



# Community Services Department

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Regional Homeless Executive Board Meeting  
January 12<sup>th</sup>, 8:00 to 9:30  
2525 13th Street, Large Conference Room (above Clinica)



- **Updates**
  - Status of implementation to date
  - Communications work group update
  - Data presentation
  
- **Discussion: Decision Making Role of the Board**
  - Review system Goal, Values and Performance Objectives statements
  - Review basic Housing First principles
  - Emerging system decision areas:
    - Severe weather shelter as a focal issue
    - Housing Focused Shelter resource allocation
  
- **Other Member Business**
  
- **Adjourn**

## SYSTEM UPDATES

### COORDINATED ENTRY

- 947 people screened
- Screening 7 days per week in person in Boulder and 5 days per week in person and 2 days per week (Saturday and Sunday) by phone in Longmont.
- CE screening location in Boulder has relocated to 2691 30<sup>th</sup> Street. We are able to use a vacant dance studio adjacent to Robb's Boulder Music for daytime CE and Path to Home Navigation case management until construction on Robb's Boulder Music is completed.
- Referral process created to facilitate shifts between service paths in the event that a client misreports their information at the time of CE screening

### NAVIGATION SERVICES

- Navigation services are operational in both Boulder and Longmont. Navigation case management in Boulder has also relocated to 2691 30<sup>th</sup> Street (see above).
- Navigation providers have found that they are serving clients who are more vulnerable than they feel they are able to help in a short time frame (i.e., those who have only been homeless a short time, preferably those who are working without untreated disabling conditions). They suggested reviewing whether eligibility criteria for Housing-focused shelter would resolve this problem. Staff analyzed CE data to date and determined that the population overall is more vulnerable than anticipated: nine variations of eligibility criteria were tested, and all resulted in navigation serving substantial shares of clients with disabling conditions and/or extensive homeless histories. As a result, the more salient issue is how we better support navigation providers to serve a more vulnerable population than their service model was designed for.

### HOUSING-FOCUSED SHELTER

- Housing focused shelter service model follows a housing first orientation and includes the option to have a guaranteed bed at BSH until the client is housed, case management focused on getting clients housed, and assistance to facilitate working on housing plans and leasing up (e.g., application fees, funding for getting needed identification, transportation assistance).
- BSH typically has 110-120 clients enrolled in a reserved bed at any given time.
- The Cities of Boulder and Longmont and Boulder County are currently in the process of contracting with BSH for housing-focused shelter services. In that process, staff have determined that funding is not sufficient to support all potential expenses. These include funding for 160 available beds year round, housing supports (in the form of case management capacity and financial and transportation assistance for related expenses) and day services. This requires Executive Board guidance on how to optimally allocate available funding for this service.

### SEVERE WEATHER SHELTER

- City of Boulder has contracted with Bridge House to provide severe weather sheltering under the criteria approved by the Boulder City Council. Currently that shelter is provided as excess capacity Path to Home Navigation overnight sheltering at area faith communities.

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## CORE PROVIDER & MANAGEMENT BOARD ENGAGEMENT

- Staff meet weekly with front line, middle management, and ED staff from four agencies providing either Coordinated Entry, Housing Focused Shelter or Navigation services (Boulder Shelter for the Homeless, Bridge House, OUR Center, and HOPE). This serves as a forum to identify things that are going well (housing outcomes) and emerging issues (e.g., large number of discharges from nursing homes).
- The Management Board continues to meet monthly and has shaped work plans around communications and also weighed in on system values and goals. Further leadership around articulating system values is needed from the Executive Board.

