Regional Homeless Executive Board Minutes
November 15th, 8:00 to 9:30
2525 13th Street, Large Conference Room

In Attendance: Robin Bohannan, Frank Alexander, Jim Adams-Berger, Jennifer Biess, Kristen Lewis, Will Connelly, Karen Rahn, Karen Roney, Michael Reis, Kurt Firnhaber, Joni Marsh, Jeff Zayach, and Karen Kreutzberg
Via Phone: Daphne McCabe
Absent: Jeremy Durham

Status of Implementation

Jennifer Biess, Regional Homeless Systems Manager, provided a briefing on the status of system implementation. See associated PowerPoint below for all relevant information.

Will Connelly requested a communication strategy for regional messaging and feedback across agencies. Jennifer Biess will work with Will to develop this strategy.

Discussion Items

1. Severe weathering sheltering
Karen Rahn discussed the Boulder City Council's approval of between 60 and 80 days of severe weather shelter. Karen pointed out that data through October indicated that system capacities were not exceeded at either the Boulder Shelter or Bridge House. Karen pointed out that CE data will be critical in providing feedback when the capacity issue is revisited in June of 2018.

2. Street outreach and messaging
Jennifer Biess discussed the possible creation of an implementation team to do street outreach using Boulder County Connect. Frank emphasized the importance of focusing on the vision of this work which is ultimately about helping individuals progress out of homelessness, and suggested using client stories to complement collected data. Karen Roney agreed with this approach, pointing out that such narratives can be used to demonstrate broader community impacts in terms of improved impacts on the lives of individuals.

3. Engaging members between meetings and on emerging issues.
As a part of this discussion Robin Bohannan discussed the need for the group to be open and honest about emerging efforts that might work counter to the larger system we are seeking to implement. Because there are several geographic partners, each with their own set of political and community stakeholders, pressure might be exerted to do things on an individual basis that could run counter to the larger designs of the system. The Executive Board was seen to be the appropriate body within which to

have these potentially difficult conversations and she expressed the importance of members keeping each other well informed of any emerging local issues so that we might work together to resolve these in ways that preserve larger system.

The group also discussed how to work together between meeting, recognizing that many issues cannot be anticipated and will not conform to a prescribed schedule. The following strategies were recommended as ways to engage members between meetings:
- Schedule monthly Board meetings (instead of bi-monthly as is currently the case)
- Create a mechanism for elevating critical issues that require timely response from the Board
- Change the bylaws to 3 day notice for open meetings so that issues can be addressed more quickly

4. Tackling exits

The Board voted to approve the staff recommendation to "Establish a working group to identify the current continuum and accessibility of housing exit resources available to single adults experiencing homelessness, articulate gaps in that continuum, and recommend strategies to fill those gaps and optimize use of existing resources." Jennifer Biess will schedule the first meeting of this group.

5. Adjourn

The meeting adjourned at 9:30.

Regional Homeless Executive Board

November 2017 Briefing

System update

- Coordinate Entry launched in Both City of Boulder and Longmont with set locations
- Navigation services are being provided in both cities – Longmont started on Nov 5th
- Housing Focused Shelter is defined as a service and BSH started a bed reservation program
- City of Boulder has a severe weather shelter policy and is seeking a vendor. City of Longmont will respond to severe weather with current mix of services

Basic statistics – through Nov 7

- 477 screened (413 Boulder, 64 Longmont)

Type of Referral	Boulder	Longmont
Referred to Housing-focused Shelter	258	22
Referred to Navigation Services	155	42

	Number	Percent
Does the client self-report having a disabling condition?		
Yes	253	70%
No	108	30%
Does the client have family in Boulder County?		
Yes	94	22%
No	337	78%

