BOARD AGENDA

October 25th, 2023

Spokane Housing Authority
25 West Nora Ave 99205
&
Virtual (Click Here for Teams Link)
3:00PM-5:00PM

3:00-3:10:   Roll Call of Board Members Present or Absent

3:10-3:15:   Approval of Minutes from July and August 2023 Board Meeting

3:15-3:30:   County and City of Spokane Valley Update

3:30-3:45:   Discussion and Board Vote on Adoption of Youth Coordinated Entry Policies and Procedures

3:30-3:50:   Update from Collaborative Applicant

- Governance Charter
- PIT Update
- Lived Experience Stipends
- Planning Award

3:50-3:55:   Regional Authority Update (Shannon Boniface and Robert Lippman Representatives)

3:50-4:20:   Sub Committee/Workgroup Updates

4:05-4:20:   Update from CMIS Committee (Adam Schooley and Matt Anderson)

- CMIS vs. HMIS (high level discussion)
- CAPER and API Updates

NEW BUSINESS/UPCOMING DISCUSSION ITEMS:

4:20-4:30:   Prevention Money from Commerce (requires use of Coordinated Entry)

4:40-4:45:   YHDP Update

4:50-4:55:   SHA Update re Permanent Supportive Housing (PSH)

Continuum of Care Board

August 23, 2023
Meeting Minutes

Meeting called to order at **3:12 PM.**

Attendance/Introductions
- **Board Members Present:** Arielle Anderson, Robert Lippman, Shannon Boniface, Gage Spicer, Jennifer Wilcox, Jenn Cerecedes, George Dahl, Matt, Audrie Meraki, Pink Varela, Jen Morris, Judge Logan, Samantha, Eric Larson, Chris Dorcheus, Mark Michaelis, Aaron Riley, Daniel Klemme, Marilee Roloff
- **Staff Present:** Ted Colley, Kimi Clifton, Kimberly Babb, Dan Parker, Adam Schooley
- **Guests:** Barry Barfield, LaKedia Davis, Eric Robison, Nicolette Ocheltree, Reese McMullin

The Attendance roster listed above may not capture all the individuals that attended virtually if they joined the meeting after it had started due to the limitations of the virtually meeting platform

Approval of the July Board Minutes:
Couldn't be done due to the minutes being sent to the wrong email list. (They were sent to the correct email list but that's okay.)

Approval of the Agenda:

> **MOTION** by Jennifer Wilcox, seconded by Marilee Roloff, **to approve the July Agenda; unanimously approved.**

Public Comment:
None.

Sub-Committee Updates:

<u>Singles:</u> Eric Robison provided another update on the Built for Zero coordinator position and the data support position that would go along with the Built for Zero position. The position could remain with United Way and then housed in the City with a better MOU than before or be moved to the City or some other entity. Community Solutions would like recommendation from the CoC but isn't waiting for one before moving forward. Some discussion followed regarding what the sub-committee seemed to be leaning toward.

<u>Families:</u> Chris Harbert gave a brief update on the programs being open and taking referrals for the new fiscal year. And be aware of the new round of COVID going around.

<u>Youth and Young Adult:</u> Gage Spicer let everyone know that the Youth Coordinated Entry Team is meeting on September 9th.

<u>Diversion:</u> Jasmine provided an update about the last meeting not having enough attendance to really do much.

County: No update.

Spokane Housing Authority: Arielle Anderson provided an update. New software update will undoubtedly create some issues while being implemented over the next couple of months. Housing Opportunities for People With AIDS (HOPWA) grants are being moved to a housing choice voucher to make sure they get permanent subsidies. New Veterans Affairs Supportive Housing (VASH) vouchers coming, and another round will open in September. Family Reunification Program (FRP) is going well and looking to increase the number of vouchers issued in Eastern Washington.

Collaborative Applicant and Committee Updates:

CA NOFO Updates: Kimberly Babb provided an update on the NOFO. (Connection was bad but this was a slide from her update providing a timeline.)

Dates and Timelines: FY2023 CoC NOFO

Continuum of Care RFP - City of Spokane, Washington (spokanecity.org)

- All Renewal **Applications Submitted Friday, Aug 18th**
  - All CoC FY2022 renewal organizations submitted complete applications on time
- New Project deadline was extended to this **Friday, Aug 25th**
- RFP Committee met on July 27 to goal set and discuss priorities. The second meeting was held on Monday, the 21st to begin renewal application scoring. The final RFP meeting is Sept. 7th.
- CoC Board Special Meeting to review and approve projects on **Wednesday, Sept 13, 11:00am**
  - September Executive meeting after ranking vote.
- Notification to Applicants (ranked, rejected, reduced, or reallocated) on **Thursday, Sept 14th**
- CoC FY2023 Consolidated Application draft to the board on Wednesday, Aug 30. (New project application info to be added on Sept 14th.
- September CoC Board meeting rescheduled to 9/20/2023 at 3pm to approve consolidated application.
- CoC FY2023 Application Submitted to HUD, **Thursday, Sept 28th**
  - Consolidated application packet must be publicly posted on the website on Tuesday, Sept 26th

Regional Authority Workgroup: Shannon Boniface provided an update on the letter endorsing the Regional Authority. Some discussion followed.

CA/CMIS Committee: Daniel Ramos provided an update about his leaving the city on September 1st. He provided staff names for who would be taking on some tasks to support CMIS after he leaves. He also provided some updates on the work for the changes on October 1st.

ACTION ITEMS:
Family Promise: Joe Ader provided information on their partnership with Notre Dame for Diversion research and what they will need to provide from CMIS. Discussion followed.

MOTION by Arielle Anderson, seconded by Erik Larson, **to support the data share agreement between Family Promise, Notre Dame, and the CoC -specifically the CMIS department;**

approved – 6 yea, 1 nay, 3 abstain.

Reese McMullin Joining:

      MOTION by Arielle Anderson, seconded by Gage Spicer, **to approve Reese McMullin with Better Health Together to the CoC Board for the supportive services position; approved** with 9 yea, 0 nay, 1 abstain.

<u>MOTION</u> by Robert Lippman**, seconded by Arielle Anderson, to adjourn the meeting; approved unanimously.**

Meeting Adjourned at 4:35 PM.

The next COC Board Meeting is scheduled for **September 20, 2023 (rescheduled from the usual 4th Wednesday of the month) from 3:00-5:00 pm.**

WA 502 Spokane City/County Continuum of Care

Youth and Young Adults and Coordinated Entry Guidelines

Policies and Procedures 2023

Table of Contents

I.   Youth and Young Adults Coordinated Entry Introduction and Overview

A. Background and Purpose

Youth and Young Adults Coordinated Entry (YYA CE) is a centralized or coordinated process designed to streamline participant intake, assessment, and provision of available housing intervention referrals through the Coordinated Entry System (CES). A CES covers a specific geographic area, is easily accessed by individuals and families seeking housing or services, is well advertised, and includes a comprehensive and standardized assessment tool. The Spokane Regional Continuum of Care (CoC) has formed a YYA CE System to ensure that homeless assistance is allocated as effectively as possible and is easily accessible no matter where or how people present with a housing crisis. The following Policies and Procedures will be used to guide the operation of the Spokane Regional Coordinated Entry System.

