

MA 507, Three County CoC – March 2022– Quarterly Board Report (January through March)

This report was compiled for dissemination prior to the March 15th 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
- 4. An Affordable Housing Advocate or Developer**
 - **A representative from Community Legal Aid. The Program Director met with Jennifer Dieringer |** Managing Attorney to discuss this opportunity and we have determined that there may be a more suitable member from their team.

CoC community and project level/subrecipient Trainings

Offered:

- New HMIS End User Training & Manager/Administrator Trainings
- Privacy & Security Training
- New HMIS Policies & Procedures Overview
- New Coordinated Entry Vulnerability Assessment tool Trainings
- Housing Problem Solving Training

& Upcoming:

Agency and Program Leadership Training Series

- March 9: Managing and Understanding HMIS Program Data with an Equity Lens
- March 16: Developing a Diverse Organization: Inclusive Recruitment & Onboarding
- March 23: Incorporating, Empowering and including People with Lived Experience In our Work

- March 30: Achieving Racial Equity in your Programs: Policies, Procedures & Accountability
Landlord and Housing Provider Trainings

- April 6: - Landlord and Housing Provider Training on Tenancy and Racial Equity

CoC Funding Updates:

FY21 CoC Funding:

- 21 project applications were submitted in our project listing (including the planning grant), totaling \$3,094,244 and \$85,155 in planning funds which means the **total request to HUD for Three County will be \$3,179,399.00** for the FY21 funding cycle.
 - Still awaiting communication regarding next steps/HUD approval.
 - Three Projects have already begun
 - LH Transitional Housing, start date 2/1/22 - assumed contract amount: \$139,091
 - Three County CoC HMIS project, start date 2/1/22 - assumed contract amount: \$80,079
 - Wayfinders Paradise Ponds Apartments (PSH), **new start date 3/1/22** - assumed contract amount: \$29,604

FY22 current/Updated EOHHS budget (7.1.21 start) Currently at \$650,000. We are in the third quarter of this funding.

- EOHHS has identified about 1.6 (at least 1.2) million in additional funding available for Capital Improvement projects (purchase/pre-development/completion of projects already under way).
- Partners In Berkshire County are conducting a feasibility study on a current LH building to provide YYA specific housing units in North Adams. Rehab estimates are over \$450,000. Currently EOHHS has verbally stated they will earmark \$250,000 for this project to be spend before 6/30/22.

DHCD – EHV Service Fees

- The budget for this funding is \$126,000 (\$3500 per voucher) and 10% admin. **The CoC is hiring a new Intake and Referral Specialist who to provide housing search support and assessments conducted in our area.**
 - Very little funding utilized yet. No potential tenants have utilized the funds.

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).

Our current (FY20) CoC funding is below: CoC (plus \$52,585 in planning dollars)

Applicant	Project Name	Grant Number	Expiration Year	Project Component	Total ARA
CAPV	3 County CoC HMIS Project	MA0064L1T072010	2022	HMIS	\$80,079
CAPV	3 County CoC CE Project	MA0540L1T072004	2022	SSO	\$111,543
CAPV	Paradise Pond Apartments	MA0072L1T072013	2022	PH	\$29,604
CAPV	Adult Independent Living Program	MA0142L1T072013	2022	TH	\$43,412
CAPV	Louison House TH	MA0144L1T072013	2022	TH	\$139,091
CAPV	Project Reach	MA0336L1T072010	2022	PH	\$26,110
CAPV	SN Shelter Plus Care North	MA0353L1T072011	2022	PH	\$229,695
CAPV	A Positive Place	MA0401L1T072009	2022	PH	\$135,932
CAPV	Village Center SHP	MA0468L1T072007	2022	PH	\$68,811
CAPV	LH Northern Berkshire PH	MA0604L1T072003	2022	PH	\$147,464
CAPV	CHD PSH	MA0633L1T072002	2022	PH	\$727,836
CAPV	Dial Self TH/PH RRH	MA0634L1T072002	2022	Joint TH & PH-RRH	\$98,255