Preliminary descriptive information

CE Client Homelessness History During Past Three Years
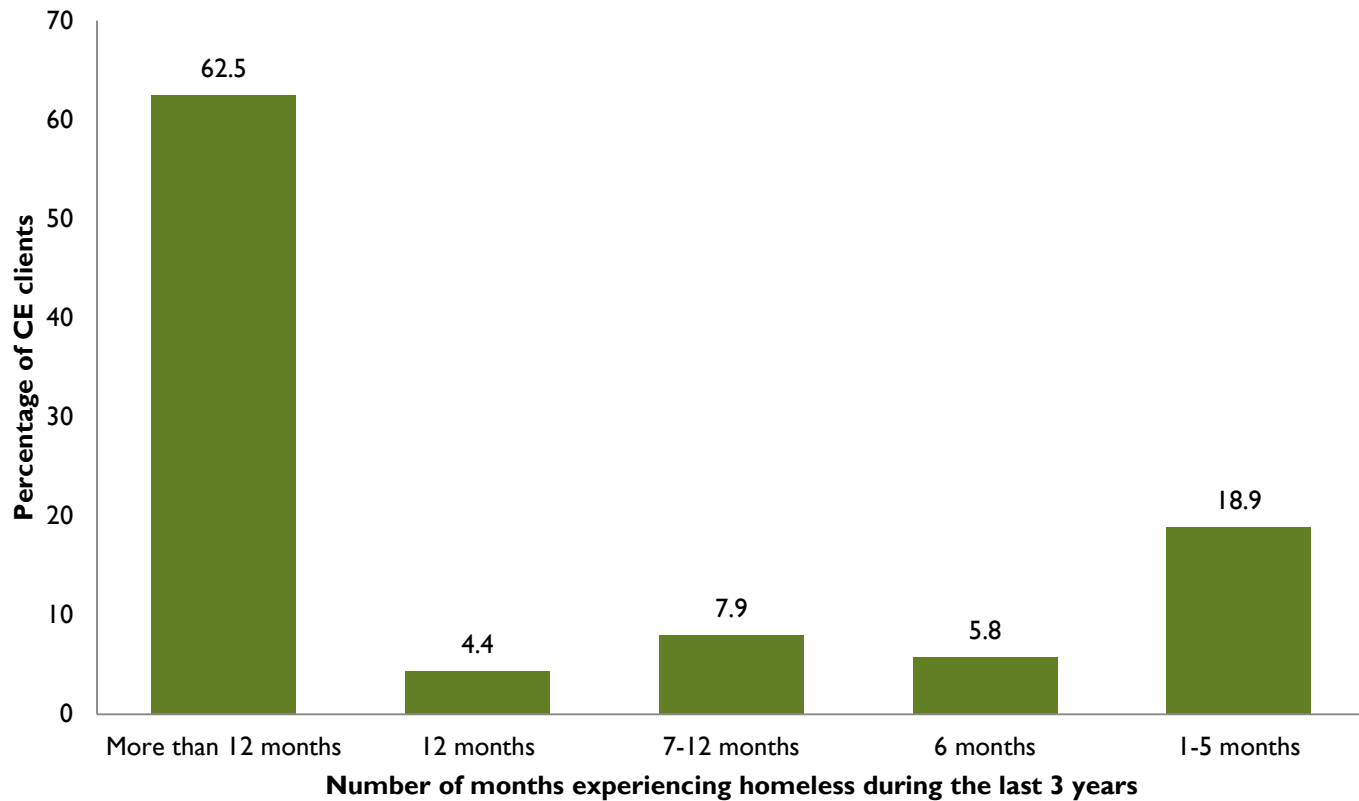
Chart showing Percentage of CE clients (y-axis, 0 to 70) vs Number of months experiencing homeless during the last 3 years (x-axis):
- More than 12 months: 62.5
- 12 months: 4.4
- 7-12 months: 7.9
- 6 months: 5.8
- 1-5 months: 18.9

