**MA 507, Three County CoC December 2019 – Quarterly Board Report**

This report was compiled in preparation for the upcoming Quarterly meeting, scheduled for **December 2nd, 2019 from 3-5pm at the CAPV Vernon Street site, 56 Vernon Street, Northampton, MA 01060.**

**Board Updates:**

Outreach was done to fill the final 3 available board seats, to be voted on at the December 2nd meeting. They are as follows:

**Hampshire County Representative**: Earl Miller, DMH Recovery Services

**Franklin County Representative:** Diana Aboth, Greenfield Community College Women’s Resource Center

**Homeless Advocate:** Andy Klatka, Eliot Homeless Services

**Funding Updates:**

* The annual CoC funding competition and application process was completed in September to secure over 1.8 million dollars to house chronically homeless, provide supportive services and program operations, fund our HMIS system, community work surrounding the effort to end homelessness, and the coordinated entry system.
* We are expected to receive funding from the Western Mass Network to End Homelessness for $17,000 for Racial Equity work this year.
* The Three County CoC was awarded Youth Homelessness Demonstration Program (YHDP), which we hope will increase the funding of the CoC’s work to end youth homelessness by around 9 million, after a 2 year project demonstration (the actual funding amount will be based on which projects are approved to continue under the CoC’s project components).
* The Youth Homelessness Demonstration Program is able to utilize EOHHS funds to support the Youth Action Board (YAB) members with gift cards and other compensation for their work.
* The EOHHS funds will help us to hire a consultant to write our Coordinated Community Plan for the YHDP.

**Membership Engagement:**

The CoC created 6 regular Committees; Youth Action Board, Performance and Outcomes, Equity and Inclusion, Data and Evaluation, Coordinated Entry, and Project Ranking and Evaluation. Twoad hock committees were created over the summer, and by the end of November, there were 69 (some duplication of people attending more than one committee or working group) people signed up to participate in CoC meetings and working groups, including the Point in Time Count working group. If we include the YHDP core planning committee that number increases by another 20 for participation from agencies and people with lived experience across the three counties. Since many of these committees have recently begun, this is a significant number, though it does include CAPV staff from the YHDP lead and the CoC. We have about a 60% rate for those who have participated in the first meetings held.

***CoC Committee Updates:*** Currently, all regular committee meetings are being held at 393 Main Street, Greenfield with zoom capabilities. Once groups have been meeting for a while, they will consider moving to a location that best suits the group.

* ***Performance & Outcome Committee***: Meets quarterly, next meeting Friday, February 14th from 9:00-10:30. The contact person for this committee is Keleigh Pereira, kpereira@communityaction.us

Our first Performance and Outcomes committee was held in early November. During this meeting we gave a general presentation on the CoC programs, and the application process for annual funding. We shared a bit about the upcoming strategic planning process for the CoC’s adherence to our consolidated application and gave an initial overview of the work of this committee.

* ***Equity and Inclusion Committee***: Meets monthly, next meeting Friday, December 20th from 9:00-10:30. The contact person for this committee is Keleigh Pereira, kpereira@communityaction.us

Our first Equity and Inclusion Committee was held in early November. We gave a general presentation on the CoC, had an open discussion about who should be at the table in order to truly do the work of this committee and we discussed the meaning of the words “equity” and “Inclusion” and how that defines our work moving forward. Discussed the CoC’s racial disparities report for FY2019 funding competition.

* ***Coordinated Entry Committee***: Meets quarterly, next meeting on Tuesday, February 11th from 3:00-4:30. The contact person for this committee is Brooke Murphy, bmurphy@communityaction.us

Our first Coordinated Entry Committee meeting was held in November.

* ***Data Evaluation Committee:*** Meets monthly, starting Friday, December 6th from 9:00-10:30. The contact person for this committee is Michele LaFleur, MLaFleur@communityaction.us

Since this meeting has not yet been held, there are no additional updates.

* ***Ranking Evaluation Committee***: Meets quarterly, starting on Friday, January 24th from 9:00- 10:30. The contact person for this committee is Keleigh Pereira, kpereira@communityaction.us

Since this committee has not begun meeting, there are no additional updates.

