



Community Services Department

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Homeless Solutions for Boulder County Executive Board March 13, 2020 8:00-10:00am 2525 13th Street, Boulder Large Conference Room (second floor)

- Welcome and Introductions 8:00-8:05
- Public Comment 8:05-8:10
- Guest Presentation: Thomas Hernandez, Tribe Recovery 8:10-9:00
- Informational 9:00-9:30
 - Board Brief Questions
 - Diversion Update
 - Visit from Robert Marbut (homeless Czar)
 - COVID-19 Planning Meeting
 - Clinical Supervision for Shelter Staff
- Discussion/Decision 9:30-9:50
 - Safelot Policy Decision
- Partner Updates 9:50-10:00
- Adjourn 10:00

Call In Information:
720-400-7859
45802226#

Homeless Solutions for Boulder County Executive Board
March 13, 2020 8:00-10:00am
Remote Meeting

In Attendance: Frank Alexander, Jim Adams-Berger, Robin Bohannon, Sarah Buss, Vicki Ebner, Kurt Firnhaber, Heidi Grove, Eliberto Mendoza, Matt Meyer, Karen Kreutzberg, Annie Scott
Guests: Gina Bare, Greg Harms

COVID-19 Response

The Board discussed the need for increased planning and prevention around the spread of COVID-19 within the sheltered population.

It was noted that Boulder County Public Health is working on a testing protocol and plan. They are still awaiting supplies from the State; once testing is available through Boulder County Public Health, there will be a delay in getting test results because the State will be prioritizing the testing of hospitalized cases. Ideally, all clients entering a facility will be screened, and those with a fever, cough or shortness of breath will receive a mask and be isolated. Meals and showers should be staggered.

Challenges discussed included what actions should be taken regarding clients who are not compliant with testing/isolation procedures, transportation of clients from one location to another, need for additional sanitation/cleaning supplies and potential staffing needs/staffing of facilities by those unfamiliar with the population. It was noted that client compliance with procedures intended to decrease the spread of the virus should be viewed through a public health lens.

There was discussion around whether Boulder Shelter for the Homeless would be an appropriate location to provide isolation for symptomatic or infected clients. Greg Harms, Executive Director of Boulder Shelter for the Homeless, shared that there are a number of communal areas, including dining and intake spaces, and noted that clients frequently enter and exit the facility. In addition, staff are not equipped to work with severely ill clients, and clients may be fearful of seeking services at the agency due to possible exposure. The agency is already working to mitigate risk through signage, universal precautions, infection control practices, continued implementation of no-touch policies, cleaning of most hard surfaces 1-2 times per day, extra custodial help, provision of hand sanitizer, modified procedures around dining and a twice per week partnership with nurses from Clinica Family Health.

The City of Boulder shared that, if social distancing practices were implemented, the 30th street Severe Weather Shelter site (which has been close to capacity recently) would house significantly fewer clients; it also may not be an ideal space to consider for client isolation.

The suggested solution was as follows:

- The Severe Weather Shelter site on 30th Street will be used for short-term triaging for those who are symptomatic
- Path to Home on 30th Street will be used for overflow from the above, or for incident response

- Neighborhood restrictions will be lifted from Boulder Shelter for the Homeless to allow for increased capacity and daytime hours
- Severe Weather Shelter services will be moved to Boulder Shelter for the Homeless
- Coordinated Entry and Navigation services will be moved to Boulder Shelter for the Homeless
- A City of Boulder Recreation Center will be repurposed to provide space for those who are ill and for those who are recovering

The Board discussed that this plan likely cannot be carried out if the Emergency Operations Center is not activated, especially in regards to staffing needs. Triggers for opening the Recreation Center location would also need to be established.

The situation around Longmont sheltering was discussed; HOPE has noted they have some limited overnight isolation options; there is, however, no daytime location. HOPE would also need help with testing and supplies.

The Board will meet again in the afternoon (via phone) to discuss further planning.