Preliminary descriptive information

Length of Time in Boulder County
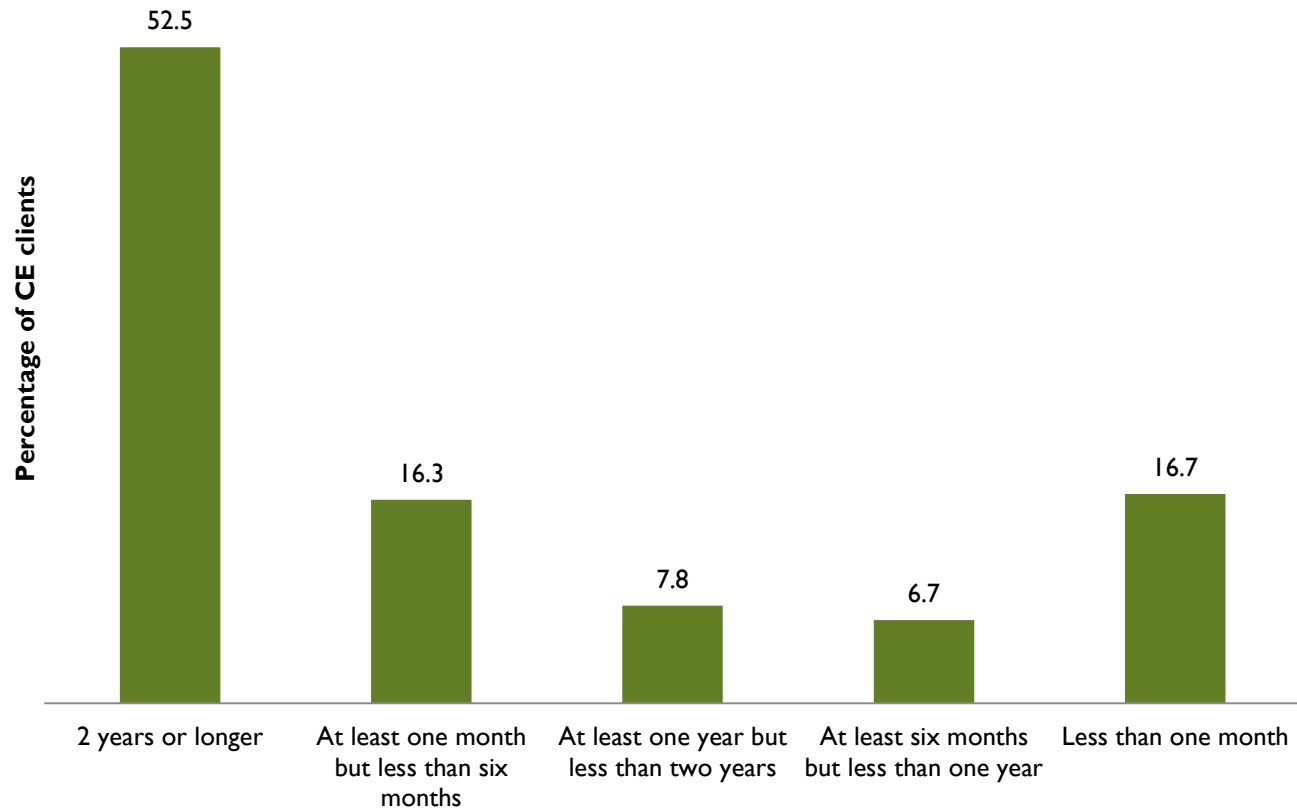
Preliminary descriptive information