* ***Youth Action Board:*** The Youth Action Board is a youth-only committee and meets on their own bi-weekly and then as part of the YHDP planning group. If you are interested in participating in the work of the Youth Homelessness Demonstration Project, please contact Keleigh Pereira kpereira@communityaction.us

The YAB was started in order to offer youth voice to the YHDP application and the youth/young adult needs assessment process. They have been meeting since April, bi-weekly and became an official committee of the CoC in September. They have also facilitated experiential activities at the needs assessment summit and CoC Annual Meeting and are a key player in the Planning team, which meets at least bi-weekly for the YHDP planning process and a signer of the CCP.   Keleigh will be meeting with the YAB later this month support YAB members involvement in the other CoC committees.

**Ad-Hoc – Special Working Group Updates:**

* ***CoC Youth Homelessness Demonstration Program***

The CoC, in Partnership with Community Action Youth Programs, & Youth Homeless Services, is undertaking efforts as the YHDP lead agency, to create a Coordinated Community Plan, as phase 1 of a 3 phase project to increase the CoC’s funding by around $900,000 annually, specifically to address housing and supportive services for Homeless Youth. The Youth Homelessness Demonstration Program will follow a two year timeline, including the planning phase, lead by the Youth Homeless Services Program, and the project design and implementation phases, lead by the CoC.

We are working with our technical assistance providers to create our coordinated, community plan (CCP) to prevent and end youth/young adult homelessness in Franklin County.  We have developed some of the required structural components of the plan, including a Vision Statement and Governance Structure; acquiring additional data to inform our Statement of Need, which will support the process of looking at our system to see our strengths and needs in order to develop a plan for projects to meet those needs; and will then move into integrating the required principles, such as Positive Youth Development, family engagement and equity, into our plan and improving cross-system collaboration.  We are on target to submit a draft by the end of December for feedback from HUD with the final plan to be submitted at the end of April, 2020.

This CCP will likely be drafted and finalized by Jo Consulting, a firm that supported our Youth Needs Assessment earlier this year. WE are also likely to be contracting with them to provide training and leadership development for our YAB members to facilitate CoC wide training in racial equity and housing GLBTQ youth. Some of the Funds to support this piece are being provided by the Western Mass Network to End Homelessness and the rest are EOHHS funds.

Our Youth Action Board members are central to this process.  We our supporting their engagement in this and they are key decision makers in our planning meetings and during their own meetings. We are using EOHHS funds to support them in being compensated for their time.

* ***Point in Time Count***

The Point in Time Count Working Group is underway with our third meeting coming up on Friday, December 13th from 2-3pm. The meetings are being held in the Haskell Building at 1 Prince Street in Northampton, courtesy of Jay Levy and Eliot Human Services. The working group consists of about 16 people this year across the three counties. We are still looking for additional input from someone working in youth services if there is anyone at your organization you can think of to recommend. The state of Massachusetts has decided ***Wednesday, January 29th*** is the night of the count for the whole state and the Point in Time Count working group has decided on an unsheltered count methodology. Due to the size and rural nature of our geography, we will once again be doing a combination of counting on the night itself by street outreach staff at Eliot and a week long survey of area organizations who may have interacted with people experiencing unsheltered homelessness on the night of the count. Craigs Doors has been incredibly busy getting back up and running but we plan to engage with them about Point in Time Count involvement as soon as possible. We will be sending an outreach letter to area organizations asking them to participate in early January. A sheltered count methodology has not been decided on yet as we work through some issues around our HMIS.