**Homeless Solutions for Boulder County Executive Board Follow-up
March 13, 2020 4:00-5:00pm
Remote Meeting**

In Attendance: Jim Adams-Berger, Frank Alexander, Robin Bohannon, Vicki Ebner, Kurt Firnhaber, Heidi Grove, Greg Harms, Eliberto Mendoza, Matt Meyer, Karen Roney, Annie Scott, Jeff Zayach

Guests: Gina Bare, Erin Didge, Greg Harms, Kristin Hyser, Daphne McCabe

COVID-19 Response Continued

The plan shifted from what was discussed in the morning meeting, and is currently as follows:

- Coordinated Entry and Navigation services will move to Boulder Shelter for the Homeless
- The Severe Weather Shelter site and Path to Home on 30th Street will be used for Severe Weather Shelter services, with social distancing procedures put in place; approximately 72 to 80 people can be provided beds at Severe Weather Shelter in this scenario
- A third site for those who are symptomatic will be opened at either the Fairgrounds or East Boulder Recreation Center

The third site will serve any symptomatic clients, prioritizing COVID-19 and secondarily serving those with flu symptoms, each in separate quarters. Standing up this site will ideally prevent clients from using the hospitals for primary care services, as hospitals should only be utilized for emergency services during this time; as related to COVID-19, emergency services should be accessed when a client has a need for oxygen, fluids, or ventilation. It was noted that this site cannot be considered an Alternate Care Facility, as this designation (and the resources associated with it) is reserved for official hospital overflow. This site would need to be staffed

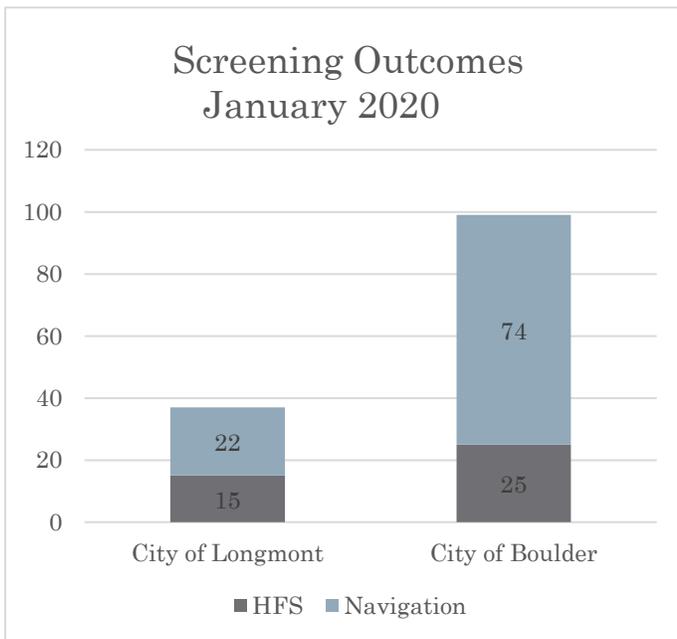
by medical personnel including Red Cross volunteers, Medical Reserve Corps and other paid medical professionals; sheltering staff could be present to assist with client interactions/operations as needed. It will be important to make the site as comfortable as possible for clients so they choose to remain at the site rather than returning to the community at large while still symptomatic. Boulder County Public Health can assist in procuring cots, personal protective equipment and other supplies, and Bridge house will provide meals.

It was noted that the Emergency Operations Center will activate on Tuesday, with Emergency Support Function #6.

**HOMELESS SOLUTIONS FOR BOULDER COUNTY:
MARCH 2020 EXECUTIVE BOARD BRIEF**

COORDINATED ENTRY

- 4,779 screenings have been administered between October 2017 and January 2020 with 31% (1492) screened to Housing Focused Shelter and 69% (3287) screened to Navigation services.
- 136 individuals experiencing homelessness were screened through Coordinated Entry in January 2020. Of those screened, 73% (99) were screened in City of Boulder and 27% (37) were screened in City of Longmont.



County-wide Screening Outcomes (136):

- Average number of screenings/day-4.4
- Housing Focused Shelter- 40 (29%)
- Navigation Services- 96 (71%)

Longmont Screening Outcomes (37):