Living Situation Prior to Screening
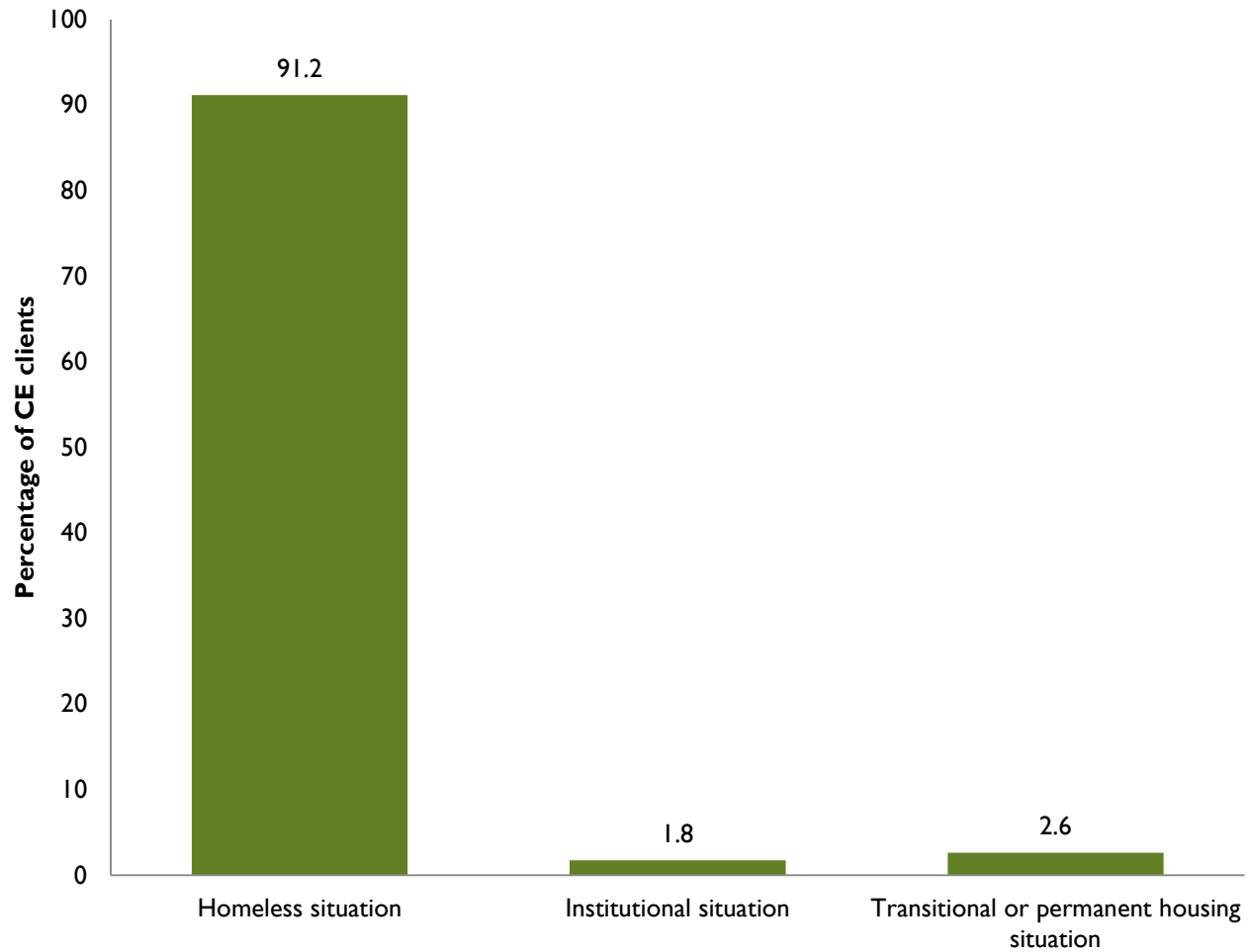
Preliminary descriptive information

Cumulative Percentage of Clients Referred to Housing-focused Shelter and Navigation Services (Through Nov. 7, 2017)
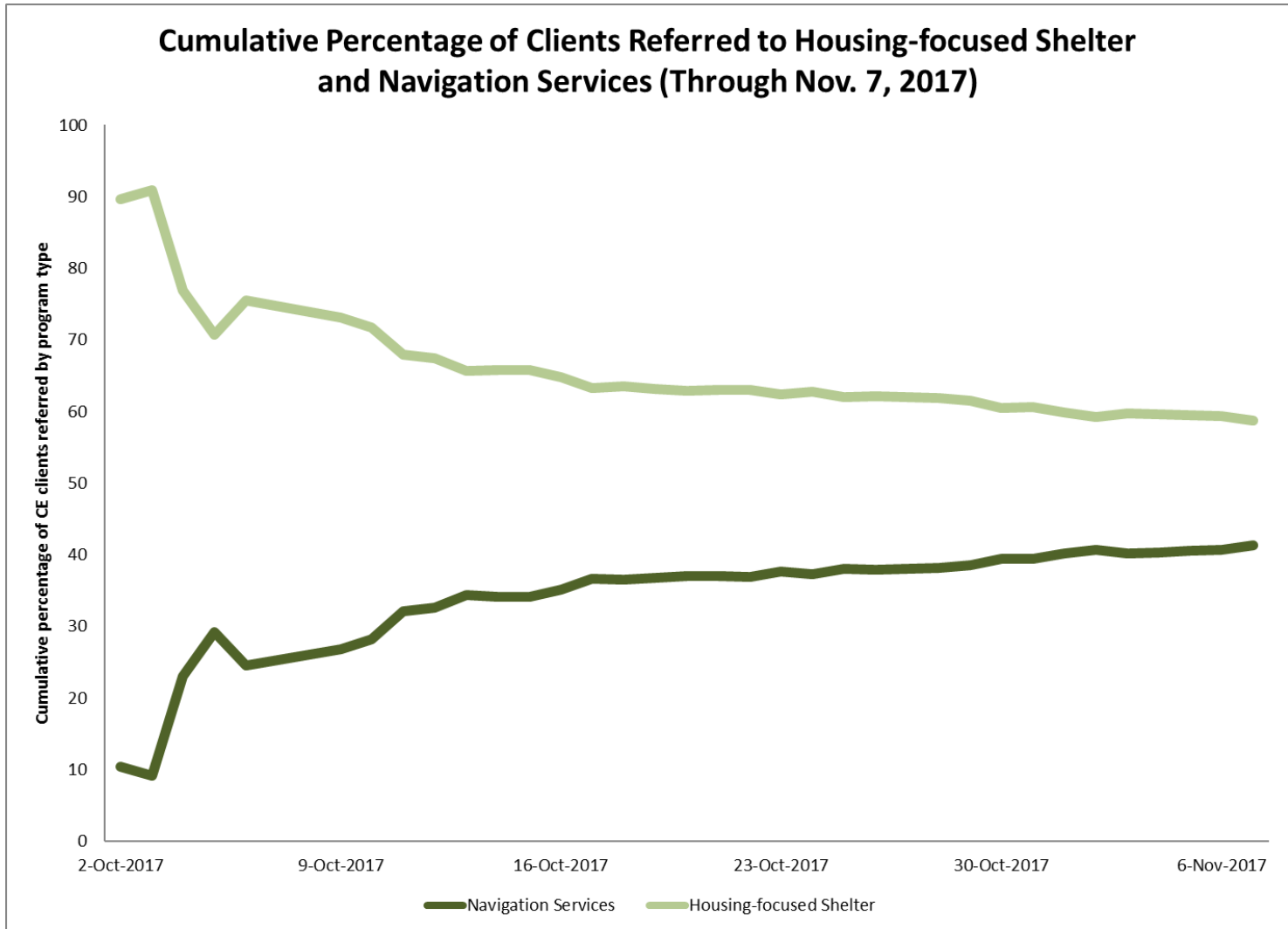
Evaluation planning work group