					\$1,837,832
Applicant	YHDP Project Name	Grant Number	Expiration Year	Project Component	Total ARA
CAPV	3 County CoC YHDP HMIS	MA0689Y1T071800	2022	HMIS	\$44,000
CAPV	3 County CoC YHDP SSO-CE	MA0688Y1T071800	2022	SSO	\$60,000
CAPV	Mental Health Association YHDP RRH Navigators	MA0690Y1T071800	2022	PH	\$210,912
CAPV	Mental Health Association YHDP PSH Hope for Home	MA0691Y1T071800	2022	PH	\$185,928
CAPV	Gandara SHINE YHDP TH/RRH	MA0692Y1T071800	2022	Joint TH & PH-RRH	\$424,849
CAPV	Dialself YHDP RRH Franklin	MA0693Y1T071800	2022	PH	\$74,986
					\$1,000,675

Project Updates:

2021(FY20) – Project Unit & Grant Utilization

General	Program Utilization				FY 2020 Contract Utilization (as of 3/9/22)				
Project	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)
A Positive Place	11	17	13	118%	Aug-21	\$130,506.50	50%	January	50%
Adult Independent Living	10	10	9	90%	Nov-21	\$41,992.00	17%	December	17%
CHD PSH	48	48	44	92%	Jul-21	\$706,679.50	58%	January	60%
DIAL/SELF TH/RRH-PH	10	10	16	160%	Jul-21	\$95,041.50	50%	December	35%
Louison House TH	14	22	15	107%	Feb-21	\$134,541.50	92%	December	92%
Northern Berkshire PSH	9	9	9	100%	Sep-21	\$141,889.50	42%	January	44%
Paradise Ponds	4	4	4	100%	Feb-21	\$28,873.50	92%	January	91%
Project Reach	3	3	3	100%	Nov-21	\$25,439.50	25%	January	31%
Shelter Plus Care	22	18	18	82%	Oct-21	\$225,307.50	25%	December	18%
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 (3/9/22)				
Project	Contract Units	Contract Capacity	Current Units Filled (per 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	63%	December	23%
Gandara SHINE TH-RRH	6TH/12RRH	20	8	44%	Oct-20	\$715,842.00	67%	January	33%
MHA PSH	8	8	7	88%	Oct-20	\$335,160.00	67%	January	25%
MHA Youth Nav/RRH	6 RRH	6 RRH	4	67%	Oct-20	\$389,872.00	67%	January	23%

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

Initiatives and Regional Updates:

Emergency Housing/Shelter support:

- The CoC is working closely with the leading Shelter, outreach, and service providers across the region & the Western Mass network to End Homelessness to support communication and logistical planning for both state Earmarked funds, funding through the Salvation Army's and Interfaith councils, as well as the latest available funding for our region through the Community Foundation of Western Mass to support shelter overflow needs and motel use.
- The CoC is participating in The CoC is participating weekly in the state shelter provider meetings to support emergency sheltering and COVID 19 challenges, as well as many regional, state-wide, and community specific planning around addressing the needs of those who remain unsheltered.

Housing & Program Development:

- The CoC has been meeting with representatives of the Department of Mental Health, and Clinical and Support Options to help engage the newly funded "Safe Havens" & "low Threshold Housing" projects implementation and access to the Coordinated entry System.
- The Town of Greenfield has engaged the CoC program in applying for funding through a "Better Together" Grant for local Patient Navigator Services Partnership & CE expansion to meet the specific needs of people exiting respite, hospital, and inpatient programs in need of shelter and housing.
- The CoC has been meeting regularly in various communities (Amherst, North Adams, Northampton, and Greenfield area) surrounding the topic of building affordable housing and continues to work with both developers and providers to share feedback with state and federal funders re: the packaging of affordable housing to include development, ongoing operations and service dollars for increased opportunities for these projects to be reasonable in our rural environment.