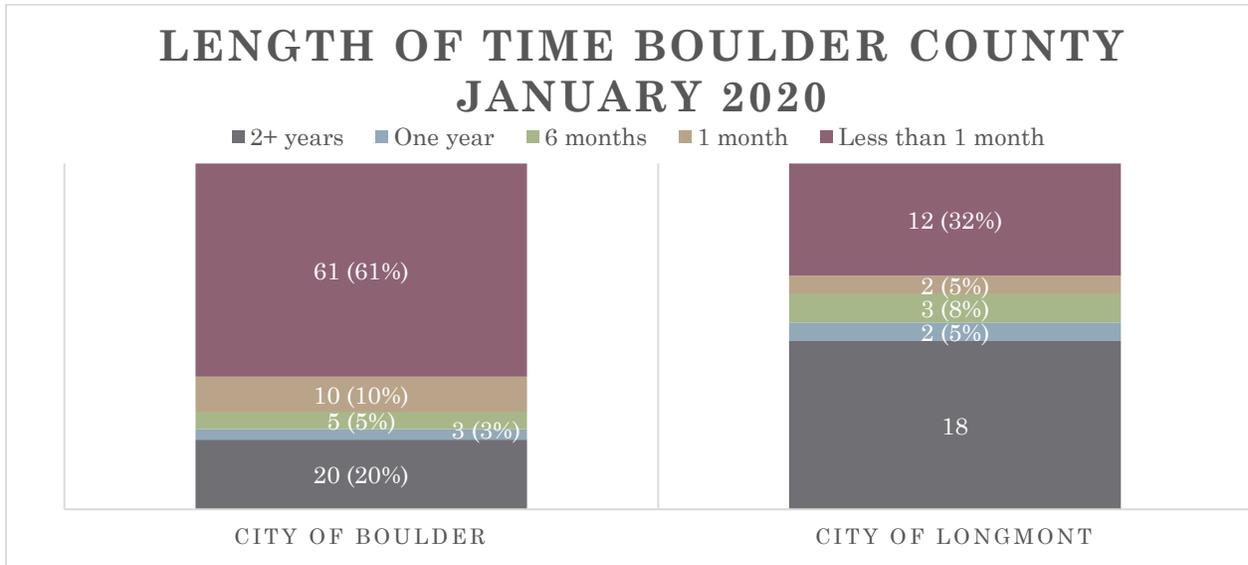
- Average number of screenings/day-1.2
- Housing Focused Shelter- 15 (40.1%)
- Navigation Services- 22 (59%)

Boulder Screening Outcomes (99):

- Average number of screenings/day- 3.2
- Housing Focused Shelter- 25 (25%)
- Navigation Services- 74 (75%)

CLIENT PROFILE JANUARY 2020

The following data and charts reflect aggregated client profiles who presented at Coordinated Entry during the month of January 2020 as well as comparative historical data¹



| | County-wide Historical | City of Boulder January 20 | City of Longmont January 20 |
|--------------------------|------------------------|----------------------------|-----------------------------|
| 2 years of more | 1619 (35%) | 20 (20%) | 18 (49%) |
| At least one year | 252 (5%) | 10 (10%) | 2 (5%) |
| At least 6 months | 231 (5%) | 3 (3%) | 3 (8%) |
| At least 1 month | 548 (12%) | 5 (5%) | 2 (5%) |
| Less than 1 month | 1991 (42.9%) | 61 (62%) | 12 (32%) |

Almost half (18, 49%) of individuals screened through Coordinated Entry in the City of Longmont reported long-term residency in Boulder County. More than half (20, 54%) of these individuals self-reported 1 episode of homelessness with 10 (27%) experiencing homelessness for less than 1 month, thus newly homeless.

A majority (61, 62%) of individuals screened through Coordinated Entry in the City of Boulder self-reported less than 1-month residency in Boulder County with 23 (23%) individuals identifying city of last residency as Denver, Colorado.

¹ Green indicates above historical average; yellow indicates below.

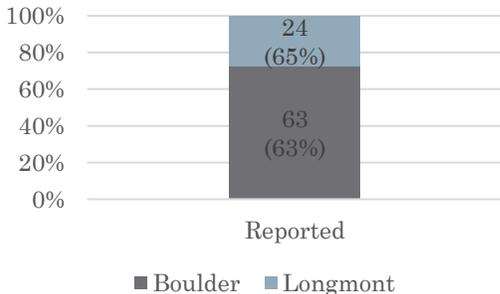
LIVING SITUATION AT SCREENING JANUARY 2020