The purpose of a YYA CE System is to ensure that all youth and young adults experiencing a housing crisis have fair and equal access, are quickly identified, assessed for, and connected to housing and homeless services based on their strengths and needs. It ensures that they receive the right resources at the right time and are empowered to solve their own housing crisis to stay out of the homeless response system to the best extent possible. It uses standardized tools and practices, incorporates a system-wide Housing First (no barriers to entry) approach, and, in an environment of scarce resources, coordinates housing support so that those with the most acute service needs are prioritized.

Implementing YYA CE is a federal requirement for several federal programs under the Department of Housing and Urban Development (HUD). This YYA CE System complies with HUD CE Notice CPD-17-01, CPD-16-11, 2012 CoC Program Interim Rule (24 CFR Part 578) and the Emergency Solutions Grant (ESG) regulations (25 CCR 8409). All CoC- and ESG-funded programs are committed to implementing this program. These policies will be updated at least annually to comply with evolving regulations and any changes in the Spokane City/County homeless system of care. Except as otherwise specified, Spokane City/County YYA CE System Policies and Procedures apply to all geographic areas, subpopulations, and housing and homelessness services within the Spokane City/County Continuum of Care.

B. Goals

The goal of the Youth and Young Adult Coordinate Entry System is to provide each youth and young adult who are at risk or experiencing housing instability with the services and supports needed to rapidly return them to permanent housing. By implementing YYA CE, Spokane's CoC hopes to achieve the following while also demonstrating the principles of the USICH Youth Framework to End Youth Homelessness and the four agreed upon goals set out by the YHDP Core Team, Youth Action Board, and Youth Homelessness Subcommittee:

- ➢ Stable housing- includes a safe and reliable place to call home
- ➢ Permanent connections- include ongoing attachments to families, communities, schools, and other positive social networks;
- ➢ Reduce run around by establishing centralized access points.
- ➢ Eliminate Disproportionality in youth and young adult homelessness
- ➢ Achieve Functional Zero for youth and young adult homelessness
- ➢ Achieve the ACI Gold Standard in centering youth voice
- ➢ Young people are supported as Whole Humans by the youth homelessness crisis response system

To achieve these goals, the YYA CE System will strive to abide by the following guiding principles:

Equity: In Spokane County, Black, Indigenous, Hispanic (non-white), and LGBTQ youth experience homelessness at disproportionately higher rates. The City of Spokane/Spokane County CoC will measure and consider racial inequities and other disparities in the risks for, and experiences of YYA experiencing homelessness in Spokane County.

Positive Youth Development: The coordinated community plan must address how Positive Youth Development (PYD) will be incorporated into all aspects of the youth crisis response system, including at the system and project levels. Positive Youth Development is based on a body of research suggesting that certain "protective factors," or positive influences, can help young people succeed and keep them from having problems. PYD favors leadership and skill-building opportunities under the guidance of caring adults. It looks at youth as assets to be developed and gives them the means to build successful futures.

Trauma-Informed Care: Trauma Informed care (TIC) will be incorporated into all aspects of the youth crisis response system, including at the system and project levels. Trauma informed programs will understand the prevalence and impact of trauma among their YYA experiencing homelessness and within the workforce. Policy and practice reflect a commitment to provide physical and emotional safety for service recipients and staff. Choice & Empowerment: to facilitate healing and avoid re-traumatization, choice and empowerment are part of trauma informed service delivery, for both service recipients and staff. Strengths Based: With a focus on strength and resilience, service recipients and staff build skills that will help them move in a positive direction.

Family Engagement: Family engagement strategies and services designed to strengthen, stabilize, and reunify families should be built into our community response systems. Potential services include family counseling, conflict resolution, parenting supports, relative or kinship caregiver resources, targeted substance abuse and mental health treatment, etc.

Unsheltered Homelessness: The CoC will use CE and CMIS Data to measure the decrease in unsheltered homelessness.

Youth choice The capacity for self-determination may be a critical factor in obtaining many positive outcomes for Transition Age Youth. Allowing youth to exercise self-determination is a youth centered approach that values youths' expressed needs, self-awareness and community knowledge.

Social and community integration: The goal of youth homelessness services should be a successful transition to adulthood, including the successful integration into a community as a positive contributing community member. This requires the Spokane County community to provide socially supportive engagement and opportunities for youth to participate in meaningful community activities.

Housing First: The Housing First approach focuses on quickly connecting people experiencing a housing crisis to permanent housing without preconditions and barriers to entry (e.g., sobriety, treatment, or service participation requirements) while also providing necessary supports to help maintain housing and prevent a return to homelessness. Supportive services are offered based on assessed need but are not required. Immediate access to permanent housing with no preconditions: Youth should be provided with access to safe and secure permanent housing that meets their needs as

quickly as possible. Youth choice and self-determination: Housing First is a person-centered approach that promotes choice regarding housing and service options, while maintaining high expectations for youth. Individualized and youth-driven supports: All youth are different. Once housed, the level of service offered will depend on the unique needs and choices of the youth. Non-time limited supports provide a practical, person centered approach that assists in helping youth maintain their housing independently. Persistent Engagement: Staff should utilize an assertive style of case management, and continuously attempt to engage youth, even if youth are resistant to services.

Individualized and client-driven supports: Housing and support packages that help prevent and end homelessness among youth must recognize and respond to individual differences across individuals to serve them appropriately and efficiently. Communities must design the system flexibly to accommodate individuals with both high and low service needs, as well as the need for short-term or long-term support.

Collaboration: Collaboration between partners is essential to the success of CE. To support the collaboration of providers, all CE systems will hold regular learning community meetings, encouraging feedback and suggestions from participating partners on how to ensure the on-going success of CE in Spokane.

Data Quality: Gathering accurate data is essential to ensure appropriate housing placement in a timely manner for homeless households. Assessors will be collecting data through the common assessment tool, CMIS, Provider Surveys, Client Surveys, Case Studies, and the annual Point in Time Count.

Performance and Data Driven Decision Making: Decisions to modify and adjust the CE systems shall be determined by performance on key outcomes determined by the data collection described above. CE's primary goal is collaborative service delivery to best serve homeless households and will be adaptable in its process as needed. Changes may be driven by a desire to improve process-oriented outcomes.

Prioritization and Eligibility: Households with higher barriers and greater vulnerability receive priority for deeper, more intensive interventions, but when these are not available, they are given access to what is available. The purpose of prioritization is to identify the "best fit" housing solutions for every household-meaning the least amount of assistance needed to exit homelessness.

C. **Basic Definitions**

YAS - Young Adult Shelter. YAS is open 7 days a week from 7:30pm - 6:30am   for young adults aged 18 - 24 years old. The shelter staff provide safe and secure overnight services as well as case management and housing resource specialists. Located at 3104 E. Augusta Avenue, all genders and identities are welcome as well as couples.

YYA CE- Youth and Young Adults Coordinated Entry- YYA CE is the system that manages and allocates resources to individuals in the community from the ages of 12-24 who are experiencing homelessness or are at risk.

SHCA- Single Homeless Coordinated Assessment. SHCA began in October of 2014 as a decentralized assessment system with a lead agency (SNAP) to facilitate the training and coordination of numerous assessment sites to provide a "no wrong door" approach.