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 December and January but the February meeting was cancelled to enable a joint 3 County YAB and Springfield YAB meeting with Pamela Schwartz of WMNEH to discuss legislative process/advocacy training options. During the YYA Committee meetings held, the following items were reviewed and discussed: Youth/Young Adult Action Board (YAB) updates, Youth Homelessness Demonstration Program (YHDP) project updates, the EOHHS DCF Transition Aged Youth (TAY) project (including new funding for the YAB’s DCF Care Package Project and peer support stipends), YHDP Demonstration Period Project Evaluation updates, Point in Time (PIT) Count, prioritizing and addressing unmet short-term goals in the Coordinated Community Plan (CCP), and legislative updates/advocacy. YAB members continued to participate in these meetings and provided intros/check-ins, YAB updates, and shared opinions re ways to use unspent YHDP funds and ways to improve PIT Count material & approach. YHDP Demonstration Period Program Evaluation comprises three groups of evaluation elements- Surveys, Policies/Administration and Data. YAB expressed interest in participating in the survey and policy evaluation and data. CoC staff shared consolidated survey responses (de-identified and broken out by population), YHDP project policy material (and their self-evaluations), and scoring tools with Youth Program’s YAB supporters for YAB review.

Data Evaluation Committee, meets monthly – needs update

The Data Evaluation Committee met briefly in December and has had two full meetings in January and February. 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. Work on these plans and agreements has been delayed as the committee focuses on helping to try and resolve the new HMIS data sharing issue which is preventing staff from seeing clients with an earlier enrollment at another agency. The Data Evaluation Committee convenes every 4th Wednesday each month from 3-4:30pm.

Ranking and Evaluation Committee, meets monthly in current stage

This committee met twice this quarter so far and reviewed policy expectations and areas of concentration for this year’s project monitoring in relation to the FY21 NOFO changes. Some key areas of concentration were to further define expectations surrounding policy development & demonstration of Supportive Services, identify/define equity measures, review and suggest fiscal measures, and review and suggest CoC level policies. This committee has also reviewed this year’s scoring tool. Subrecipient monitoring will begin in April and continue throughout the Spring in preparation for ranking.

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 quarter, YAB also began participating in the YHDP demonstration period evaluation process, providing feedback on the youth surveys and funded project policies. The YAB also continued to host monthly Building Bridges meetings -to build relationships and trust among members of the YYA Homelessness Committee - and conversations this quarter focused on the issue of anti-homeless architecture, and the importance of access to technology and the internet for young people experiencing homelessness. YAB furthered their work on a peer engagement project to create care packages for youth transitioning out of DCF by meeting with collaborators to plan distribution of the packages, and participated in the CoC's Point in Time Count planning meetings. Additionally, the 3 County YAB met jointly with the Springfield YAB to discuss getting involved in legislative advocacy, and continued to work with Community Action's Youth Council to address key issues in the community.

CE Committee, meets quarterly

The Coordinated Entry Committee did not meet during the 1st quarter.

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, February 16th. During the months of December, January, and February, the Equity and Inclusion Committee separated the Lived Experience portion from the Three County CoC Racial Equity plan, and made it its own standalone plan. The Equity and Inclusion Committee expanded and added to the Lived Experience plan by adding key activities, action steps, outcomes, and timelines for completion. The Equity and Inclusion Committee continues to work on advancing aspects of the Lived Experience Plan and plan around increasing participation of people with Lived Experience of Homelessness in CoC work, by creating a network that shares the Lived Experience Flyer. The next meeting is scheduled for Wednesday March 16th at 11:00a.

*****NEW - Landlord Engagement Work Group, meets bi-weekly***

The Landlord Engagement Workgroup will now be meeting quarterly on the 1st Wednesday of each month. The Landlord Engagement Workgroup last met on Wednesday January 5th. During the last couple of months, 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 next meeting is scheduled for Wednesday March 2nd at 9a.

Racial Equity workgroup, meets monthly

This committee has met twice so far this quarter. The committee continues to support the activities as outlined in the Racial Equity Action Plan. This quarter, we reviewed and provided response to an equity measure concern in HMIS, reviewed the efforts of the equity and inclusion committee regarding engaging PLE, provided feedback to the CoC on the Anti-discrimination policy draft, supported the CoC in creating an outline for upcoming Racial Equity leadership training series and engaged in a presentation from MHSA re: the C4 Innovations racial equity evaluation of the coordinated entry system.

