



Community Services Department

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Homeless Solutions Executive Board Meeting
February 9, 2018, 8:00 to 9:30
515 Coffman Street, St. Vrain Community Hub (Room 321), Longmont

- Welcome 8:00
- Staff Updates 8:00-8:30
 - System Implementation Update
 - Successes & Challenges
 - Management Board Updates
- Update on engaging with jurisdiction elected officials 8:30-8:45
- System funding and resource allocation decisionmaking 8:45-9:15
 - Foundation community outreach update
 - Discussion around role of the Executive Board in guiding system resource allocation decisions
- Member Updates 9:15-9:30

HSBC Executive Board Minutes
February 9th, 8:00 to 9:30
515 Coffman St., St. Vrain Community Hub
(Rm. 321), Longmont

In Attendance: Robin Bohannon, Frank Alexander, Jim Adams-Berger, Jennifer Biess, Kristen Lewis, Michael Reis, Joni Marsh, Will Connelly, Karen Kreutzberg, Karen Roney, Daphne McCabe, Kurt Firnhaber, Jeff Zayach

Absent: Karen Rahn, Wendy Schwartz

Guest: Tajshen Campbell

Status if Implementation

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

- Systems Update
- Successes & Challenges
- Management Board Update
- Update on Executive Board outreach to local elected officials & Right to Rest Bill
- System Funding and Resource Allocation

See associated PowerPoint for all relevant information.

Discussion Items

1. Vulnerable clients

Boulder County Housing and Human Services is working with Clinica to host an inter-agency “Discovery Day” on Feb 21, 2018 from 8am-12pm to discuss next steps toward engaging supports outside the homeless service system.

2. Residency requirements for Coordinated Entry

Currently, residency is self-reported via intake questions:

- a. Have you been in Boulder County at least one month?
- b. Do you have ties to Boulder County (family, school, employment)

Some concern was expressed as to whether there is a better way to assess residency. However, the Management Board recommends no change in practice at this time, pending more data from the existing system. The Executive Board agrees in waiting for more data before making any systems changes.

At Consortium of Cities, a Public Safety officer shared that some clients are reporting frustration that they are required to provide an ID when screened for services. Jennifer clarified that clients are *NOT* required to provide ID when screened by Coordinated Entry, but OUR Center DOES require ID to receive their services. Street Outreach is trying to address this confusion and misconceptions about CE.

Frank Alexander expressed need for a statewide plan. Until then, we need to establish our own clear goals and criteria. Without clarity, people will “fill in the blanks” and make assumptions about what the program

is doing. The Executive Board agreed that a mid-year communication to the public would be helpful. Jennifer will work on putting something together for review.

3. Engaging with City Council/Elected Officials

The question was posed: When there is a need for action, how do we relay the broader perspective of the Executive Board to City Council (and other government officials) to help inform their decisions and work?

The board agreed that we should begin to codify and quantify the work moving forward. It should also take a formal position, draft recommendations for formal submission to City Council. The Communications Committee should handle messaging and determine format and content of products: e.g., 1-page flyer/4-page pamphlet/letter/mid-winter PR piece.

Jennifer will bring this feedback to the Management Board and draft a plan.

4. System funding and resource allocation decision making

There is a \$700k gap in funding for year-round day sheltering. A subgroup examining this issue determined that we are not in a position to seek these dollars from foundations, as was thought to be one strategy. One member suggested that they would like funding to go to quantifying the cost of sheltering/beds. Another member argued that the option of asking for funding from foundations should not be taken off the table altogether and that the concept of a shelter should be replaced with “home base.”

The group felt that they needed think within the context of foundations’ priorities – funding projects that are sustainable and scalable. A subgroup of the board is planning to meet with the three community foundations in April. The focus will be on discussing funding needs.

Member Updates

- Will from HDMI stated that the new HMIS system received funding that they are contracting with vendor and establishing team
- Point in Time (PIT) went smoothly, feedback has been positive, and there was good volunteerism and media coverage. Results will come hopefully in May.
- Frank would like to see elected officials involved be involved in the PIT next year.

Adjourn

The meeting adjourned at 9:30.