HFCA- Homeless Families Coordinated Assessment. Our local Homeless Families Coordinated Assessment Program (operated by Catholic Charities Eastern Washington), which began in October 2012, coordinates all family homeless service programs in a centralized approach with a few satellite sites approved to assess households who are already connected with that satellite site.

Housing First- Housing First is an approach in which housing is offered to people experiencing homelessness without preconditions (such as sobriety, mental health treatment, or a minimum income threshold) or service participation requirements and in which rapid placement and stabilization in permanent housing are primary goals.

Chronic Homelessness- Chronic homelessness is defined by HUD as a single individual or head of household with a disabling condition who lives in a place not meant for human habitation, a Safe Haven, or emergency shelter **AND** has either: experienced homelessness continuously for longer than a year or has had at least four episodes of homelessness in the past three years.

Y2Y Case Conferencing-Local process for CE staff and others working for households experiencing homelessness to coordinate and discuss ongoing work with person's experiencing homelessness in the community, including prioritization or active list. The goal of case conferencing is to provide holistic, coordinated and integrated services across providers and to reduce duplication.

Continuum of Care (CoC)-Group responsible for the implementation of the requirements of HUD's CoC Program interim rule. The CoC is composed of representatives of organizations, including non-profit homeless providers, victim services providers, faith-based organization, governments, businesses, advocates, public housing agencies, school districts, social service providers, mental health agencies, hospitals, universities, affordable housing developers, law enforcement, organizations that serve homeless and formerly homeless persons.

Continuum of Care Program-HUD funding source to (1) promote community wide commitment to the goal of ending homelessness; (2)provide funding for efforts by non-profit providers, and state and local governments to quickly rehouse homeless individuals and families

while minimizing the trauma and dislocation caused to homeless individuals, families and communities by homelessness; (3)promote access to and effect utilization of mainstream programs by homeless individuals and families; and (4)optimize self-sufficiency among individuals and families experiencing homelessness.

Emergency Shelter-Short-term emergency housing available to persons experiencing homelessness.

Emergency Solutions Grant (ESG) Programs- HUD funding source to (1) engage homeless individuals and families living on the street; (2) improve the quantity and quality of emergency shelters for homeless individuals and families; (3) help operate these shelters; (4) provide essential services to shelter residents; (5) rapidly rehouse homeless individuals and families; and (6) prevent families and individuals from becoming homeless.

Common Assessment Tools- The CoC YYA Coordinated Entry System uses different assessment tools depending on the sub-population that is currently being assessed.

D. Governance

Continuum of Care Board (COC)- The CoC Board is the governing body for the Spokane City/County Continuum of Care and meets all requirements for HUD CoC funding. The CoC Board will provide oversight and accountability for all CoC responsibilities, including those of the YHDP. Continuum of Care Board **(CoC)** The Board will be responsible for approval and implementation of all CoC policies and procedures and the CoC's Plan to End Homelessness. CoC Board Members are approved by the CoC Board. The CoC Board will consist of: no fewer than eleven and no more than twenty-five members representing the community perspectives listed below.

E. Service Provider Participation

Homeless housing and homelessness prevention projects funded by, but not limited to, the sources listed below must participate in YYA CE as an access point or by accepting referrals. Participating projects accepting referrals must fill openings exclusively through the CE system and eliminate all side doors. Initially the projects being served through this system will be YHDP specific with the intent to expand them as the system becomes substantiated

- ➢ Host Homes Program (HHP)
- ➢ Transitional Housing Programs (TH)
- ➢ Rapid Rehousing Programs (RRH)

Unless otherwise stated in grant guidelines or agreements, all homeless housing and homelessness prevention within the crisis response system funded by the City of Spokane/ Spokane County must participate in the Spokane City/County CoC's YYA CE System.

II.   Eligibility and Typical Service Flow

A. Eligibility

All youth and young adults seeking assistance through YYA CE are eligible for service. Step 1 in the YYA CE Workflow (Screening) will allow staff to determine what types of interventions may be a good fit (diversion conversation or housing intervention, single or family or YYA CE referral, homeless or housed, etc.), and if additional steps are warranted.

For the initial steps of the YYA CE progression, screening and diversion conversations, reflective listening accompanied with motivational interviewing are the most useful strategies for determining next steps. Discussion around the household's experiences related to housing, safety, finances, social network, etc., will inform whether more than a diversion conversation and referral to relevant community resources is needed.

Eligibility for all homeless-related interventions and referrals, including Rapid Rehousing (RRH), Host Homes, Transitional Housing (TH), and Other Permanent Housing (OPH) will be based on 24 CFR §578.3. Only those who meet the criteria for one of the following categories will be eligible for these interventions:

Homeless Under Other Federal Statutes

Unaccompanied youth under 25 years of age, or families with children and youth, who do not otherwise qualify as homeless under this definition, but who:
  ➢ Are defined as homeless under the other listed federal statutes.
  ➢ Have not had a lease, ownership interest, or occupancy agreement in permanent housing during the 60 days prior to the homeless assistance application.
  ➢ Have experienced persistent instability as measured by two moves or more during in the preceding 60 days: and
  ➢ Can be expected to continue in such status for an extended period due to special needs or barriers.

Mckinney Vento Homelessness-

Defined as individuals who lack a fixed, regular, and adequate nighttime residence (within the meaning of section 103(a)(1)); and includes--

➢ children and youths who are sharing the housing of other persons due to loss of housing, economic hardship, or a similar reason; are living in motels, hotels, trailer parks, or camping grounds due to the lack of alternative adequate accommodations; are living in emergency or transitional shelters; or are abandoned in hospitals;*
➢ children and youths who have a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings (within the meaning of section 103(a)(2)(C));
➢ children and youths who are living in cars, parks, public spaces, abandoned buildings, substandard housing, bus or train stations, or similar settings; and
➢ migratory children (as such term is defined in section 1309 of the Elementary and Secondary Education Act of 1965) who qualify as homeless for the purposes of this subtitle because the children are living in circumstances described in clauses (i) through (iii).

Literally Homeless
➢ Unsheltered (street, car, encampments, other places not meant for human habitation).
➢ Living in emergency shelter (including motel stays paid for by charitable organizations).
➢ Living in transitional housing (having been unsheltered or in shelter upon entry).
➢ Exiting an institution with a stay of less than 90 days (having been literally homeless upon entry).

Groups with unique considerations

Fleeing Domestic Violence

· *DV*: To ensure households who are fleeing or currently in unsafe situations (i.e., DV, sexual assault, stalking) have proper, safe, and confidential access to the YYA CE system and appropriate victim services, YYA CE has developed a set of Standard Operating Procedures for screening people who identify as fleeing or victims of DV, sexual assault, and/or stalking. If a household identifies as such at the initial point of contact with YYA CE, YYA CE staff will:

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➢ Provide household information about/referral to local DV shelters and safety planning resources; and

➢ In the case that a household expresses feeling to be in imminent danger, YYA CE screener will suggest calling 911 and provide resources for a local crisis shelter specifically for people experiencing DV.

➢ Fleeing or attempting to flee domestic violence and has no other residence and lacks the resources or support networks to obtain other permanent housing.

➢ Households experiencing domestic violence who are living in shelter or an unsheltered location for reasons unrelated to fleeing or attempting to flee domestic violence are not considered Category 4. Rather, these households fall under Category 1.