- Work group established and meeting monthly
- Developing research questions and evaluation strategies
- Larger evaluation plan is under development and will be completed soon

Communications work group

- Work group has been established and is represented by each city, the county and key provider agencies

- Has created web sites, distributable resources and informational wallet cards

- Examining ways to collect stories and feedback from clients

- Will develop a coordinated response to media inquiries

BOULDER COUNTY

COMMUNITY SERVICES

Generating a Lifetime of Opportunities

Noteworthy successes

- Over 400 clients screened for services
- Bridge House Path to Home has reunified or housed 14 clients as of 10/31
- Boulder Shelter for the Homeless has housed about 5
- Providers meeting weekly to discuss system performance and foster coordination across system

BOULDER COUNTY

COMMUNITY SERVICES

Generating a Lifetime of Opportunities

Key challenges

- Challenges around self-reporting: identifying ways to use available data to verify screening elements, particularly residency

- Data quality: Training around program exit data, detailed information on housing situation, logging data from hard copy screenings when ROI is available.

- Cleaning existing data to ensure proper capture of referrals provided as result of screening

Discussion items

- Severe Weather Shelter Approaches
- Engaging members between meetings
- Tackling exits – request to form a related work group

Staff recommendation

Establish a working group to identify the current continuum and accessibility of housing exit resources available to single adults experiencing homelessness, articulate gaps in that continuum, and recommend strategies to fill those gaps and optimize use of existing resources.

Regional Homeless Executive Board Briefing
November 2017

1. **Systems implementation update**

The following information highlights major developments in each area of the regional homeless system.