HOMELESS SOLUTIONS FOR BOULDER COUNTY: JANUARY 2018 EXECUTIVE BOARD REPORT

SYSTEM UPDATES

COORDINATED ENTRY

- 1,122 people screened through January 31, 2018
- Share of Coordinated Entry screening activity by city appears to have settled: 4 out of 5 screenings occur in Boulder and 1 out of 5 occurs in Longmont.
- Screening volume is going down. In October 2017, 14 people were screened per day on average; this declined to 9 per day in November 2017, and 7 per day in December 2017 and January 2018.
- We will begin piloting Coordinated Entry screening on street outreach through Boulder County Cares, Boulder Shelter for the Homeless' street outreach program, with a cross-trained CE and street outreach staff person. Staff has worked with Boulder County Cares to design a pilot set of performance metrics to determine the efficacy of mobile screening and to aid future planning.

NAVIGATION SERVICES

- Navigation services continue in both Boulder and Longmont. In response to concerns over navigation clients who are vulnerable adults needing a higher level of care than independent housing, Boulder County Housing and Human Services is working with Clinica to design a four hour "discovery day" with key service stakeholders. The meeting is designed to better define the nature of this problem and discuss next steps toward engaging supports outside the homeless service system that can help prevent these individuals from becoming homeless or, alternatively, get them into appropriate care should this occur. The convening is scheduled for February 21, 2018 from 8a.m.-12p.m.

HOUSING-FOCUSED SHELTER

- Housing-focused shelter contracts with Boulder Shelter for the Homeless and the Cities of Boulder and Longmont and Boulder County for 2018 are being processed. The statements of work align with the resource allocation decision made by the Executive Board in their January 2018 meeting.
- BSH typically has 110-120 clients enrolled in a reserved bed at any given time and has been at or close to capacity regularly. BSH has only turned clients away on two nights; severe weather shelter was available on both nights.

SEVERE WEATHER SHELTER

- On January 23, 2018, City of Boulder City Council voted to change weather triggers for severe weather shelter to:
 - National Weather Service warning or watch for winter weather, winter storm, blizzard, cold/wind chill, extreme cold/wind chill, heavy snow, ice storm; OR
 - National Weather Service predicts a temperature of 32 degrees Fahrenheit or below without snow (increased from 20); OR
 - National Weather Service predicts a temperature of 38 degrees Fahrenheit or below with snow (increased from 32).

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

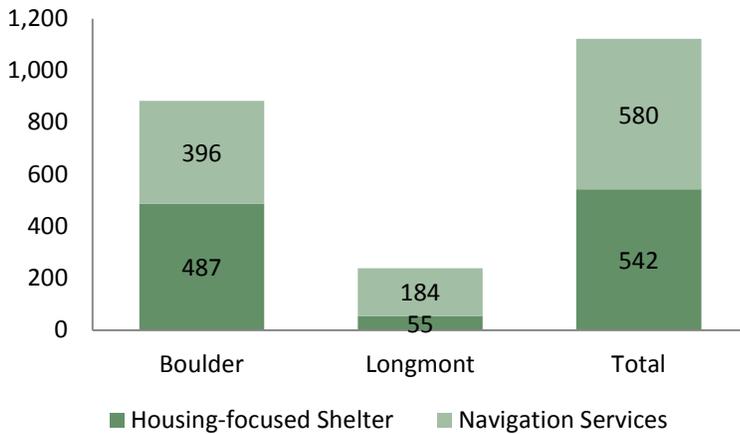
CORE PROVIDER & MANAGEMENT BOARD ENGAGEMENT

- Regular provider and Management Board meetings continue to provide forums for discussion on system performance.
- The Management Board discussed the residency criterion as it is currently operationalized; the Board did not recommend any changes at this time, stressing the importance of developing more experience before making major systems changes.

WORK GROUPS

- Data & Evaluation: The data and evaluation work group continues to meet monthly. It is currently working on making data analysis that is already public (i.e., statistics provided below) more accessible through an online dashboard.
- Communications: The communications work group continues to meet monthly and is considering strategies for strategic systems communications. Boulder County Community Services communications staff has provided timely assistance in response to media inquiries.
- Housing exits: The housing exits working group is meeting biweekly and has developed a work plan. The group's first task is to synthesize existing information on housing resources into a comprehensive list of housing exit supports available county wide and identify how those supports are currently accessed. It will also examine mechanisms with streamline access for households experiencing homelessness, including looking at examples from other housing authorities in the region. It will also use data from Coordinated Entry and information on federal and state funding for housing resources to attempt to quantify the gap between demand housing resources and supply and recommend strategies to close that gap.