➢ This distinction may change if a household who is originally in Category 1 decides to flee. They would then be considered Category 4.

For the few programs that are able to serve households at imminent risk of homelessness (HP), eligibility will be based on HUD's definition. Only those who meet the criteria for one
of the following categories will be eligible for these interventions:

Imminent Risk of Homelessness

An Individual or Family who:

➢ Has an annual income below 30 percent of median family income for the area, as determined by HUD;

➢ Does not have sufficient resources or support networks, *e.g.,* family, friends, faith-based or other social networks, immediately available to prevent them from moving to an emergency shelter or another place described in paragraph (1) of the "Homeless" definition in this section; and

➢ Meets one of the following conditions:

(A) Has moved because of economic reasons two or more times during the 60 days immediately preceding the application for homelessness prevention assistance;

(B) Is living in the home of another because of economic hardship;

(C) Has been notified in writing that their right to occupy their current housing or living situation will be terminated within 21 days of the date of application for assistance;

(D) Lives in a hotel or motel and the cost of the hotel or motel stay is not paid by charitable organizations or by federal, State, or local government programs for low-income individuals;

(E) Lives in a single-room occupancy or efficiency apartment unit in which there reside more than two persons, or lives in a larger housing unit in which there reside more than 1.5 people per room, as defined by the U.S. Census Bureau;

 (F) Is exiting a publicly funded institution, or system of care (such as a health-care facility, a mental health facility, foster care or other youth facility, or correction program or institution); or

(G) Otherwise lives in housing that has characteristics associated with instability and an increased risk of homelessness, as identified in the [recipient](#)'s approved [consolidated plan](#);

III. Policies and Standards

Our YYA CE system is aligned with federal requirements set forth by HUD and local experience informs our current system. The Spokane City/County Coordinated Entry System is shaped by local data (YBNL), lived youth experience (YAB), and best practices from other communities.

The YYA CE lead agencies are responsible for developing detailed procedures to operate the system in accordance with the below overarching policies. Such standard operating procedures must be publicly available and are applicable to all YYA CE partners.

- ➢ Process for households fleeing domestic violence and seeking services from non-victim specific providers
- ➢ Process to ensure safe and confidential access to the YYA CE system
- ➢ Process to ensure immediate access to emergency services, such as domestic violence helplines and shelter
- ➢ Physical accessibility and reasonable accommodations
- ➢ Effective communication with individuals with disabilities
- ➢ Marketing to all households
- ➢ Marketing to households least likely to apply
- ➢ Referrals to subpopulation designed access point
- ➢ Access to emergency services
- ➢ Outreach Staff YYA CE role
- ➢ Household Assessment
- ➢ ·   Prioritization process
- ➢ ·   Additional referral if rejected by project
- ➢ ·   Maintaining up to date information on project capacities, vacancies and eligibility criteria
- ➢ ·   Grievance and appeal submission

- ➢ ·   Grievance and appeal reviews
- ➢ ·   Communicating outcomes of grievance and appeal
- ➢ ·   Obtaining household consent
- ➢ ·   Secure and confidential storage of records

A. Grievance and Appeal Process

Policy: YYA CE system grantees must ensure that a system is in place to address grievances for households within the YYA CES. Grantees, recipients or sub recipients are required to maintain, at minimum, a procedure for grievances and/or appeals by the household if they disagree with a decision by the lead or their satellites as it concerns their housing assessment and/or referral or complaints of discrimination or lack of equal access.

Procedure: At minimum, the YYA CE lead(s) will ensure compliance with the above policy by ensuring that they have crafted the following Procedure:

- ➢ Notify all households of their right to submit a grievance and how to do so; and
- ➢ The YYA CE lead will review and submit an answer in writing to the filing household within five (5) business days.
- ➢ The household then has five (5) business day to appeal the decision of the YYA CE lead to a senior officer within the YYA CE lead's organization.
- ➢ The procedure should indicate that this senior officer is not to have been involved with the original appeal decision.
- ➢ The senior officer within the YYA CE lead's organization has five (5) days to respond to this appeal.
- ➢ If the filing household is still unsatisfied, they may appeal, within five (5) business days, to the Community Housing and Human Services Department (CHHS) at the City of Spokane.
- ➢ This appeal should be submitted via email to chhscoc@spokanecity.org[AA1]
- ➢ Grievance procedures must list Northwest Fair Housing Alliance as an option for clients to submit fair housing related grievances.
- ➢ The CHHS Department will have five (5) business days to respond.
- ➢ YYA CE lead(s) will distribute their grievance procedures to all satellite sites. YYA CE grantees will collect signed grievance procedures as part of the packet they receive back from satellite sites to enroll households in YYA CE.
- ➢ YYA CE lead(s) and satellite sites will have grievance procedures posted publicly in a waiting room, lobby, or other main point of entry that all clients access.

Policy: All Projects will maintain termination policies and procedures for any participant that is exited from the program whether voluntary or not.

- ·   The procedure must explain that grantees may terminate assistance to a program participant who:

- ➤ Violates program requirements or conditions of occupancy clients can submit a grievance orally or in writing; and
- ➤ Voluntarily terminates services and exits the program.
- · The grievance procedure will identify the client's due process which must consist of:
    - ➤ Providing the program participant with a written copy of the program rules and the termination process before the participant begins to receive assistance
    - ➤ Written notice to the program participant containing a clear statement of the reasons for termination
    - ➤ A review of the decision, in which the program participant is given the opportunity to present written or oral objections before a person other than the person (or a subordinate of that person) who made or approved the termination decision; and
    - ➤ Prompt written notice of the final decision to the program participant.
    - ➤ Prompt written notice of the final decision to the program participant.
    - ➤ Hard-to-house populations. Recipients and subrecipient that are providing permanent supportive housing for hard-to-house populations of homeless persons must exercise judgment and examine all extenuating circumstances in determining when violations are serious enough to warrant termination so that a program participant's assistance is terminated only in the most severe cases.

B. Fair Housing and Equal Opportunity

Nondiscrimination and equal opportunity requirements. The nondiscrimination and equal opportunity requirements set forth in 24 CFR 5.105(a) are applicable.

The Spokane City/County Continuum of Care shall act in accordance with 24 CFR Part 5, which ensures equal access for individuals in accordance with their gender identity in programs and shelters funded by HUD's Office of Community Planning and Development. All eligible individuals and families (regardless of sexual orientation, gender identity or marital status) should be accommodated in temporary, emergency shelters and other facilities used for

housing, in accordance with the gender identity in which the individual identifies (24 CFR 5.100).

More information about HUD rules pertaining to Equal access in accordance with individual's gender identity and sexual orientation can be found here: https://files.hudexchange.info/resources/documents/Equal-Access-Final-Rule-2016.pdf.

Housing for specific subpopulations. Recipients and subrecipient may exclusively serve a particular homeless subpopulation in transitional or permanent housing if the housing addresses a need identified by the Continuum of Care for the geographic area and meets one of the following:

(1) The housing may be limited to one sex where such housing consists of a single structure with shared bedrooms or bathing facilities such that the considerations of personal privacy and the physical limitations of the configuration of the housing make it appropriate for the housing to be limited to one sex.

(2) The housing may be limited to a specific subpopulation, so long as admission does not discriminate against any protected class under federal nondiscrimination laws in 24 CFR 5.105 (e.g., the housing may be limited to homeless veterans, victims of domestic violence and their children, or chronically homeless persons and families).

