



# Community Services Department

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**HSBC Executive Board Meeting**  
**July 12, 2019 8:00a.m.-10:00a.m.**  
**2525 13<sup>th</sup> Street, Large Conference Room**  
**Boulder**

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|--|------------|
| Welcome and Introductions  | 8:00-8:10  |
| <ul style="list-style-type: none"><li>• Meet Heidi Grove, HSBC System Manager</li></ul>  |            |
| Discussion Items   |            |
| <ul style="list-style-type: none"><li>• Overview of HSBC Diversion Strategy</li><li>○ Immediate Thoughts</li><li>○ Program and Policy Considerations</li><li>• Probation Action on Briarwood Apartments</li><li>○ Potential Impacts to HSBC/Services in Longmont</li></ul> | 8:10-9:00  |
| Updates on Work in Progress  | 9:00-9:30  |
| <ul style="list-style-type: none"><li>• Landlord Assurance Fund</li><li>• Housing Authority Set-asides and Connecting to Services</li><li>• Data Dashboard Issues and Data Concerns in General</li></ul>   |            |
| Other Updates Updates  | 9:30-9:55  |
| <ul style="list-style-type: none"><li>• Progress on Robb's Replacement &amp; Tracking Client Outflow</li><li>• Business Owners Meeting in Boulder</li><li>• Presenting at the Consortium Meeting in August: Potential Content</li></ul>                                    |            |
| Public Comment   | 9:55-10:00 |
| Adjourn  | 10:00      |

**Homeless Solutions for Boulder County Executive Board Meeting**  
**July 12, 2019, 8:00am-10:00am**  
**Large Conference Room**  
**2525 13<sup>th</sup> Street, Boulder**

**In Attendance:** Jim Adams-Berger, Jillian Baldwin, Robin Bohannon, Sarah Buss, Vicki Ebner, Kurt Firnhaber, Heidi Grove, Karen Kreutzberg, Matt Meyer,  
**Guests:** Susan Motika, Annie Scott, Mike Stratton

**Welcome and Introductions**

**Meet Heidi Grove, HSBC System Manager**

Heidi Grove introduced herself to the group.

**Discussion Items**

**Overview of HSBC Diversion Strategy**

Diversion is a service model intended to divert clients from the sheltering system, focusing on a client's immediate housing crisis rather than resolution of overall barriers; it is a quick interaction that unlocks strengths, targets quick solutions that reduce the need for sheltering and provides financial assistance in minimal amounts. This service will be available starting on January 1, 2020 for those clients who have been in Boulder County less than six months. The ideal Diversion staff member will have strengths in creative thinking, problem solving and motivational interviewing and will be able to mediate between involved parties and assist with challenges surrounding reunification, transportation, small monetary concerns, etc.

**How does Diversion differ from Navigation?**

The level of intensity of the service provision differentiates Diversion and Navigation; Diversion is focused on concentrated immediate problem solving and Navigation provides longer-term case management. Diversion clients may have access to open shelter beds for a limited number of days (beds will be prioritized for Navigation and Housing Focused Shelter clients). Severe Weather Shelter beds are open to all.

**Timeline**

Communication around Diversion is taking place with contracted agencies and their boards, and a communications plan is being developed. Creation of a Standards of Care document and Boulder County Connect screening tool is in process; the service procurement structure is still being determined.

**Budget**

Boulder County will likely repurpose funds to pay for a half-time Diversion staff member in Boulder and would need to find new funds to cover a half-time Diversion staff member in Longmont. Funding for direct assistance would be \$137,000 provided by the City of Boulder and \$45,000 provided by the City of Longmont.

**Policy**

Policies are being developed related to levels of financial assistance available, allowable shelter stay, screening requirements, Request for Proposal structure and Standards of Care.

**Immediate Thoughts/Program Policy Considerations**

A Request for Proposal will be available for Diversion in the late summer/early fall to begin in January (conceivably bundled with Coordinated Entry). Changes to the system will be phased; starting August 1, 2019, Boulder Shelter for the Homeless will take those clients who have been in the community for six months or more or have a disability. All other clients in Boulder County more than 30 days will be referred to Navigation. Starting January 1, 2020, Navigation services will require clients to have been in the County six months or more; all other clients will be referred to Diversion.