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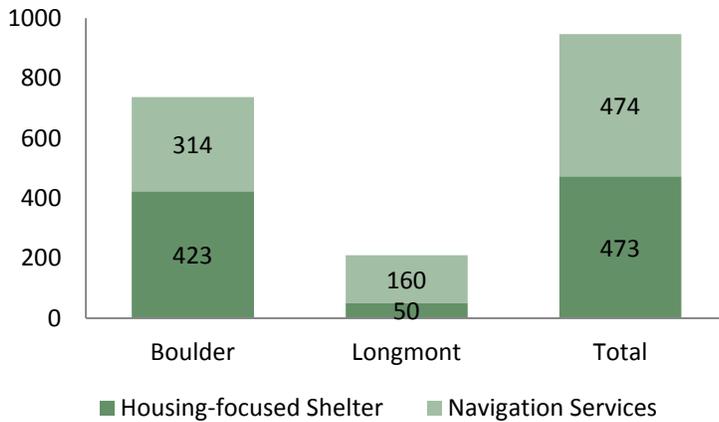
## WORK GROUPS

- Data & Evaluation: This group has created draft evaluation plan, analysis of initial data, working with Boulder County Connect (data collection system) to resolve issues, exploring data-driven contract management strategies
- Communications: The communications work group meets monthly. In addition to regularly updating outreach materials related to Coordinated Entry, it is currently creating media toolkit for providers, developing branding and a new logo, and developing strategic media outreach. As part of the branding effort, the group developed new name for the project: Homeless Solutions for Boulder County and new logo:



- Housing exits: Per the Executive Board's decision at the November 2017 meeting, staff have formed the housing exits work group. It includes members from Boulder County Housing and Human Services, Boulder Housing Partners, Boulder Shelter for the Homeless, City of Longmont Community Services, and Metro Denver Homeless Initiative. The group's first meeting is scheduled for January 10, 2018.

### Number of CE Clients by Referral Result and Screening Location

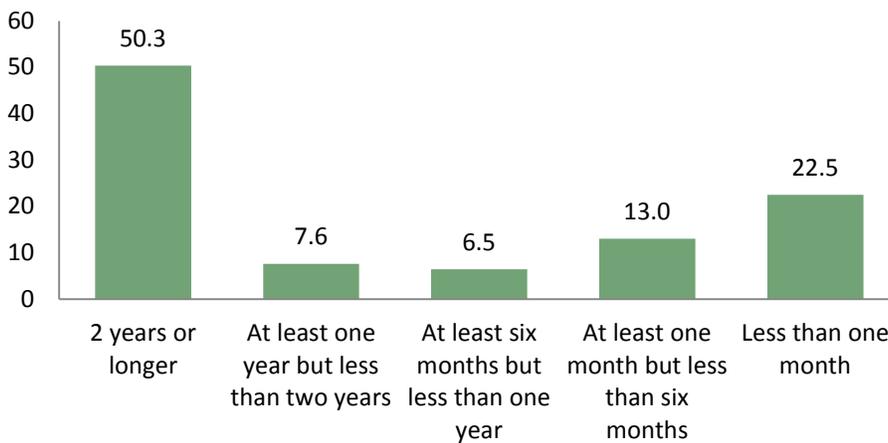


Overall, we have screened 947 individuals for services since October 2017: 737 clients (78 percent) were screened in Boulder, and 210 clients (22 percent) were screened in Longmont.

On average, 10 clients per day are screened between both locations.

Half (50 percent) of clients are referred to Boulder Shelter for the Homeless to receive more intensive services, and 50 percent are referred to less intensive navigation services.

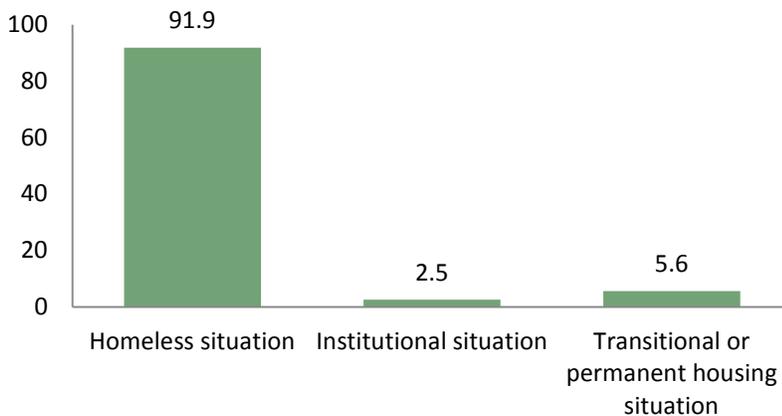
### Percentage of Clients by Reported Length of Time in Boulder County



Half report being in Boulder County at least two years when they were screened, while only 23 percent report being in Boulder County less than one month.