■ Homeless
 ■ Institutional
 ■ Transitional/Permanent Housing



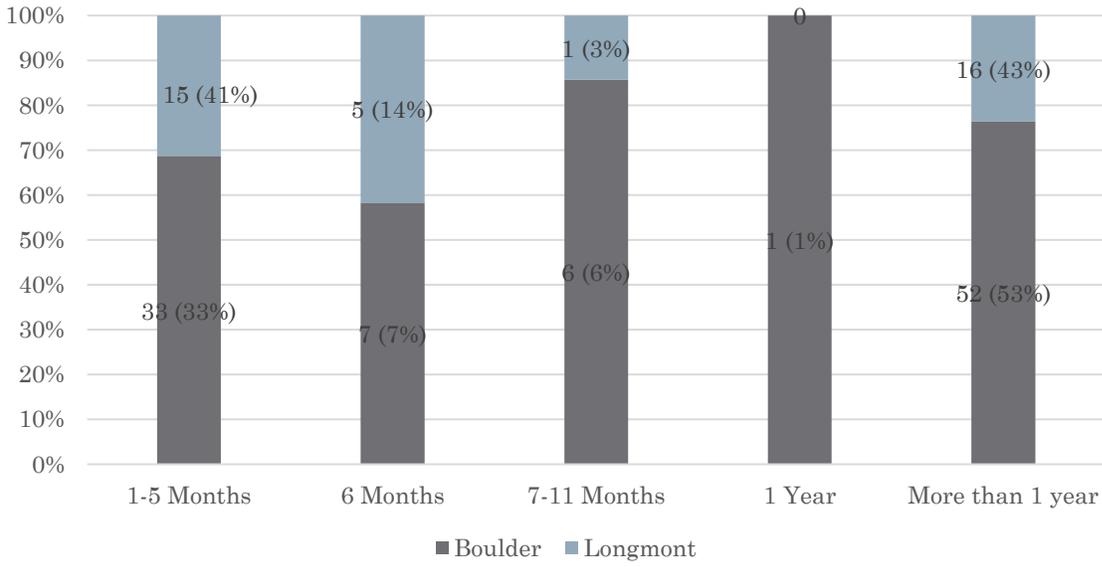
| | County-wide Historical | City of Boulder January 20 | City of Longmont January 20 |
|--|------------------------|----------------------------|-----------------------------|
| Homeless | 3774 (86%) | 80 (81%) | 22 (60%) |
| Institutional | 184 (4%) | 7 (7%) | 2 (5%) |
| Transitional/ Permanent Housing | 424 (10%) | 12 (12%) | 13 (35%) |

Disabling Condition January 2020



| | County-wide Historical | City of Boulder January 20 | City of Longmont January 20 |
|-----------------|------------------------|----------------------------|-----------------------------|
| Reported | 2850 (65%) | 63 (63%) | 24 (65%) |

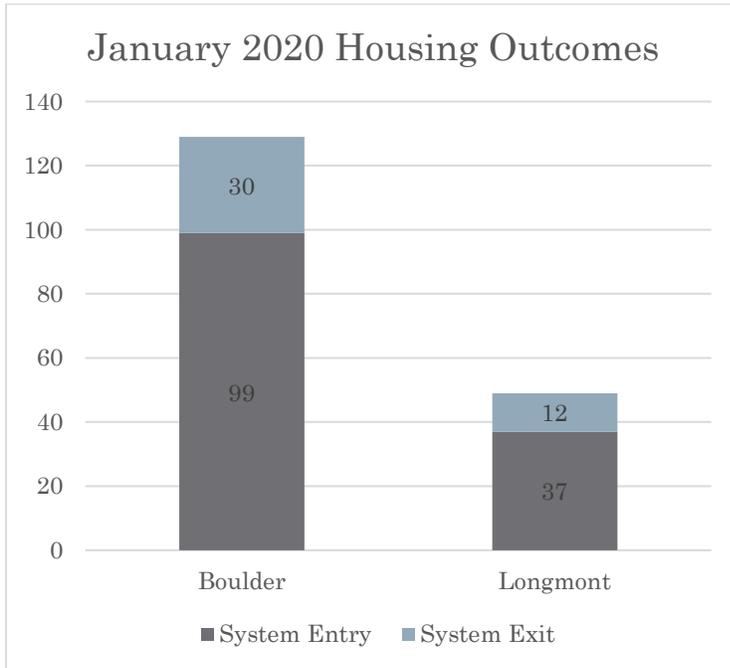
Length of Time Homeless January 2020



| | County-wide Historical | City of Boulder January 20 | City of Longmont January 20 |
|-------------------------|------------------------|----------------------------|-----------------------------|
| 1-5 Months | 1633 (37.5%) | 33 (33%) | 15 (41%) |
| 6 Months | 257 (5.9%) | 7 (7%) | 5 (14%) |
| 7-11 Months | 381 (8.8%) | 6 (6%) | 1 (3%) |
| 1 Year | 229 (5.3%) | 1 (1%) | 0 (0%) |
| More than 1 Year | 1850 (42.5%) | 52 (53%) | 16 (43%) |