***Project Updates:***

***2019 – Utilization***

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| ***Project*** | ***Total CoC Beds*** | ***Current utilization*** | ***# of move outs*** | ***location*** | ***# -*** ***move in*** |  ***referral source*** |
| Cooley (APP) PSH | 12 | 15 |  |  | 2 | CH APP clients |
| HilltownPSH | 5 (3 HF, 2 CHV)) | 5 | 0 |  | 0 |  |
| Louison House TH | 22 | 24-25 | 38 | 35 permanent housing, 3 treatment place - 2 substance, 1 hospital and into nursing home | 50 | Local ss and mental health agencies, COC Partners, churches, schools, self referrals |
| LH Northern Berks PSH | 18 | 19 | 2 | Permanent housing | 2 | 2 new came through CE - both Pittsfield (we are North Adams) from ServiceNet and Beacon Health respectively |
| Construct TH | 10 | 10 | 12 | 2 – Family, 6 – PSH, 1 – shelter, 1- DMH, 2 unknown | 7 | Local SS and mental health agencies, waitlist |
| Construct PSH (Project Reach) | 3 | 3 | 0 |  | 1 | CE |
| DialSelfTH/RRH PSH | 10 | 28 available | 0 | (new program -7,2019) | 2 | CE |
| Service Net Shelter Plus Care | 22 | 19 leased (2 searching)1 available | 3 | 1 – death, 1 – PSH (public housing), 1 – over income | 2 | DMH/Eliot Services |
| Center for Human Development | 49 | 2524 available | 1 | Permanent Housing |  | unknown |

Acronyms - Permanent Supportive Housing (PSH)/ Chronically Homeless (CH)/ Chronically Homeless Veteran (CHV)/ Homeless Families (HF)/ Coordinated Entry (CE)/Rapid Rehousing (RRH)

***Our Current Projects were asked to share some details about current positive outcomes and challenges..***

**A Positive Place – PSH**

According to GIW we have a total of 12 beds, but we actually have a total of 15 beds, and 15 current beds utilized.  HUD and Hilltown approved us to create 2 more subsidies and decrease support services hours b/c most of our tenants are relatively stable after 5 years and need less frequent visits etc.  This year, **we need to submit a budget amendment before the next GIW comes out.**

**Village Center Apartments – SHP**

This project provides 5 units of permanent supportive housing where 3 units are set aside for homeless families and 2 units are set aside for chronic homeless veterans. This grant starting on November 1, 2014. The budget allows for case management and operations in order to maintain a safe and stable living environment for tenants. The units are permanently subsidized by the applicant with section 8 project-based vouchers ensuring affordability to tenants placed in the units. Case management services will help tenants stabilize their living situation, increase their income and put in place the natural supports needed to move toward self-sufficiency. The units are located within walking distance to a bus line that provides access to medical and social services, shopping and school.

We have adopted a Housing First model and participate in a coordinated assessment program along with all CoC providers. We work with the local VA and Soldier On to target homeless veterans who are receiving VASH vouchers for our units set aside for veterans and have placed families in the units from the MA family shelter system. Families and veterans placed in our units sign a one-year lease and are given information regarding fair housing laws. Tenants are offered case management services to develop a transition plan that identifies areas of concern that they want to focus on to stabilize their housing and income. 24-hour emergency response is available through our property management service with case management follow up. All five units are occupied.

**Louison House – TH**

**Challenges:**  rents have gone up a lot in past year and not moving out of community affordable housing (subsidized) and local landlords rent gone up drastically in past 6-9 months with speculation of growth in North Adams, B & B's, etc.  Taking average of 6 months for people moving in.  Also the mental health and substance use issues have increased.  landlords requiring credit checks more often and more intense and a lot of our folks have to fix credit or at least improve before moving out.

**Positive:**  The state development and community funding that has taken 3 1/2 years since our fire is coming towards fruition. Building in Adams should be completed by end of January and we should be able to move TH to that building in mid February.  Also most of our people who we can still track are succeeding in their permanent housing - they are still where they moved out to, a few have moved but of those most to other permanent housing.  Those that failed in past couple of years have mainly been due to substance abuse (usually with mental health issues behind them).

**LH – Northern Berkshire PSH**

**Challenges:**  The level of need for those moving into PSH over the past 2-3 years have increased in severity of their barriers to housing, all chronic homeless with disabilty and the mental health and substance abuse have been extremely high.  Need to continue to work with whatever partner for referral but often hard when they are out of Pittsfield or Emergency shelter, as don't have staffing or means to come to NB to help with supportive services, but all the referrals have done as much as they can with their limited resources also.  Tough to help them succeed but we are still hanging in there with each and everyone of them with their individual situation.

**Positive:**  The 2 who moved out made some good choices about one returning to family for one who was young and think will do better being closer to family.  The other made job and choice to go where she thought she could be more successful with work but living closer to friends.  We have a good relationship with our one landlord for all 9 of our placements - he understands that we will take care of any situation with the people, he calls us immediately with any concerns and we take care of it, including bringing cleaning services for one apartment that got really dirty while person in crisis (no damage to the apartment itself).  And in he responds and does maintenance and repairs as needed as soon as possible.