#### **Probation Action on Briarwood Apartments**

There has been a Master Lease in place between Longmont Housing Authority and the 20<sup>th</sup> Judicial Branch to house clients on probation; this Master Lease ended in June due to restrictions around the 20<sup>th</sup> Judicial Branch leasing directly to clients. The 20<sup>th</sup> Judicial Branch is working to create an Oversight Board which would be able to manage a Master Lease for probation clients going forward.

#### **Impact on System/HSBC Clients**

14 clients were displaced due to the previous Master Lease ending. The group discussed that it could be helpful to invite the Chief Judge and Chief Probation Officer to a Board meeting and/or a meeting with the Longmont Housing Authority to discuss the system and how best to move forward.

#### **Updates on Work in Progress**

##### **Landlord Assurance Fund**

An internal policy and guidance document outlining eligibility, claim filing and excluded costs for the Landlord Assurance Fund is being finalized; an informational Landlord Assurance Fund marketing brochure is being developed for landlords and clients. Funding has been secured; the Landlord Assurance fund pulls from different pots of money contributed by local government entities, all of which are accessed by the same guidelines.

##### **Housing Authority Set-asides and Connecting to Services**

Housing authorities have committed 55 Housing Choice Vouchers to the set-aside pool in 2019 and 2020. A process is being developed to prioritize clients and utilize these vouchers; mechanisms to connect these clients to supportive services are also being determined, including the Mental Health Partners' Substance Abuse and Mental Health Services Administration grant, Mental Health Partners supportive services and Boulder Shelter for the Homeless supportive services. This work will be used as a springboard to develop a prioritized by-name list to house the 200 Boulder County individuals who have been identified as high-priority. The OneHome system is scheduled to be fully integrated this month, which will ideally allow clients to be moved off of/onto the by-name list if needed. There was discussion about trying to integrate outreach services through Mental Health Partners into this work, and the group discussed having Mental Health Partners come to a Board meeting to discuss better integrating efforts.

##### **Data Dashboard Issues and Data Concerns in General**

Staff are working to centralize the Homeless Solutions for Boulder County data dashboard by moving it from the City of Boulder website to the Boulder County website in order to promote a common view of the efforts surrounding the system. In this transition, it has become clear that some Boulder County Connect data needs to be recoded, and data collection standards across

the system need to be created. There is also a need to layer in technical assistance activities to ensure ongoing data improvements; there will be a Data Working Group to help address these issues.

### **Other Updates**

#### **Progress on Robb's Replacement & Tracking Client Outflow**

A fire station with a built-in community space (still in the concept phase) was discussed as a possible permanent site for Severe Weather shelter. If enough clients are housed before needing a new Severe Weather Shelter site, it is possible Boulder Shelter for the Homeless would have space for the remainder of the clients and a permanent site would be unnecessary.

#### **Business Owners Meeting in Boulder**

There was a community meeting with a community mediator, residents, service providers, the City of Boulder and public safety staff to discuss concerns about homelessness and its impact on businesses; residents are concerned about safety, sanitation, and drug use. The next meeting will more heavily involve Homeless Solutions for Boulder County, especially as the clients of greatest concern might be those who are not engaging with the system. Harvest of Hope made changes to their service model based on the discussion; it could be helpful to access Harvest of Hope data and/or have further discussion with them as a solution is sought.

#### **Presenting at the Consortium Meeting in August: Potential Content**

There is an opportunity for Homeless Solutions for Boulder County to present at the Consortium of Cities meeting in August; the purpose would be to discuss programming and budget requests as well as possibly engage East County cities who are not currently part of the system but are seeing more challenges with homelessness in their respective areas. The implementation Team and Housing Exits Working group will help put together the presentation, especially focusing on the continuum of services and system entry and exit.

### **Partner Updates**

Matt Meyer of Metro Denver Housing Initiative noted that the Notice of Funding Application was released on July 3<sup>rd</sup> (and due on September 30<sup>th</sup>) with about 75% of the scoring remaining the same. He shared that each Continuum of Care will be required to articulate a reallocation policy (though programs will not be penalized the following year for underspending), points will be awarded for skillfully managing equity and racial disparities, a domestic violence bonus of 50 million dollars nationally related to Coordinated Entry integration is available and there will be a focus on employment activities.

**Adjourn 10:00**