Number of CE Clients by Referral Result and Screening Location

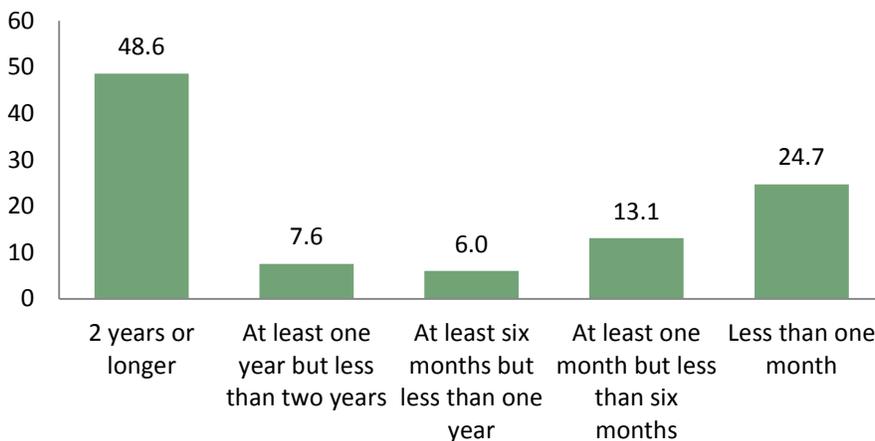


Overall, we have screened 1,122 individuals for services since October 2017: 883 clients (79 percent) were screened in Boulder, and 239 clients (21 percent) were screened in Longmont.

On average, 9 clients per day are screened between both locations.

Slightly less than half (48 percent) of clients are referred to Boulder Shelter for the Homeless to receive more intensive services, and slightly more than half (52 percent) are referred to less intensive navigation services.

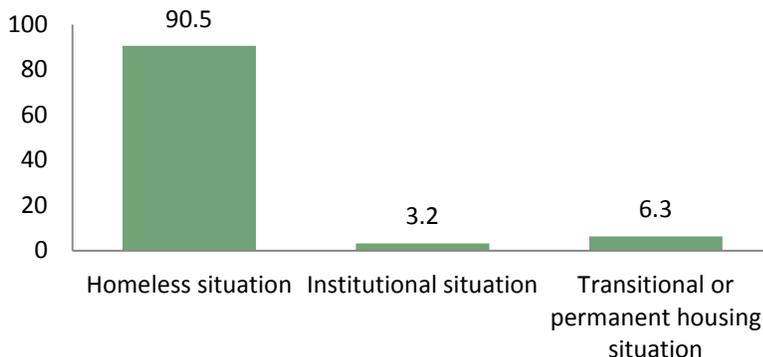
Percentage of Clients by Reported Length of Time in Boulder County



The largest group of clients screened (49 percent) report being in Boulder County at least 2 years; 25 percent being in Boulder County less than one month.

Following earlier trends, 25 percent indicate that they have family in Boulder County.

Percentage of Clients by Living Situation Prior to Screening



Nearly all clients (91 percent) were literally homeless (e.g., sleeping unsheltered, staying in a homeless shelter) the night before they were screened.