Further, 25 percent indicate that they have family in Boulder County.

### Percentage of Clients by Living Situation Prior to Screening



Nearly all clients (92 percent) were literally homeless (e.g., sleeping unsheltered, staying in a homeless shelter) the night before they were screened.

59 percent reported being homeless for more than 12 months of the last three years.

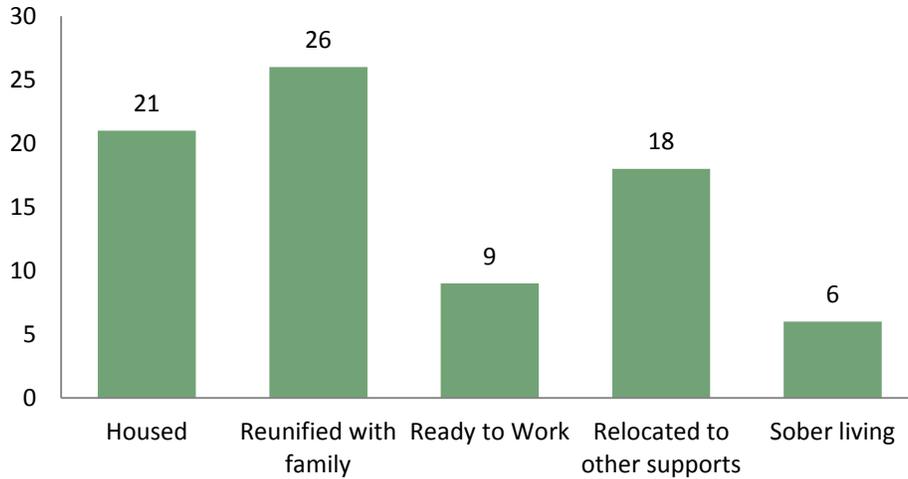
71 percent reported having a disability that made it difficult to live independently.

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## HOUSING OUTCOMES

Overall, we have had **80 positive outcomes** from navigation services and housing focused shelter. Since starting in October 2017, Navigation services in Boulder (the Bridge House Path to Home Navigation program) has helped 9 individuals get into housing, 22 individuals reunify with family, 9 individuals get into the Ready to Work program, and 18 individuals relocate to access appropriate programs. Since opening in November 2017, Navigation services in Longmont have helped 3 individuals get back into housing, 4 individuals reunify with family, and 6 access sober living environments. Since October 2017, 9 clients from Boulder Shelter for the Homeless (housing-focused shelter) have gotten into housing.

**Number of Clients by Successful Exit Type**



## Goal, Values and Performance Objectives that inform and guide Homeless Solutions for Boulder County efforts

### Overarching Goal of the Homeless Solutions for Boulder County System

*Provide adults experiencing homelessness with targeted, responsive services to move them quickly to a housing solution.*

### From the Executive Board Charter (selected bullets)

- Guides development of the regional homeless services system in order to reduce and end homelessness.
- Guides and ensures efficient and effective implementation of homeless systems components including diversion, coordinated entry, assessment, and evidence-based practices that result in exits to appropriate housing solutions.
- Aligns efforts and policies with direction provided by the Federal Department of Housing and Urban Development (HUD) and the State Continuum of Care of which Boulder is a member.

### Guiding Values of the Homeless Solutions System

- We treat participants with dignity, respect and compassion at all times, seeing beyond simply their homeless status.
- We strive to help those experiencing homelessness overcome barriers and move quickly to a housing solution.
- We help homeless individuals address traumatic life events and other significant barriers to better ensure their success in a housing solution.
- We approach our work with a strong collaborative spirit, leveraging community resources and working strategically to fill gaps where we identify significant needs.