- Coordinated Entry (CE)
  - Screening 7 days per week in Boulder and 5 days per week in Longmont and developing a weekend phone option for Longmont screening.
  - Instituted 24-hour grace period policy for CE to assist clients who are new to the system or need services when CE is unavailable. Individuals are required to go to CE next day.
  - Developed high utilizer list to prioritize individuals who use justice and emergency homeless services frequently for Housing Focused Shelter:
    - COB Municipal Court data (10+ contacts) (65 people)
    - COL Public Safety (Police contacts + emergency medical) data (10+ contacts) (27 people)
    - CY 2016 Bridge House/BOHO/BSH merged data set (300+ services) (96 people)
    - Total: 185 people (161 of those used homeless services at least once in CY2016, 3 individuals were both a high utilizer of homeless services and COB municipal court)
- Navigation
  - Bridge House Path to Home Navigation has developed a 7-day housing case plan to work with clients toward resolving a housing crisis. On an average night in October 2017, the program sheltered 31 clients working on a navigation plan and saw 9 clients seeking services for the first time or seeking severe weather shelter.
  - Longmont navigation services started November 5; to date, 20 clients have case plans.
  - Approximately 1/3 of BH Navigation clients do not ultimately enroll in services.
  - Path to Home case management started collocating at the Sundquist building (CS) on 11/6/17 while CE is provided at the HHS N. Annex Building.
- Housing Focused Shelter (HFS – formerly Program Based Shelter)
  - A service description was finalized for HFS services in consultation with BSH and the Implementation Team with a focus on a housing first approach. The Implementation Team is currently working on 2018 contracts based on that service description.
  - BSH provides a reserved bed option for those wanting a guaranteed bed at the shelter until they are housed, and a standby or night-to-night option for clients who have difficulty staying at the shelter every night. All clients can access basic needs, case management, and collocated health supports.
  - BSH has seen a strong response to the reserved bed option; to date 120 clients have reserved beds out of 160 total beds.

- Severe weather response
  - o Boulder City Council approved criteria that will result in approximately 60-80 nights of severe weather shelter.
  - o COB Human Services has released a limited solicitation for those services, with deadline for responses December 1, 2017.
  - o Until a vendor is selected, the City is working with Bridge House to provide additional capacity through their Path to Home Navigation program on nights that meet the criteria for severe weather. This capacity varies depending on the faith location for that night. The City is posting "HS Alerts" to their website when the criteria for severe weather are met and extra capacity is made available.
  - o The City of Longmont will provide services for all nights based on existing capacity and does not anticipate the need to escalate services on what might be deemed a severe weather night.

2. **Data update**
   - To date, 477 individuals have been screened - 413 in Boulder and 64 in Longmont (see Summary Statistics for totals by city and service type in attached PowerPoint).
   - To date, the majority of screened clients report being Boulder residents with long histories of homelessness and who have disabilities that make it difficult for them to live independently:
     - o 59% were referred to housing-focused shelter and 41% were referred to navigation services. It is possible that those screened early were disproportionately vulnerable or that the population overall is more vulnerable than previous data suggested.
     - o We will continue to monitor these referral rates and client demographics to determine whether the system will continue to adjust with current criteria.
   - More than half of clients screened report being in Boulder County for 2 years or longer

3. **Evaluation planning update**
   - An Evaluation Work Group was formed consisting of member from HHS, CS and the cities of Longmont and Boulder. This group will meet monthly to review emerging data and develop reports for the Regional Homeless Management and Executive Boards as well as the public.
   - A draft evaluation plan was developed and circulated to the group for review. The plan includes process and outcome research questions, related data sources, and analytic approaches. Much of the data will come from the Boulder County Connects system; use of this system is mandated by all providers.
   - Once the evaluation plan is finalized, it will be shared with the Executive Board.

4. **Communications update**
   - A Communications Work Group was formed with membership from all systems and two provider representatives. The group meets monthly and/or as needed.
   - The county has deployed two separate web pages. The main page includes general systems information and the other focuses on the Coordinated Entry schedule given the importance of this information. Both are continuously updated with the most current information.
   - About 1,500 of the Coordinated Entry wallet cards have been printed and handed out, separately for Boulder and Longmont, in both English and Spanish versions.
   - A Coordinated Entry flyer for service providers has been created and updated multiple times since the beginning of October. The current version is available in both English and Spanish, has been sent to providers, and is available to download from the web pages.
   - Talking Points about the new system and services have been created and updated numerous times. The most current is dated Oct. 20 and is available on the main web page.
   - The Work Group is exploring the creation of a Facebook page and branding with an updated logo and potential name change.
   - In conjunction with the Management Board, the group is exploring ways to respond to media inquiries.

5. **Successes and Challenges**
   - Some notable successes include:
     - Over 400 clients screened for services
     - Bridge House Path to Home has reunified or housed 14 clients as of 10/31
     - Boulder Shelter for the Homeless has housed about 5
     - Providers meeting weekly to discuss system performance and foster coordination across system
   - Some identified challenges include:
     - Challenges around self-reporting: identifying ways to use available data to verify screening elements, particularly residency
     - Data quality: Training around program exit data, detailed information on housing situation, logging data from hard copy screenings when ROI is available.
     - Cleaning existing data to ensure proper capture of referrals provided as result of screening