Coordinated Entry System Updates:

- Since December, the Coordinated Entry system as seen the following placements into CoC Housing:
- Transitional Housing (includes YHDP): 4
- Permanent Supportive Housing (includes YHDP): 6
- YHDP RRH: 11
- Emergency Housing Voucher (EHV)
 - # Referred: 70
 - # Issued: 24
 - # Housed: 7
 - # In application process: 33

Our CoC has experienced some great recognition lately for our Coordinated Entry System efforts.

- The Massachusetts Housing and Shelter Alliance (MHSA) in partnership with C4 Innovations lead an evaluation of our Coordinated Entry system & recognized our communities' Racial Equity Action Plan and processes.
- The Massachusetts Department of Housing & Urban Development (DHCD) has shared the Three County CoC (Shaundell Diaz in particular) for our coordinated Efforts around working with the Regional Administering agencies for the Emergency Housing Voucher role out.

- Our system’s newly released updated Coordinated Entry Vulnerability Assessment tool has received national recognition from our consultant company Racial Equity Partners, as well as the consultants at Technical Assistance Collaborative (TAC).

We are beginning the next phase of efforts with the National Alliance for Safe Housing (NASH) to provide expansion of our coordinated entry system to meet the needs of survivors of domestic violence.

	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
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:

A lot of work and changes have been happening around HMIS this past quarter. Some of these items include the migration to a new HMIS/data collection system for programs providing housing and/or shelter for those experiencing homelessness in Hampshire, Franklin, and Berkshire Counties along with the 2022 point in time count, the longitudinal systems analysis (LSA) report, and the Systems Performance Measures report.

The HMIS migration was largely successful, there has been some data that didn't make it over from our previous system, ETO, but so far only in cases where there was an error in the way it was entered in ETO. Michele still has access to our data in ETO and has been working on finding those cases and filling in the information from that system. We have held many HMIS and privacy and security trainings since January and there is an increase in comfortability with the new HMIS. The biggest barrier is that the way the data was migrated and the way Clarity's sharing settings work, combined with our current policies of not sharing client data across agencies in HMIS, is causing a problem where only the first agency that ever worked with a client can see that client's record in the new HMIS. The CoC has brought in the help of our HMIS TA provider, Eric Gammons, to meet with our new HMIS vendor, Bitfocus, and try to resolve this problem. The CoC hopes to explore opening sharing practices among agencies after engaging in discussions with agencies using HMIS and thinking through repercussions and needed steps to take.

The 2022 point in time count was planned with more partners than any point in time count in recent years. Many YAB members were interested in learning about and helping to plan the count and many people who work with or are part of the Opioid Task Force also participated. With the help of these groups along with the support of our shelter and outreach partners like ServiceNet, Eliot CHS, and Louison House we made changes to our documents and methodology and expanded the count to include everyone experiencing homelessness regardless of whether they meet HUD's definition. We are in the process of receiving survey responses back from different groups and will determine how many people who participated in the count we can include in the 'official' count for HUD and how many we can include in our local 'unofficial' count of everyone experiencing homelessness. We will have the results of the count to share with everyone in April. 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.

In terms of the two reports the CoC had to submit in February, the System Performance Measures were submitted on time and included a re-submission of last year's system performance measures. The reason for resubmitting last year's numbers was that an important part of the report is comparisons between the most recent reporting period performance measures and the year prior. The performance measures are especially important because the results and our percent change from year to year make up a significant portion of how the CoC is scored during the annual funding application process. Finally, The LSA is the 'Longitudinal Systems Analysis' report. This report was due on February 15th and our CoC did not submit in time. The process to submit the LSA involves waiting for HUD liaisons to respond to our notes and either accept them or ask for additional information and continues until the liaison determines all explanations are acceptable or complete enough. We did submit a report with no errors but there were considerable warnings to explain, many of which were caused by missing exit destinations and some missing migrated data from the transition. Emphasizing the importance of capturing exit destinations, fixing missing migrated data, and a timely LSA submission will be priorities this year.