(3) The housing may be limited to families with children.

(4) If the housing has in residence at least one family with a child under the age of 18, the housing may exclude registered sex offenders and persons with a criminal record that includes a violent crime from the project so long as the child resides in the housing.

(5) Sober housing may exclude persons who refuse to sign an occupancy agreement or lease that prohibits program participants from possessing, using, or being under the influence of illegal substances and/or alcohol on the premises.

(6) If the housing is assisted with funds under a federal program that is limited by federal statute or Executive Order to a specific subpopulation, the housing may be limited to that subpopulation (e.g., housing also assisted with funding from the Housing Opportunities for Persons with AIDS program under 24 CFR part 574 may be limited to persons with acquired immunodeficiency syndrome or related diseases).

(7) Recipients may limit admission to or provide a preference for the housing to subpopulations of homeless persons and families who need the specialized supportive services

that are provided in the housing (e.g., substance abuse addiction treatment, domestic violence services, or a high intensity package designed to meet the needs of hard-to-reach homeless persons). While the housing may offer services for a particular type of disability, no otherwise eligible individuals with disabilities or families including an individual with a disability, who may benefit from the services provided may be excluded on the grounds that they do not have a particular disability.

C. Safety Planning and Risk Assessment

Policy: All persons who are fleeing or attempting to flee domestic violence, dating violence, sexual assault or stalking shall have immediate and confidential access to available crisis services within the defined YYA CE geographic area. All CoC providers shall incorporate a safety risk assessment as part of initial YYA CE triage and intake procedures, evaluating, to the greatest extent possible, the physical safety and wellbeing of participants and prospective participants.

Procedure: If a household identifies as fleeing domestic violence, sexual assault, stalking and trafficking at initial point of contact with YYA CE or at any point of contact here after, YYA CE staff will:

> ➢ Complete an initial screening of risk and if defined risk is identified the participant will be referred to available specialized services designed to address the particular service needs of survivors of abuse, neglect and violence.
> ➢ Collect and document household information via paper screening and delete all electronic records of household information. Paper screening will signal that the household must be entered into HMIS as a de-identified (Anonymous) household at time of assessment.
> ➢ Inform households of what housing interventions they may be eligible for and inform them of how their referral will be processed in the system due to their anonymous status.
> ➢ Provide household information about/referral to local DV shelters providers, crisis lines and safety planning resources.
> ➢ Intimate Partner Domestic Violence YWCA of Spokane- 24/hr. Helpline 509-326-2255 www.ywcaspokane.org
> ➢ Lutheran Community Services Northwest Sexual Assault 24-hour crisis line- 509-624-7273 www.lcsnw.org
> ➢ The Jonah Project Resource Line 509-655-7886 https://www.jonahproject.org/

In the case that a household expresses feeling to be in imminent danger, CE screener will suggest calling 911 if they need police intervention and provide resources for our local domestic violence crisis line which includes safe shelter for those in imminent danger due to Domestic Violence.

D. Geographic Coverage

Spokane County and City of Spokane CoC boundaries include the geography within the County of Spokane, including incorporated cities and unincorporated areas. The YYA CE covers this full geography by identifying access, standard assessments, and uniform referrals processes.

E. Accessibility

The YYA CE system covers the entirety of Spokane County – which is the same geography as the CoC. The YYA CE system is easily accessed for all participants.

The YYA CE system is available to:
·   All eligible persons regardless of race, color, national origin, religion, sex, age, familial status, disability, actual or perceived sexual orientation, gender identity, or marital status;
·   All populations and subpopulations in the CoC's geographic area, including people experiencing chronic homelessness, veterans, families with children, youth, and survivors of domestic violence, have fair and equal access to the coordinated entry process, regardless of the location or method by which they access the system; Individuals with disabilities; and Persons with Limited English Proficiency (LEP).

All physical system access points are accessible to individuals with disabilities, including accessible physical locations for individuals who use wheelchairs. This includes YYA CE provider offices; and Same-day shelters where YYA CE activities take place. Physical access points must be in reasonable proximity to public transportation. Any person accessing YYA CE services may request a reasonable accommodation to complete the YYA CE process in a different location due to physical accessibility issues.

F. Marketing Strategy:

Marketing, or advertising, refers to how households learn the YYA CE system exists. This may include, but is not limited to, written materials such as flyers and brochures, outreach to relevant partners, community education, and street outreach.

The YYA CE system must develop and implement the following marketing components:
- ➢ A marketing strategy to ensure the YYA CE system is available to all households regardless of actual or perceived race, color, national origin, religion, sex, age, familial status, disability, sexual orientation, gender identity, marital status, or

U.S. residency status. This marketing strategy must be included in policies and procedures.

➢ A strategy to market to households who are the least likely to apply for services in the absence of special outreach. This marketing strategy must be included in policies and procedures.

➢ Advertisement of access points to all eligible persons, mainstream systems of care, and other community partners within the entire YYA CE system's jurisdiction.

Specific steps the CoC and the CE provider(s) are taking to market the YYA CE system include:

➢ Regular email updates to the general community, service providers, and Spokane City and County departments.

➢ Posting of YYA CE policies and other information on the City of Spokane, Community Housing and Human Services (CHHS) website and the websites of the CE provider(s); CE information is available via the CHHS website and the websites of other organizations that provide referral information and services, such as Eastern WA 2-1-1.

➢ Distributing informational flyers at service locations in the community.

➢ Ensuring YYA CE information is available in accessible formats, such as large print, audio, Braille, multiple languages, and sign language interpreters when necessary.

➢ Provide YYA CE Information through direct outreach to people on the street and other sites where people experiencing homelessness access services and supports.

➢ Announcements regarding YYA CE information and updates during CoC or other committee meetings related to the homeless response system.

➢ Educating mainstream service providers (including, but not limited to, Department of Social and Health Services, Public Housing Authorities, Employment Services, School Districts, Mental Health providers, and Substance Abuse providers) about how to refer someone who is literally homeless to the YYA CE system.

➢ YYA CE Leads will elicit feedback from YYA CE stakeholders on all promotional materials on a regular basis.

➢ Information regarding accessing emergency services outside of theYYA CE operating hours through Eastern WA 2-1-1 and the 24/7 Regional Crisis Line will be included in CE lead agency's marketing materials.

G. Access Points

The Spokane City/County Coordinated Entry Systems are broken up into three distinct categories for the community. Singles Homeless Coordinated Entry (SHCA) is led by one service provider; Spokane Neighborhood Action Partners (SNAP) while Homeless Families Coordinated Entry (HFCA) is led by another; Catholic Charities Eastern Washington (CCEW). The third system is the Youth and Young Adults Coordinated Entry System which is led by Volunteers of America (VOA). All systems vary in terms of where CE can be accessed.

➢ YYA CE access will be implemented on a staggered plan with an initial centralized location at the Young Adult Shelter. Similarly to SHCA the YYA CE will be setting up office hours and drop in times at crucial locations such as, but not limited to, the Spokane Downtown Library, the Carl Maxey Center or Native Project. This process of decentralizing will be systematic and involve data driven decision making to ensure an equitable lens is applied to this process.

