items were discussed: Youth/Young Adult Action Board (YAB) updates, Youth Homelessness Demonstration Program (YHDP) project updates, Youth Count (including presentations on local and statewide initiatives), the YAB's DCF Care Package Project (funded by EOHHS), YHDP Demonstration Period Project Evaluation (the YAB reviewed portions of provider's policies for YYA Voice in Project Performance, Use of Positive Youth Development, and Social/Emotional Wellbeing measures and offered suggestions regarding the summary/evaluation of Survey 1 responses, Point in Time (PIT) Count results, the YAB's legislative advocacy training with Pamela Swartz of the Western Mass Network to End Homelessness, a resource flyer being developed by the Regional Advisory on Pregnant and Parenting YYA, and the State's Homeless Youth Awareness Campaign. 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 the goals of the Coordinated Community Plan to End Youth Homelessness.

Data Evaluation Committee, meets monthly – needs update

The Data Evaluation Committee has been meeting monthly in 2022 with a primary focus of resolving the sharing settings issue we're experiencing in the HMIS. The committee needs to continue finalizing both the Privacy and Security Plan and Data Quality Plans and needs to focus on incorporating these plans into an agency agreement for new and existing agencies to sign off on agreeing to proper use of the CAPV Clarity HMIS but this important work has been put on hold as the committee has met with HMIS technical assistance providers and staff from Bitfocus to discuss the options we have for resolving the issues going on in our HMIS. The committee, along with some stakeholders from agencies not represented in the committee and with the support of the Board, has decided to move forward with opening up sharing settings in the HMIS so that agencies are sharing client records with one another, but intends to do so in a more phased approach with some agencies opening up sooner than others as they are ready. While CAPV as the HMIS lead and Bitfocus as the HMIS vendor work to ensure that the HMIS is ready to open up data sharing, the Data Evaluation Committee has begun revising our release of information and considering what needs to be implemented before opening up data sharing in order to protect agencies and the people who have trusted us with their data. The Committee met most recently on 5/25 and took a break from working on the release of information to discuss two data requests. One request came from the City of Northampton who is working with a Northampton High School senior on a 'State of Homelessness' data dashboard project for the

city. The Committee voted to share aggregate data and not any de-identified client level data. The other request was an External Data Request Policy for the statewide Rehousing Data Collective (RDC), the state's new Green River Data Warehouse. DHCD requested that each CoC review the policy and vote on approval to report back to the state- the Committee voted to approve the External Data Request Policy and appreciated the high level of checks in place included in that policy. The Data Evaluation Committee convenes every 4th Wednesday each month from 3-4:30pm.

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 presented their feedback on YHDP providers' policies related to YYA Voice in Project Performance, Use of Positive Youth Development, and Social/Emotional Wellbeing measures at a YYA Committee meeting. The YAB also continued to host monthly Building Bridges meetings-to build relationships and trust among members of the YYA Homelessness Committee-and focused on reimagining Building Bridges meetings this quarter, incorporating feedback from the YYA Committee. The YAB participated in paid outreach for the MA Youth Count and spread the word to YYA with experience of homelessness. Additionally, YAB hosted a workshop for YYA to learn about legislative advocacy in advance of the YELO Forum (Youth Engaging Legislators & Officials), where YYA discussed homelessness with their representatives. They also continued working on the DCF Care Package project to support young people with DCF experience, began distributing care packages, and hope to wrap up the project by June 30th.

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 is creating a process to identify where the Navigators, funded by the CoC's new grant, might be placed.

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, May 18th. The Committee did not meet in April due to staff vacation. During the months of March, and May, the Equity and Inclusion Committee had conversations on best practices to get more People with Lived Experience present at our decision-making tables. The committee spoke on sharing the People with Lived Experience flyer again, and suggested we ask community partners to share in community

circles, and also to ask folks how they are sharing the flyer. The Equity and Inclusion committee agreed that the flyer should also be shared with a script and become a part of partner agencies' intake procedures. The Equity and Inclusion committee reviewed the C4/MHSA Coordinated Entry System Evaluation recommendations. The Equity and Inclusion Committee reviewed the NOFO response, focusing on the Racial Equity Score. The Equity and Inclusion committee decided that it would like to frame up project level racial disparities, 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 would like to create a 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 Equity and Inclusion committee hopes that the survey results could lead to possible implementation of mandates for agencies for diversity. The next meeting is scheduled for Wednesday June 15th at 11:00a.