### Performance Objectives of the Homeless Solutions System

- We provide adults experiencing homelessness with targeted, responsive services to move them quickly to a housing solution, ultimately, making homelessness rare, brief, and non-recurring.
- Collaborative efforts focus on improving coordination, integration and alignment of resources across the county.
- We base systems efforts on **evidence-based programs and practices to better ensure the success of our efforts.**
- Evaluation data are used to better understand the needs of those experiencing homelessness, assess outcomes, identify gaps in services, and to adjust the system to improve overall effectiveness.
- We work with government stakeholders to develop and acquire needed resources to ensure the long-term success of our efforts.

Regional Homeless Executive Board  
Minutes Jan. 12, 2018, 8:00 to 9:30  
2525 13th Street, Large Conference Room

**In Attendance:** Robin Bohannon, Frank Alexander, Jim Adams-Berger, Jennifer Biess, Will Connelly, Karen Rahn, Karen Roney, Kurt Firnhaber, Jeff Zayach, and Karen Kreutzberg, Daphne McCabe

**Absent:** Joni Marsh, Michael Reis

**Status of Implementation**

Jennifer Biess, Regional Homeless Systems Manager, provided a briefing on the status of system implementation which included sections on:

- Status of implementation to date
- Communications work group update
- Data presentation

See associated PowerPoint for all relevant information.

**Discussion Items**

1. Review system Goal, Values and Performance Objectives statements

The group reviewed the updated Goal statement, Values and Performance Objective statements. These were accepted by group.

2. Review basic Housing First principles

Jennifer Biess provided a brief overview of Housing First principles. These were presented in tandem with the system Goal and Values information to assess congruity and to ensure that the group was similarly focused on using this model as the foundation of its systems work.

3. Emerging System Decision areas:

- a. The group discussed some of the difficulties associated with making decisions, particularly in relation to resource allocation options, when there are different political forces at play. For example, the Boulder City Council plays an influential role outside of the larger system and its governance bodies in making decisions that may reflect a local need or is done in reaction to an emergent issue but which, in some cases, may not necessarily be in the best interest of the larger system and/or is not open to consideration and discussion by the Homeless Solutions Executive Board. A recent decision to expand severe weather shelter in the city reflected one such example wherein the Council voted for this expansion which could cost upwards of \$50,000 in new funding (to be borne by the city). In response to this specific issue, the group discussed

how it might develop opportunities to educate City Council members about the larger objectives of the system from a County perspective, and how the system is likely to evolve over time.

The group recommended that this be placed on the agenda on an upcoming meeting between the County Commissioners and Boulder City Council. In addition, an effort would be made to hold 2 on 2 conversations involving city council members and county staff. Jim Adams-Berger was to develop a possible agenda for these meeting and Karen Rahn would assist in setting these meetings. The group also expressed the importance of identifying ways to get information to City Council members in a more timely fashion, which could be explored in these meetings.

Outreach opportunities with the Longmont City Council were also discussed and will be further explored after the new councilmember is elected in February 2018.

**b. Housing-Focused Shelter Resource Allocation**

Jennifer Biess presented information that showed insufficient funding to provide daytime hours at the Boulder Shelter, year-round. This would cost upwards of \$700,000 and it was uncertain as to whether this would be the best of use of these resources even if they were available (i.e., would they be better spent on exit opportunities?). Jennifer provided a recommendation that was forwarded from the Implementation Team (see PowerPoint) which the Board unanimously supported.

As a part of this discussion, the group also discussed the importance of exploring opportunities to fill the funding gap, should there be a goal of obtaining the needed resources to support daytime hours, year-round at the Boulder Shelter and/or other system needs (e.g., housing exit opportunities). It was felt that the foundation community might be able to assist in supporting this need. Robin Bohannan volunteered to work with Frank Alexander, Jeff Zayach, Karen Roney and Karen Rahn to develop a strategy related to Foundation outreach.

**Adjourn**

The meeting adjourned at 9:30.