➢ *SHCA* has been decentralized due to the sheer number of people that may need to enter the Homeless System at any given time. This means that any single adult or youth (18-24) experiencing homelessness can access CE at a number of different Satellite Approved Agencies (SAA) and receive the same level of service as if they were to use the lead agency's designated walk-in hours for a housing conversation. These partners include street outreach teams, service agencies, in reach teams, overnight shelters and drop-in centers.

➢ *HFCA* has partner agreements with a small number of Satellite Approved Agencies who specifically work with families. To provide ease of access and reduce trauma for families already being served by these agencies, they have been approved to complete the assessment piece of the CE process. HFCA remains centralized while allowing families to be assessed by providers they are already working with.

➢ The CE Lead (SHCA/HFCA/VOA) is required, among other things, to maintain regular walk-in hours for those who need to access our Homeless System. SHCA also ensures that some designated staff maintain weekly hours at several different organizations to ensure a wide reach to those who may be experiencing homelessness. The CE lead is also expected to have flexible modes of connection to those experiencing homelessness (phone appointments, physically going to their location (if needed and safe)). All CE staff must be trained in both Diversion and Coordinated Entry to be credentialed in CMIS.

H. Subpopulation Dedicated Access Points

➢ **LGBTQ+**
   Youth who identify as lesbian, gay, bisexual, transgender, gender non-conforming, and questioning LGBTQ will have dedicated access points implemented into the YYA CE system. Assessments will be accessible 24/7 at Spokane's Young Adult Shelter. As

established by the CCP and HUD standards this sub-population will have an access point dedicated to them. This access point will derive from a partnership between organizations such as, but not limited to, Odyssey Youth Movement to provide social support and accessibility to this identified population.

➤ **Trafficking/Domestic Violence**
Youth who have or are currently experiencing trafficking will have dedicated access points implemented into the YYA CE System. Assessments will be accessible 24/7 at Young Adult Shelter . As established by the CCP and HUD standards this sub-population will have an access point dedicated to them. The access point will be derived from partnerships with organizations in the community. Organizations such as, but not limited to, the Jonah Project to provide social support and accessibility to this identified population. In instances of domestic violence immediate safety should be assessed and a community partner such as YWCA should be utilized.

➤ **Bipoc**
Youth who identify with the BIPOC population will have dedicated access points implemented into the YYA CE System. Assessments will be accessible 24/7 at Young Adult Shelter . As established by the CCP and HUD standards this sub-population will have an access point dedicated to them. The access point will be derived from partnerships with organizations in the community. Organizations such as, but not limited to, the Carl Maxey Center to provide social support and accessibility to this identified population.

➤ **Youth Involved in Juvenile Justice-**
Youth who have or are currently involved with Juvenile Justice will have dedicated access points implemented into the YYA CE System. Assessments will be accessible 24/7 at Young Adult Shelter . As established by the CCP and HUD standards this sub-population will have an access point dedicated to them. The access point will be derived from partnerships with organizations in the community. Organizations such as, but not limited to, Spokane Juvenile Court to provide social support and accessibility to this identified population.

I. **Mobile Outreach**
The goal of mobile outreach is to ensure that Youth and Young Adults Coordinated Entry (YYA CE) is available to unsheltered households who do not actively seek shelter or services yet have a high need for assistance from the homeless response system. Mobile outreach teams will seek out homeless households wherever they are staying (e.g., encampments), or accessing

services (e.g., shelters, community centers, meal sites, etc.). While outreach can include efforts to understand service needs (e.g., behavioral health issues), the focus of the engagement should be collaborating with households to address their housing needs, using a housing first approach. For many households, multiple contacts over an extended period will likely be needed for engagement to be successful. Outreach teams may receive referrals from entities such City Code Enforcement or 2-1-1 staff, however outreach is not an enforcement entity.

Outreach may be conducted by staff of YYA CE lead agencies or may be conducted by existing outreach teams who are trained to perform YYA CE functions. Outreach is designed to connect with those living outdoors or other places not meant for human habitation and link them to appropriate voluntary housing interventions, services, and other supports. A large support for Spokane's mobile outreach effort will derive from the efforts and partnership between YYA CE, Youth inreach, and YouthReach.

J.   Screening

At the screening step YYA CE staff will collect information from households to identify their current housing situation and will begin problem solving conversations to determine if an alternative housing solution can be identified within the household's own existing resources and networks. The purpose of these questions is to identify whether the household truly needs assistance from the YYA CE system or if alternative resources may be untapped. At this step these households might identify next steps to resolve their housing situation and will not need any further assistance. One of the primary goals resides in the acknowledgement that the participant is the expert in their own life and that self resolution is oftentimes the most efficient and effective method.

K.   Diversion

The purpose of Diversion is to prevent entry into the YYA CE System whenever possible as there are not yet enough resources to meet the needs of people experiencing homelessness. The Diversion conversation is a creative, non-judgmental dialogue that is driven by a client's strengths, while identifying their barriers. It is centered around collaborative brainstorming to identify a no cost or low-cost solution to a housing crisis. Some Diversion activities include conflict resolution/mediation, housing search assistance, connection to mainstream benefits or services, or small amounts of one-time financial assistance.

The goal is to assist households to come up with a plan to enter a safe and appropriate housing destination that will last for at least 30 days.

All YYA CE staff must be trained in Diversion strategies.

L. Assessment

If a plan is identified through the Diversion conversation the household will continue working with staff to implement the plan. If no plan is identified, the household will move on to the assessment phase of the CE process. The assessment process begins with a conversation and progresses through several other related conversations and assessment tools depending on the household's circumstances and the best fit for services.

The assessment process gathers all of the information necessary to make prioritization decisions, as defined by the YYA CE prioritization policy. Household information should be collected in phases, utilizing trauma-informed approaches, and obtaining only what is necessary to connect households to appropriate interventions and make prioritization decisions. Assessment processes, including use of assessment tools, must be implemented consistently at each access point to achieve fair, equitable, and equal access to services. Procedures must include documentation of uniform assessment processes and tools across access points and staff.

Our System utilizes a standard set of tools to determine eligibility and prioritization in our Coordinated Entry System. Our community currently utilizes the OrgCode Suite of tools (TAY-VI-SPDAT-V2/F-SPDAT) to help prioritize and connect people to housing. The specific assessment tools used, and resources pursued will be based on household details.

In addition to the assessments listed above the YYA CE system will utilize the Washington State Balance of State (Wa BoS) when working with youth between the ages of 13-17 to complete referrals.

All Satellites must be trained in how to administer the tools offered by OrgCode. Only certified trainers may train others in our community per OrgCode requirements.

The YYA CE workflow is contained in CMIS and requires Universal Data to be completed. A full list of those data elements is below. This data will also be used to determine prioritization (in addition to the assessment tools).

Required CMIS Universal Data Elements:
   3.1 Name
   3.2 Social Security Number
   3.3 Date of Birth
   3.4 Race
   3.5 Ethnicity
   3.6 Gender
   3.7 Veteran Status

3.8 Disabling Condition
3.10 Project Start Date
3.11 Project Exit Date
3.12 Destination
3.15 Relationship to Head of Household
3.16 Client Location
3.20 Housing Move-in Date
3.917 Living Situation

Additional data elements are also collected to complete a YYA CE enrollment. These are in addition to the Universal Data Elements collected when a household is entered into CMIS for the first time. These data elements, such as: number of instances of homelessness and number of total months spent homeless, are used to determine eligibility for different housing interventions.