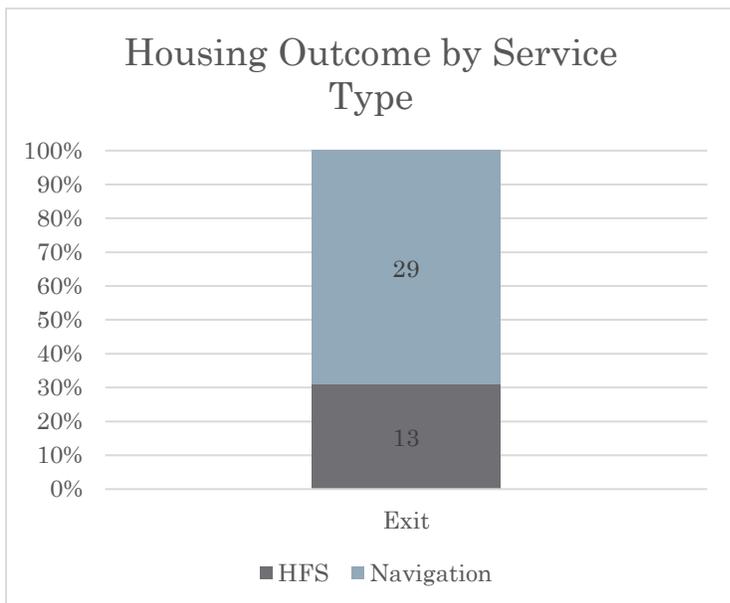
HOUSING OUTCOMES JANUARY 2020

The following data and charts reflect individuals experiencing homelessness who have exited the homeless services system to a stable housing outcome. ***It is important to note that the data reflected in the January 2020 Housing Outcomes via system entry and exit are not the same individuals.***



System Entry/Exit

As reflected, in January 2020, the HSBC system exited approximately 1/3 of the total number that entered the system within the same month.



Exit by type

As reflected, approximately 1/3 of housing exits originated from Navigation services.

WORKING GROUP PROGRESS

- **Systems working group** continues to monitor, discuss, and address arising challenges and/or successes with the addition of Diversion services.
- **Communications working group** is currently working on the preparation for annual reporting from fiscal year 2019.
- **Housing Exits working group** was repurposed to allow for a smaller group discussion to identify potential gaps in the systemic process from homeless to housed with service providers. The results of the mapping session will be shared with the group at large at the next scheduled meeting to determine recommendations regarding where funding should be leveraged to address identified gaps.
- **Management working group** was canceled in the previous month to allow time to plan a facilitated process to identify the future role of this working group.
- **High Utilizers working group** continues to review and refine data to identify the definition of systems high utilizers using the FUSE model.
- **Outreach working group** is working on mapping and identifying opportunities for enhanced collaborative outreach efforts.
- **Implementation working group** continues to monitor Diversion services with partners and providers as well as plan for the Management board facilitated session.

ADDITIONAL UPDATES

- **Boulder County Connects (BCC)** provided the first raw data pull with the integration of Diversion services. At first review, the data is pulling accurately. Additionally, HSBC staff will be meeting with the BOSS team to identify additional system enhancement areas.
- **Veterans Affairs** will be working with HSBC to conduct Outreach mapping to provide more support in the rural mountain areas (Nederland) over the upcoming summer months.
- **Point-in-Time** data will be available, for a preliminary review, at the next meeting: March 23, 2020.
- **SAMHSA Grant** continues to provide on-going services for housed clients. The first annual report was submitted in February and reported 39 individuals housed in the first year with 97% maintain housing at the end of the reporting period. OMNI will begin to conduct qualitative interviews in March 2020 with Mental Health Partners staff.
- **Patient Dumping** continues to be monitored and reported as it occurs. Since holding the conversation with CCHA, we have seen a significant decrease.

HIGHLIGHTED SUCCESSES AND CELEBRATIONS

Through Diversion services, three individuals were able to avoid sheltering as reflected in the story below:

The “Smith” family, consisting of a mother and her two adult children (ages 20, 22) presented to CE/Diversion looking for assistance with deposit/rental assistance. The family had a Housing Choice Voucher and a property owner holding an apartment for them. However, they needed assistance with the deposit and first month’s rent due to lack of employment in the household. The family fled the state of Colorado due to a Domestic Violence situation a few years prior and have recently returned to Colorado. Prior to fleeing the state due to Domestic Violence, the family members were longtime residents of Boulder County. To support the family, the adult children were connected with Workforce

Boulder County, and provided financial assistance to cover the deposit and first month's rent. Through providing these supports, the family was able to sign a lease and move in within the same day.