**Construct – (TH and PSH)**

**Positive Updates and Challenges:**

Everyone who is currently in Transitional Housing, and is able, is employed. All three Permanent Supportive Housing participants are stable with the voluntary supports and referrals provided. While each participant is faced with multiple challenges, they are all currently working toward or maintaining housing permanency and the economic stability to sustain it.

Lack of permanent affordable housing in areas where sustainable wages are available is the biggest challenge identified by those in Transitional Housing. Two Construct affiliated properties now provide microloans for security deposits which makes getting housed more affordable and credit repair achievable.

**DIAL/SELF - TH joint RRH PSH**

We have 2 youth currently in PSH, out of 10 spots total.  These youth moved in on 8/16 and 10/16 respectively.  We were in the process for a move in to PSH in October but the youth was unfortunately involved in a legal matter that resulted in him being jailed and he is still currently there. We currently have 2 applicants in process for TH.  I anticipate us being able to finalize those move ins within the coming month.

-**Challenges** - Apartments not ready in Orange Teen Housing for move in, move-in scheduling taking a long time

-**Positive updates** - one of the youth in PSH reports loving her apartment and that it is so nice not to have to worry about where she will sleep at night.

**Center For Human Development - PSH**

CHD is actively involved in all coordinated entry groups for the Three-County COC.

We have been fully staffed and proving case management to all housed PSH clients and are meeting with other to assist in getting the needed documents to move into housing.

We are working collaboratively with all of the other providers in the area and look forward to this continuing.

We have had some delays with apartment renovations that have caused our clients to remain in shelter longer than expected. We are continuing to look for additional units in the Three-County CoC so that we can be 100% occupied by early January. At that point we will look to see if that are remaining funds to house additional homeless clients

**Coordinated Entry System Updates:**

The Three County CoC continues to facilitate weekly Coordinated Entry (CE) Case Conferencing meetings in each county.

* The CE meeting in Hampshire County is held on Mondays in Northampton at 1:00, with an average of 10 participants each meeting. The meeting generally includes representation from ServiceNet, CHD, Eliot CHS, DIAL/SELF, and at times VA and A Positive Place. Since September, this meeting has been successful in helping connect three individuals on the Hampshire CE list with CHD beds (PSH) in Greenfield. Since those placements, we have been discussing possible matches for three CHD floating units and Miller’s Falls units in Greenfield. In addition to discussing CoC-funded upcoming openings, we’ve been case conferencing around clients who have turned down opportunities and those who remain unsheltered as the cold weather approaches.
* The CE meeting in Franklin County is held on Tuesdays in Greenfield at 1:00, with an average of 9 participants. The meeting generally includes representation from ServiceNet, CHD, Eliot CHS, and at times DIAL/SELF. Since September, this meeting has been successful in helping connect one individual on the Franklin CE list with a CHD bed (PHS) in Greenfield. Over the past two months, this meeting has centered around the upcoming CHD openings in Miller’s Falls (19 beds total) and identifying possible matches. Right now, there are 6 people already identified and waiting for placement when the property is ready.
* The CE meeting in Berkshire County is held on Wednesdays in Pittsfield at 2:00, with an average of 7 participants. The meeting generally includes representation from ServiceNet, CHD, Louison House, Construct, MBHP/Beacon Health, and Berkshire County Regional Housing Authority. Since September, this meeting has been successful in helping connect one individual to a CHD bed at Barton’s Crossing in Pittsfield (PSH). While there have been fewer openings than in Franklin and Hampshire county, CE partners continued to be engaged in Case Conferencing. We’ve used this meeting as an opportunity to discussed recently housed individuals and case conference around how best to support individuals in housing stabilization. We have also been discussing individuals and families who are not chronically homeless or otherwise not eligible for CoC-funded projects and brainstorming around how to connect them with resources. Recently, we’ve been identifying two individuals for possible openings at Barton’s Crossing.