Satellite agencies cannot deny participants for failing to provide certain pieces of information, unless the information is necessary to establish or document program eligibility. However, individuals or families can refuse to be entered into CMIS, but they can opt to be Anonymous.

Based upon the information learned from the steps in the assessment progression, staff will determine which interventions the household may be eligible for and make the appropriate referrals. If it is determined that the household is not eligible for any housing interventions, or that a referral is not a good fit, at a minimum, information about relevant community resources will be offered.

M. Prioritization and eligibility

The purpose of prioritization is to identify the best "fit" housing solution for every household-meaning the least amount of assistance needed to exit homelessness. Households with higher barriers and greater vulnerability receive priority for deeper more intensive interventions, but when these are not available, they are given access to what is available. The information gathered as a part of the process is also used to determine what interventions a household is eligible to enter.

The general approach to prioritization is to give precedence to those with the greatest vulnerability or barriers to housing:

> ·   People most at risk of imminent harm if they remain homeless; and
> ·   People who have the greatest barriers to accessing housing.

The above identified assessment tools assign numerical scores to 4 domains (Wellness, Risks, Socialization and Daily Functions and History of Housing). For Households with children an

additional domain reflects issues relevant to families. The scores assigned SPDAT are intended to be reflective of the households' barriers and vulnerabilities.

N. Referral

All CoC Program and ESG Program funded projects must accept referrals exclusively through the Spokane City/County CoC defined CE process as described below. All other projects and services either required by funding or voluntarily participating in CE will consider this process their sole source for referrals.

When a TH, RRH, or other project vacancy occurs or is expected to occur in the immediate future, the provider agency with the vacancy must alert the appropriate CE lead via e-mail within 2 business days of the vacancy. The notification must include specific details of the vacancy, including the project name, unit size, location and any funder-defined eligibility requirements. The YYA CE lead will utilize the priority pool to identify a prioritized household to fill the vacancy.

The YYA CE lead agency uses the limited information provided to make a preliminary determination of eligibility of the individual or family for the homeless housing program. Individuals and families who are referred to homeless housing programs by the YYA CE lead agency are considered "likely eligible", it is not the housing providers' responsibility to determine and document eligibility for the housing program.

One of the guiding principles of YYA CE is participant choice. The principle must be evident throughout the YYA CE process, including the referral phase. Participants in YYA CE are allowed to reject service strategies and housing options offered to them, without repercussion.

Individuals and families will be given information about the programs available to them and provided choices whenever feasible based on information, vulnerability, preliminary eligibility, predetermination and available resources. Of the options available, participants will be afforded their choice of which program they will be referred to. If an individual or family declines a referral to a housing program, they remain in the priority pool until the next housing opportunity is available.

There may be instances when agencies decide not to accept a referral from the YYA CE system.
When a provider agency declines to accept a referred and prioritized household into its project, the agency must notify the YYA CE lead of the denial and the reasons for the denial.

Homeless Housing Providers are permitted to return referrals to the YYA CE lead only in the following circumstances:

> 1.   If the individual or family does not meet the project's eligibility requirements, as established by the funder; or
> 2.   The individual or family does not respond to attempts made by the Homeless Housing Provider to contact them or does not complete an intake/eligibility appointment in a timely manner.

The Homeless Housing Provider must notify the YYA CE lead within 2 business days if either of the above occurs, identifying why the referral was rejected and how the referred participant was informed if applicable.

IV.   Data Systems

The Spokane City/County CoC utilizes a Community Management information System (CMIS) for data collection. CMIS is utilized by YYA CE to store participant demographic data and information on program services and enrollments so that individuals and families do not have to endure duplicative assessments by providers. It is also used to provide data on participant outcomes. The YYA CE leads use CMIS as a referral platform to fill vacancies in Homeless Housing projects. Additionally, CMIS provides a communication platform to view participant assignments and share information on the individuals and families they are serving.

All participating agencies contributing data to YYA CE must ensure participant's data

A.   Anonymous Clients

Policy: Service providers entering client information into CMIS must ensure that all clients are fully educated on their rights and the benefits to their identifiable information being entered into CMIS. It is always the client's right to determine whether or not their identifiable information is entered.

Procedure: Prior to entering data in to the CMIS, the client will be presented with a copy of the current release of information and posted privacy notice.

B.   Ethical Data

Policy: All CMIS users are subject to the privacy and confidentiality terms outlines in the CMIS Policies and Procedures as well as the federal regulations in the HUD Data and Technical Standards. At any point, if a breach of rules and/or policies occurs the user may be penalized by loss of access to CMIS.

Procedure: CMIS user shall inform the CMIS lead agency in a timely manner of any breach to the privacy and security policies outlines in the CMIS Policy and Procedure, the CMIS user

agreement to the HUD Data and Technical Standards. The CMIS lead Agency will investigate and determine a proper course of action for corrections. If deemed necessary, a user termination may occur.

C.   Data Collection

Policy: All users of the CoC's CMIS database will abide by federal, state and local laws regarding the collection of data. Failure to comply may result in revocation of CMIS access and criminal and/or civil legal penalties.

Procedure:

Before data collection begins the client(s) must be presented with the Counselor Disclosure Statement form.

Clients who are fleeing or are otherwise in danger from DV cannot have identifiable information entered into CMIS.

Participating agencies must store signed informed consent information release form in client paper file for auditing purposes.

V.   Training

All Satellites are trained by the YYA CE Lead before they are allowed to enroll individuals into the project in CMIS. The training is a uniform module prepared by the YYA CE Lead agencies and that has been approved by the CMIS Lead and CHHS Staff. This training also goes over the referrals offered in our system and baseline eligibility requirements of each housing intervention. To maintain fidelity of the system, if a Satellite Approved Agency does not enroll at least one client per quarter, the YYA CE Lead will reach out to the partnering agency and discuss the need for continued access in CMIS. In addition, there will be two mandatory trainings offered per year and to maintain credentials in CMIS these must be attended by Satellite Agencies. The YYA CE Lead will determine if additional training is needed based on the MOUs signed by each participating site.

Cultural and Linguistic Competence

Cultural and linguistic competence involves understanding and appropriately responding to unique cultural variables, including age, ability, beliefs, ethnicity, experiences, gender identity, gender, linguistic background, national origin, religion, sexual orientation and socioeconomic status. YYA CE service providers are expected to be culturally and linguistically competent and are strongly encouraged to engage in training opportunities to build these skills. As part of this process, it is imperative that YYA CE providers explore how their own values, biases, and beliefs influence their communication and service delivery. This self-reflection will help ensure that there is respect for the different cultural backgrounds, preferences and practices of individuals and families seeking housing support and can have this information incorporated into their action plans.