Landlord Engagement Work Group, meets quarterly

The Landlord Engagement Workgroup convenes quarterly on the 1st Wednesday of every third month. The Landlord Engagement Workgroup last met on Wednesday June 1st. During the last couple of months of March and June, the workgroup has been working 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 its 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 inviting 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. The next meeting is scheduled for Wednesday September 7th 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 February, the Coordinated Entry system has seen the following placements into CoC Housing:
- Transitional Housing (includes YHDP): 10
- Permanent Supportive Housing (includes YHDP): 4
- YHDP RRH: 11
- Emergency Housing Voucher (EHV)
 - # Referred: 67
 - # Issued: 33
 - # Housed: 24
 - # In application process: 10

- The Massachusetts Housing and Shelter Alliance (MHSA) in partnership with C4 Innovations led an evaluation of our Coordinated Entry system & 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 EHV's 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 EHV's, 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>

General		Units		Characteristics Per Unit			Unit Type/Bedroom					
County	Household/Units	Capacity	Adult 25+	Families	18-24+	Congregate	SRO or shared	1 bed	2 bed	3 bed	4 bed	
Transitional Housing	Berkshire	24	32	17	3	4	24	-	-	-	-	-
	Franklin	-	-	-	-	-	-	-	-	-	-	-
	Hampshire	-	-	-	-	-	-	-	-	-	-	-
Permanent Supportive Housing	Berkshire	25	35	20	3	2	-	1	21	-	2	1
	Franklin	37	37	35	-	2	-	16	21	-	-	-
	Hampshire	34	58	25	8	1	-	6	20	1	6	1
	Hampden	8	9	6	2	-	-	-	6	2	-	-
YHDP PSH	Franklin	8	8	-	-	8	-	-	8	-	-	-
YHDP RRH	Franklin	22	22	-	-	22	-	-	22	-	-	-
YHDP TH	Franklin	8			2	6			6	1	1	
TH/RRH -PH	Franklin	11	11	-	-	11	-	-	11	-	-	-
Totals		177	212	103	18	56	24	23	115	4	9	2

HMIS lead Updates:

The new HMIS has been in place for almost five months and the overall consensus is a significant improvement in terms of data entry and reporting. Everyone who no longer needs to enter data in ETO for the state has lost access to DHCD’s MA-HMIS at this point. Unfortunately, there are still issues in the system related to how data was migrated already merged into a closed (not sharing data) system. As a reminder, because merged client records are now in a system without client data sharing, only the first agency that ever worked with a client can see that client’s record in the new HMIS. CAPV as the HMIS Lead has worked closely with Eric Gammons, a TA provider assigned through HUD, our HMIS vendor Bitfocus, and the Data Evaluation Committee to try and come to a resolution. As mentioned in the Data Evaluation Committee updates, the group decided to move forward with opening up sharing settings between agencies. The plan is for agencies to opt into sharing client data when they are ready so that each client record is visible to all agencies working with that client. 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. Currently, CAPV is working with Bitfocus to ensure that all Family Shelter data and all data for unaccompanied minors is kept hidden when data sharing does open up. The Data Evaluation Committee is working on a new version of the release of information which will inform program participants that data will be shared across agencies and give them the ability to opt out.

The 2022 point in time count and housing inventory chart reports were submitted to HUD on time and a report compiled by the HMIS Lead showing county level data, comparisons over time, results from the unofficial count, and racial and ethnic disparities is nearly complete and will be sent out to all board members and everyone who participated in the 2022 point in time count soon. In addition to expanding the scope of the point in time count, the planning group felt strongly that we should try to hold a second count in the warmer (but not hottest) months. We will be reaching out to point in time count planning group in June to discuss options for a warmer months/late summer/early fall count.