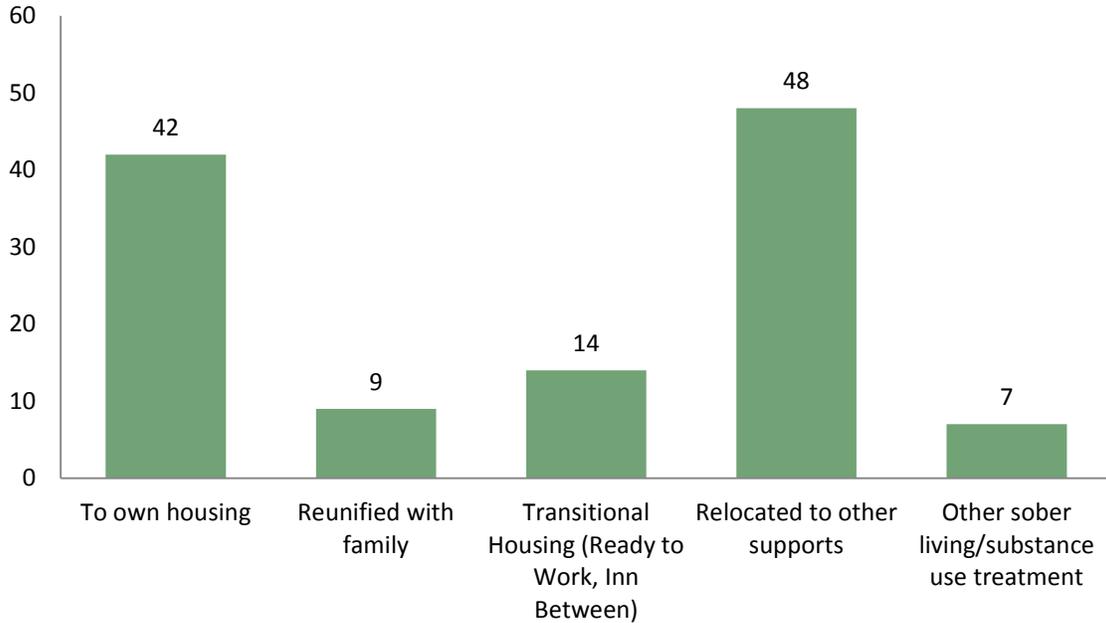
57 percent reported being homeless for more than 12 months of the last three years.

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

SUCCESSFUL OUTCOMES

Overall, we have had **120 clients achieve positive outcomes** from navigation services and housing focused shelter; this represents 10.7 percent of all clients screened. From October 2017 through January 2018, 42 clients have gotten into housing of their own, 9 have reunified with family, 14 have entered transitional housing programs (e.g., Ready to Work and the Inn Between), 48 have relocated to places where they have more support, and 7 have entered other sober living environments or substance use treatment.

Number of Clients by Successful Exit Type



Regional Homeless Executive Board

February 2018 Meeting

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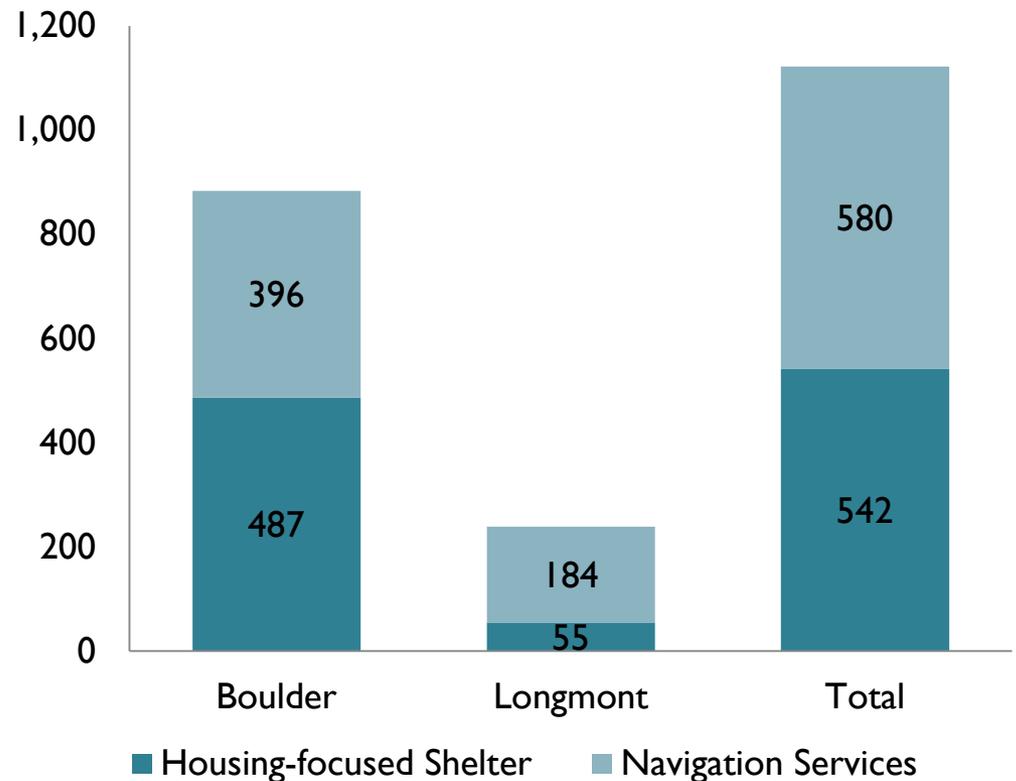
Agenda