***Mainstream Vouchers:***

The CoC supported 4 housing authorities, along with members from municipalities and the The CoC’s Coordinated entry process will be at the heart of providing individuals to serve from our by names list and has developed MOUs with area service providers for supportive services efforts. This effort is including landlord outreach and tenancy training in partnership with the Town of Greenfield.

A total of 83 new vouchers in Western Mass have been awarded. FCRHRA (10) and GHA (8) are on the list for Franklin County, Northampton (15) and Amherst (10) for Hampshire. MA got the third highest total in the country--753 vouchers!

<https://www.hud.gov/press/press_releases_media_advisories/HUD_No_19_169>

|  |  |  |
| --- | --- | --- |
| **Mainstream Voucher Awards 2019 - Massachusetts** |  |  |
|  |  |  |  |  |
| **Public Housing Agency** | **Vouchers** | **Amount** |  |  |
| Lowell Housing Authority | 21 | $241,227  | BoState |  |
| Boston Housing Authority | 139 | $1,817,320  | Boston |  |
| Chicopee Housing Authority | 10 | $76,486  | Springfield/Hampden |
| Quincy Housing Authority | 200 | $2,758,728  | South Shore |  |
| Brockton Housing Authority | 39 | $264,598  | South Shore |  |
| Northampton Housing Authority | 15 | $107,246  | Three County |  |
| Springfield Housing Authority | 30 | $354,212  | Springfield/Hampden |
| Falmouth Housing Authority | 27 | $310,746  | Cape |  |
| Amherst Housing Authority | 10 | $83,932  | Three County |  |
| Franklin County Regional Housing Authority | 10 | $66,173  | Three County |  |
| Yarmouth Housing Authority | 30 | $359,187  | Cape |  |
| Greenfield Housing Authority | 8 | $50,861  | Three County |  |
| Chelmsford Housing Authority | 35 | $331,733  | BoState |  |
| Mansfield Housing Authority | 10 | $106,197  | South Shore |  |
| Milton Housing Authority | 30 | $472,234  | BoState |  |
| Sandwich Housing Authority | 60 | $637,114  | Cape |  |
| The Bridge of Central Massachusetts | 39 | $383,021  | Worcester |  |
| Bridgewell | 40 | $493,018  | North Shore |  |
|  |  |  |  |  |
| **Total** | **753** | **$8,914,033**  |  |  |

**HMIS Lead - Updates**

**HMIS Transition-** Our new HMIS, ETO Enterprise, is very nearly ready to "go live." Social Solutions gave us a live demo on November 20th that went very well- if you participated in one of the two training sessions you probably noticed some things that didn't work like they were supposed to but that has all been sorted out. We are now in a "user acceptance testing" phase where we will do our own tests of the system to make sure it meets our expectations and then will plan the launch. Currently, many staff have access to both the state ETO and the CAPV ETO but they are not using the CAPV ETO just yet. We are working with CHD to migrate data for their individual PSH project over to the CAPV ETO prior to "going live" and will be connecting with Dial/Self on this issue as well since their new projects were not set up in the state ETO ASIST.

One of the biggest HMIS roadblocks we're experiencing is that our contract with Social Solutions only allows for 25 user accounts. This is a problem since CAPV alone needs 5 or 6 ideally and all of our projects have not had a cap on users in the state system. We sent out the breakdown of user accounts in our email about training but this is what we decided based on the percentage of our total grant a project is and the geographic spread of a project:

Community Action: 4
Construct: 2
DIAL/SELF: 3
A Positive Place: 2
CHD: 5
ServiceNet, Shelter Plus Care: 3
Louison House: 3
Hilltown CDC: 2
WayFinders: 1

As you can see, this list doesn't include any organizations except for funded partners. We need to be able to collect data from more than just out funded partners (and we would like to make the process less burdensome for funded projects, not more) so we have requested and been approved for technical assistance from HUD specifically on HMIS implementation. Another factor is that, beginning in April, HUD is going to start requiring that we collect Coordinated Entry data in our HMIS and we can't do that without having any user accounts for coordinated entry partners. Our TA provider will be Abt Associates and we should be hearing from them sometime this week (hopefully we'll hear from them before this board meeting actually!). We hope that by getting technical assistance we can learn of workarounds and possible solutions but at least we are not completely alone in this struggle as every CoC is trying to figure out how to collect Coordinated Entry data in HMIS by April.