

**HSBC Executive Board Meeting  
Minutes November 9, 8- 9:30am  
2525 13<sup>th</sup> St., Boulder  
Large Conference Room**

**In Attendance:** Jennifer Biess, Sarah Buss, Robin Bohannon, Frank Alexander, Karen Roney, Kurt Firnhaber, Joni Marsh, Jim Adams-Berger, Kristen Lewis

**Guests:** Tajshen Campbell

**Communicating approved housing recommendations & strategies**

The board discussed the need to develop a clearer identify for the system and common messaging to address possibly incorrect perceptions among groups such as City Councils and/or certain segments of the public. Importantly, this would focus on the fact that HSBC is countywide and multi-partnered initiative. Another key theme is to communicate that homelessness is a housing issue with known solutions, and that HSBC focuses on the implementation of best and evidence-based practices.

- The board agreed that having non-city staff present to City Council in the future is one way to reflect the regional nature of the project.
- The board agreed that HSBC communications should align with regional housing plan.

**Recognizing Will Connelly**

A letter crafted to recognize Will Connelly was passed at meeting for board signatures.

**Communicating about HSBC goals to the public**

When communicating data, goals, and recommendations of the system, the board was asked what talking points and level of detail should be made available to the public. The board agreed to publicize the goal of creating 200 new PSH opportunities targeted at the chronically homeless, and local funding for 45 vouchers plus support services dollars.

Conversations should be placed in context and educate the public about what it takes to successfully house someone, explaining that it's not just about a unit, it also involves supportive services and other factors.

Current priorities include landlord engagement and mitigation funds for tenant-based voucher-holders; and identifying the appropriate model and level of integrated support services for highly vulnerable PSH clients who may experience barriers in completing PSH paperwork and remaining housed. How do we make sure we're providing the right level of support for high need clients?

Currently restrictive lease-up eligibility requirements indicate a need for engagement with private, nonprofit, and HA property landlords to minimize challenges and increase access via risk mitigation funds and landlord support incentives.

Jennifer and Jim will create some talking points that can be used to support a consistent narrative.

### **Year 1 Review: Continue to Discuss System Priorities & Approaches**

Proposed guidelines for HSBC's programmatic direction:

- (1) Align the overall system and its services with the Housing First approach;
- (2) Take an outcomes orientation to system management, including adopting evidence-based practices and using data to understand and improve system performance;
- (3) Prioritize resources for Boulder County community members, particularly for most intensive resources, and for the most vulnerable; and
- (4) Focus resources on developing quick, stable housing opportunities and limit investment in emergency services.

Board favored limited capacity approach and limiting investment in emergency services and consolidation to the extent that it is feasible, recognizing that sheltering services differ between Longmont and Boulder.

Board supports prioritizing residents for services as a means of consolidating sheltering, recognizing that this creates issues for DV survivors coming from outside Boulder County. SPAN, Safe Shelter, and BC Connect data collection is underway.

The board discussed tightening requirements and prioritizing beds in lieu of restricting navigation services. Jennifer will review and propose a possible range of options.

Management Board recommended prioritizing residency over vulnerability for HFS criteria. If residency requirements for HSF were changed from 30 days to one year, we would be referring more people to navigation. As a values question, Management Board prefers placing more value on length of time in Boulder.

The board would like to see impacts of various criteria changes to better understand consequences.

### **Checking in on meeting length**

Board agreed to lengthen meeting to 2 hours to accommodate complex conversations as needed.

### **Adjourn @ 9:30am**

#### **Next Meeting:**

Date: December 14, 2018 Time: 8-10am

Location:

St. Vrain Community HUB, Longmont  
515 Coffman, Room 321



# Community Services Department

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**HSBC Executive Board Meeting**  
**November 9, 2018 8:00a.m.-9:30a.m.**  
**2525 13<sup>th</sup> Street, Large Conference Room**  
**Boulder**

Welcome and Introductions	8:00
Recognizing Will Connelly	8:00-8:05
Communicating approved housing recommendations & strategies	8:05-8:20
Year 1 Review:	8:20-9:00
• Continue to Discuss System Priorities & Approaches	
Communicating about regional nature of HSBC	9:00-9:20
Checking in on meeting length	9:20-9:25
Member Updates	9:25-9:30
Adjourn	9:30

## SYSTEM UPDATES

### COORDINATED ENTRY

- 2,625 people were screened through October 31, 2018. Trends related to service path and screening location remain unchanged. Overall, 40 percent of clients have been referred to Housing-focused Shelter, and 60 percent of clients have been referred to Navigation Services. In addition, 75 percent of screening were completed in Boulder and 25 percent of screenings were completed in Longmont.

### SERVICE UPDATES

- Navigation sheltering in Longmont began on November 1, 2018.