- Staff updates
 - Systems update
 - Successes & challenges
 - Management Board update
- Update on Executive Board outreach to local elected officials
- System Funding and Resource Allocation
 - Foundation outreach update
 - Defining role of the board re: resource allocation
- Member updates

System update: Coordinated Entry

- 1,122 clients screened through January 31, 2018
- 78% in Boulder, 21% in Longmont
- 48% to HFS, 52% to Navigation
 - More navigation referrals recently
- Piloting CE screening on street outreach

Number of CE Clients by Referral Result and Screening Location



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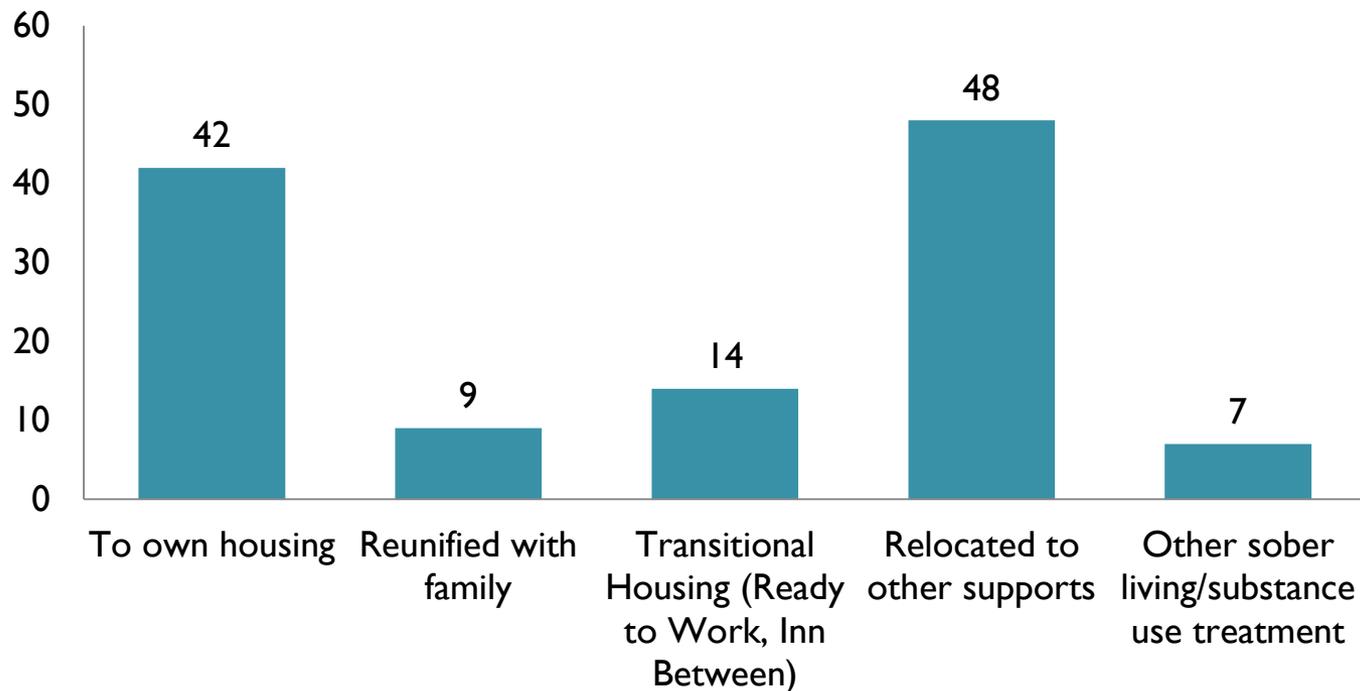
System update (cont.)

- **Navigation:**
 - Operates near capacity in Boulder and Longmont
- **Housing-focused shelter:**
 - BSH has been close to or at capacity regularly
 - ~120 clients reserving guaranteed bed at a given time
 - Processing contracts for FY2018
- **Severe weather shelter: weather triggers expanded on January 23, 2018**

Successes: System Exits

- 120 exits system-wide (10.7 percent)

Number of Clients by Successful Exit Type



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Progress toward Housing Exits

- Work group meeting biweekly
- Developed work plan:
 - Synthesizing current information into a map of available resources (including how resources are accessed and turnover)
 - Triangulating supply and demand to identify type and size of resource gaps
 - Using Coordinated Entry data
 - Trends in federal and state funding

Challenges

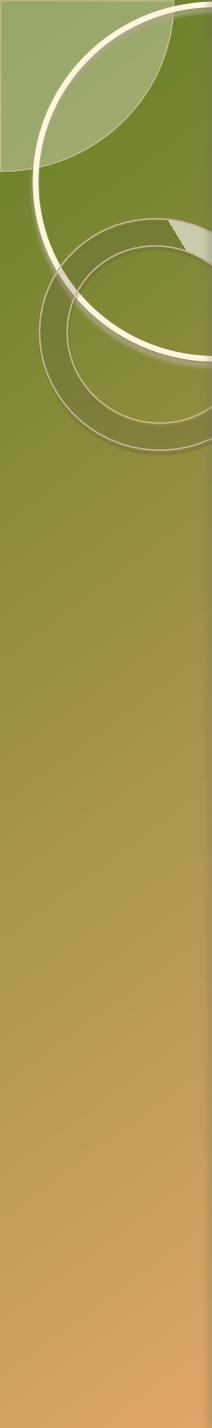
- Vulnerable clients who need a higher level of care than independent housing
 - BOCO HHS is working with Clinica to host a “Discovery Day” on February 21, 2018 with relevant stakeholders
 - Agenda: identify the issue and discuss next steps toward engaging supports outside the homeless service system
- In the meantime, some clients are staying in navigation services longer than anticipated

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Management Board Update: Residency

- Management Board discussion at Jan. 2018 meeting around system values and current practice
- Recommends no change in practice at this time
- Need more experience to understand ramifications for system

How have we operationalized this so far?

- Has someone:
 - Been in Boulder County at least a month?
 - If not, do they have ties to the Boulder County, defined as:
 - Having family in Boulder County OR
 - Having gone to school in Boulder County OR
 - Having worked in Boulder County
- Are they a high utilizer?

What have we seen so far?

	Num.	Pct.
Meets residency criterion	714	82.4
Been in Boulder County at least one month	671	77.5
Has not been in Boulder County at least one month but has community ties	43	5.0
Family	11	1.3
School	*	*
Work	35	4.0
Did not meet residency criterion	152	17.6
Total	866	100.0

Note: Questions on school and work are only asked of clients who did not meet the minimum LOT component of the residency criteria, which is why these numbers/percentages are not available for the overall population

* Indicates less than five cases in the category

Executive Board Feedback

- What are you hearing around the residency issue, if anything?
- How do you think this should inform our system service responsibilities?



**UPDATE ON
OUTREACH TO
ELECTED OFFICIALS**

System Funding & Resource Allocation

- Foundation outreach update
- Procedural discussion: what is the role of the Executive Board in guiding resource allocation decisions for the system

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FOUNDATION OUTREACH UPDATE



Defining the Role of the Executive Board

- What is the role of the Executive Board in guiding resource allocation decisions for the system?