### WORK GROUPS

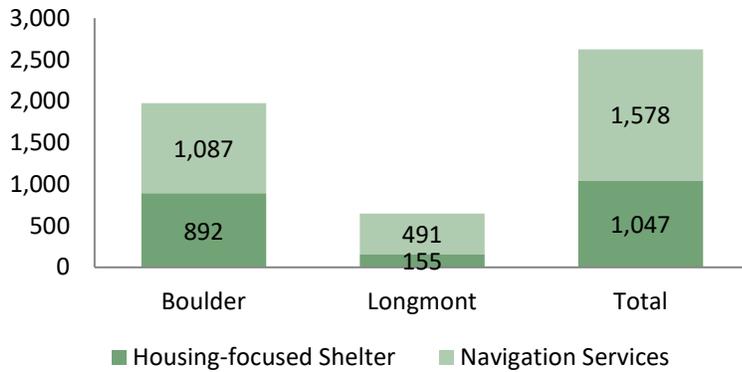
- Data & Evaluation: This group will turn its attention to creating system level dashboards. First priority will be to create a public-facing dashboard, so community members can track HSBC's progress.
- Communications: Staff are drafting the year one report. Due to desired release schedule (by end of the year 2018), the Executive Board may need to review the draft report in between its regularly scheduled meetings. The communications work group will also provide feedback on the draft report and consider dissemination strategies.
- Housing exits: The housing exits working group is establishing a prioritized work plan based on the strategies the Executive Board approved at its October 2018 meeting. Because of relative urgency and the ability to accomplish progress before the 2020 budget process, first priority will be given to public housing authority related items (e.g., limited preferences for vouchers for new PSH opportunities and move on opportunities and the risk mitigation fund) and strategies to reach out to landlords (market rate, affordable, and public housing authorities) to increase access to units for HSBC clients.

### OTHER UPDATES

- *Year 1 Review Process*: Staff have fielded a qualitative survey to the Management Board organizations to gather initial input on year one system performance. Additional input from other stakeholders will be gathered on areas relevant to their expertise through semi-structured interviews.

## CLIENT PROFILE

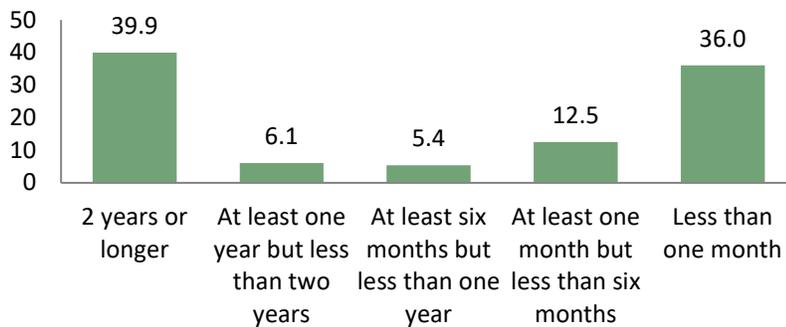
**Number of CE Clients by Referral Result and Screening Location**



Overall, we have screened 2,625 individuals for services between October 1, 2017 and October 31, 2018. Seventy-five percent of clients were screened in Boulder, and 25 percent were screened in Longmont.

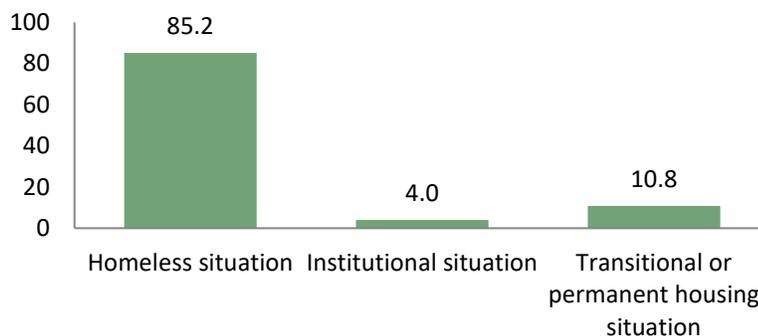
About 40 percent of clients are referred to Boulder Shelter for the Homeless to receive more intensive, housing-focused shelter services, and 60 percent are referred to less intensive navigation services.

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



The share of clients who have been in Boulder County less than one month continues to increase, but the largest group remains those who report being in the county two years or longer. Of those screened between October 1, 2017 and October 31, 2018, 40 percent of clients report being in the County two years or longer, and 36 percent report being relatively new to the County. Additionally, 25 percent report having family here.

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



The share of clients screened through October 31, 2018 reporting being literally homeless the night before they were screened has decreased slightly to 85 percent, and the share coming from transitional or permanent housing situations and institutional situations remained about the same at 11 and 4 percent, respectively.

54 percent reported being homeless for 12 or more months of the last three years, and 71 percent reported having a disability that made it difficult to live independently.

## SUCCESSFUL OUTCOMES – THROUGH SEPTEMBER 2018 (YEAR 1 OUTCOMES)

Overall, 383 clients have achieved positive outcomes from navigation services and housing focused shelter during the first year of services from October 2017 to September 2018; this represents 15 percent of all clients screened in the first year.

This includes 188 clients who have been housed in their own housing, 145 clients who have reunified with support systems; and 50 clients who have entered other programs (e.g., Inn Between, Ready to Work, substance use treatment).

### HOUSING OUTCOMES BY TYPE, OCT. 2017 - SEPT. 2018