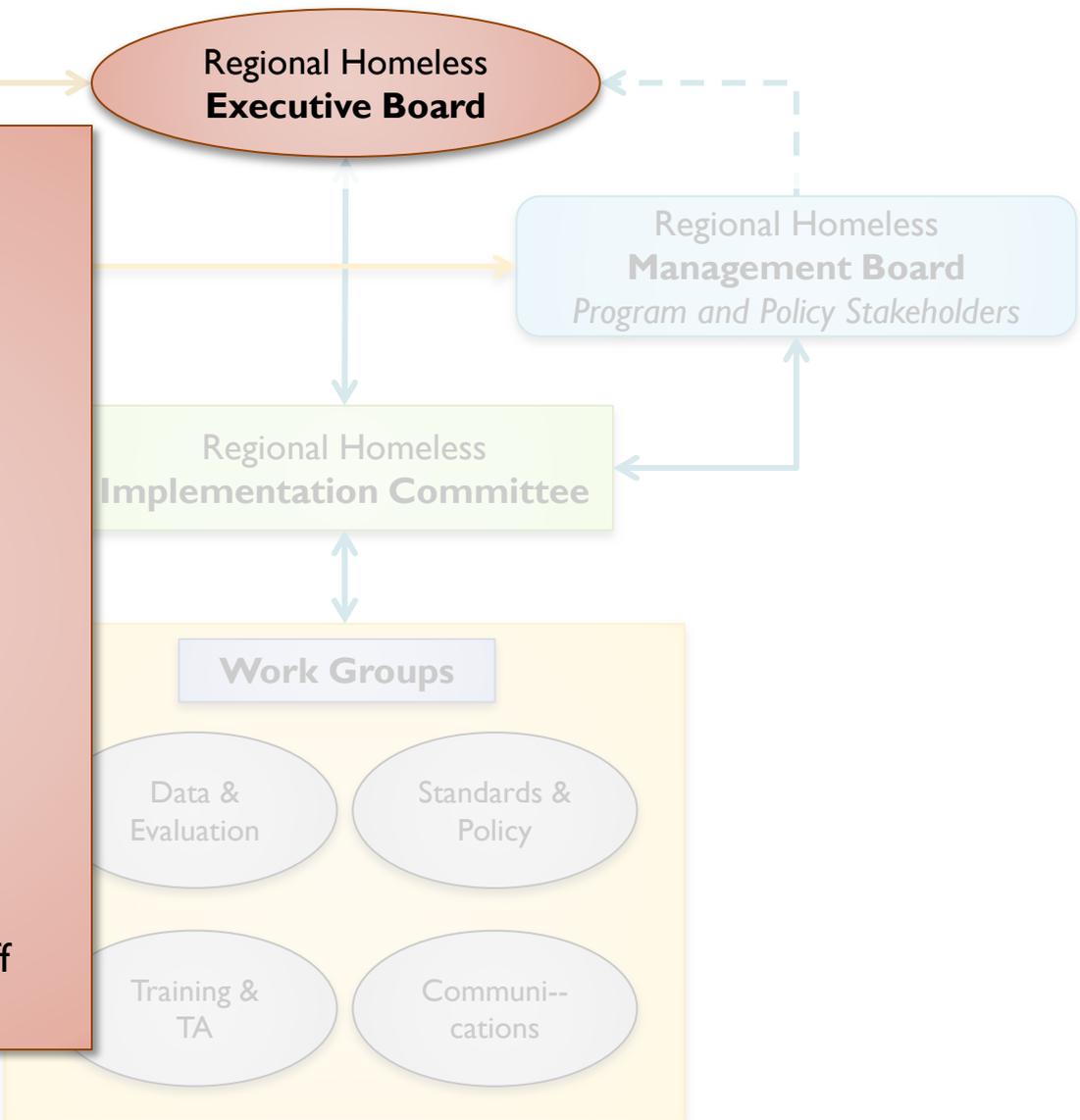
Regional Homeless Governance Structure

Meeting Freq: bi-monthly
 Roles:

- Make Decisions
- Allocate Resources
- Troubleshoot issues

Members:

- Robin Bohannan
- Frank Alexander
- Jeff Zayach
- Karen Rahn
- Karen Roney
- Kurt Firnhaber
- Joni Marsh
- Karen Kreutzberg
- Will Connelly
- Michael Reis
- Jim Adams-Berger: staff
- Jennifer Biess: staff



Discussion Questions

- How do we build a more formal role for the Executive Board in system resource allocation decisions that affect the system?
- Is there any precedent from other initiatives that could inform our work?



 **MEMBER UPDATES**