Appendix A

Emergency Solutions Grants (ESG) & CoC Program

Regulatory Citations: 24 CFR 578.7(a)(9); 578.37(a)(1)(ii), 24 CFR 576, and 24 CFR §576.400(e), 24 C.F.R. §576.402

A. **HUD Guidance Documents and Resources:**

1. Coordinated Assessment - Philosophy Under the CoC and ESG Programs
https://www.hudexchange.info/resource/3106/coordinated-assessment-philosophy-under-the-coc-and-esg-programs/

2. Notice CPD-13-06: Guidance for Submitting the Portions of the CAPER Related to Homelessness and the ESG Program
https://www.hudexchange.info/resource/3154/notice-cpd-13-06-guidance-for-submitting-portions-of-caper-related-to-homelessness-and-esg-program/

3. ESG Program Components Reference Guide
https://www.onecpd.info/resources/documents/ESGProgram-Components-Quick-Reference.pdf

4. Rapid Rehousing: ESG vs. CoC Guide
https://www.hudexchange.info/resource/2889/rapid-rehousing-esg-vs-coc/

5. ESG CAPER Reporting: HMIS Programming Requirements
https://www.hudexchange.info/news/emergency-solutions-grants-esg-program-reporting-update/

B. **Policy Requirement**: The CoC must consult with State and local government Emergency Solutions Grants (ESG) program recipients within the CoC's geographic area on the plan for allocating ESG program funds and reporting on and evaluating the performance of ESG program recipients and subrecipients.

C. **Eligibility RRH ESG vs. CoC**

One of the major differences between RRH assistance under the ESG program and the CoC program centers on eligibility. To receive ESG rapid re-housing (ESG-RRH) assistance, an individual or family must demonstrate at initial evaluation that it is literally homeless (referred to as Category 1 in the Homeless Definition Final Rule). An individual or family is defined as "literally homeless" if (1) living in a public or private place not meant for human habitation, (2) living in temporary shelter, which includes congregate shelters and transitional housing, or (3) exiting an institution where the individual or family has resided for 90 or fewer days and was living in shelter or in a place not meant for habitation before entering the institution.

To receive **CoC rapid re-housing (CoC-RRH)** assistance, though, individuals and families may be defined as homeless under any of the four categories as outlined in 24 CFR 578.3:

a)   Literally homeless (Category 1).

b)   Imminently losing their primary night-time residence (Category 2).

c)   Unaccompanied youth under 25 years of age or families with children and youth who do not otherwise qualify as homeless under this definition but who are defined as homeless under another Federal statute and meet additional specified criteria (Category 3). *Note: For CoC-RRH assistance to be provided to persons defined as homeless under Category 3, the project must be located within the geographic area of a CoC that has received HUD approval to serve this population.*

d)   Fleeing or attempting to flee domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions (Category 4).

e)   Mckinney Vento -- means individuals who lack a fixed, regular, and adequate nighttime residence (within the meaning of section 103(a)(1)); and includes--

(i) children and youths who are sharing the housing of other persons due to loss of housing, economic hardship, or a similar reason; are living in motels, hotels, trailer parks, or camping grounds due to the lack of alternative adequate accommodations; are living in emergency or transitional shelters; or are abandoned in hospitals;*

(ii) children and youths who have a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings (within the meaning of section 103(a)(2)(C));

(iii) children and youths who are living in cars, parks, public spaces, abandoned buildings, substandard housing, bus or train stations, or similar settings; and

(iv) migratory children (as such term is defined in section 1309 of the Elementary and Secondary Education Act of 1965) who qualify as homeless for the purposes of this subtitle because the children are living in circumstances described in clauses (i) through (iii).

The CoC Program Notice of Funding Availability (NOFA) may impose additional eligibility requirements not reflected in the regulation. Projects funded to carry out RRH assistance under the CoC program must follow both CoC Program NOFA and regulatory requirements.

Name of Subcommittee: Diversion

Name & Role of Person Submitting Report: Jasmine Bower, Committee Chair

Subcommittee's Scope of Work: Increasing Diversion model within the homeless services

If Subcommittee did not meet please check here: ☐ **Reason for not meeting:** Meeting was canceled due to not enough members attending.

Date & Location of Meeting(s) Held: Microsoft Teams meeting August 2nd, 2023

In Attendance:

1. Jasmine Bower, SHA, Committee Chair
2. Jen Morris- Resource Center of Spokane County

Absent:

1. Kevin Gavalis- Catholic Charities, Chandler Dean-YWCA, Melissa Morrison- Better Health Together,
2. Kimberly Babb- City
3. Jonelle Stone- Goodwill
4. Liz Kennedy- Goodwill
5. Emma Noland- SNAP
6. Connie Nelson- SNAP

We have also invited additional partners to the table:

Representation: *(What populations, organizations, etc. were represented during your meeting(s)? If you have a formal sign-in sheet, please provide a copy.)*

Please submit this report via e-mail to the COC Secretary by the last day of each month. The COC Secretary's e-mail is: Arielle Anderson, aanderson@spokanehousing.org**, Shannon Boniface,** shannonboniface@cceasternwa.org

- **City**
- HMIS
- <u>Spokane Housing Authority</u>
- Service providers: shelters and transitional housing
- DV specialists
- Spokane Public Schools
- **<u>Coordinated Entry/Diversion</u>**
- Family Specialists

Review of Meeting(s): *(Please provide a brief overview of the meeting(s) including if goals were identified and if they were or weren't met. Please include your formal agenda if one was produced.)*

- ==**See attached agenda (below) & Meeting minutes.==

Outcome of Meeting(s): *(Was information shared? Were educational/training opportunities provided? Were goals set? Is follow up needed? Etc.)*

Project Updates: ==See minutes.==

CoC Sub Committee Meeting: August 2nd, 2023

Name of Sub-Committee: Diversion
Name & Role of Person Submitting Report: Jasmine Bower, Committee Chair

Those in attendance: Jasmine Bower, Spokane Housing Authority, Jen Morris-RCSC

Please submit this report via e-mail to the COC Secretary by the last day of each month. The COC Secretary's e-mail is: Arielle Anderson, aanderson@spokanehousing.org, Shannon Boniface, shannonboniface@cceasternwa.org

1. Meeting started. •	11: 00am	*Minutes:*
2. Meeting Adjourned	11:10	Due to no one in attendance, the meeting was canceled.
3.		Meeting was adjourned until Sept 6th.

Please submit this report via e-mail to the COC Secretary by the last day of each month. The COC Secretary's e-mail is: Arielle Anderson, aanderson@spokanehousing.org, **Shannon Boniface,** shannonboniface@cceasternwa.org

Name of Subcommittee: Singles

Name & Role of Person Submitting Report: Eric Robison, Co-chair

Subcommittee's Scope of Work: Singles Homeless Population

If Subcommittee did not meet please check here: ☐ Reason for not meeting:

Date & Location of Meeting(s) Held: 8/21/23 - virtual meeting

In Attendance: See Notes

Absent: NA

We have also invited additional partners to the table:

Empire Health, and Schools all invited as well, but did not attend this meeting.

Representation: *(What populations, organizations, etc. were represented during your meeting(s)? If you have a formal sign-in sheet please provide a copy.)*

- City
- HMIS
- Spokane Housing Authority
- Service providers: shelters and transitional housing
- DV specialists
- Spokane Public Schools
- Coordinated Entry/Diversion
- Family Specialists

Review of Meeting(s): *(Please provide a brief overview of the meeting(s) including if goals were identified and if they were or weren't met. Please include your formal agenda if one was produced.)*

- **See agenda/notes (below)**

Outcome of Meeting(s): *(Was information shared? Were educational/training opportunities provided? Were goals set? Is follow up needed? Etc.)*

Project Updates: See notes (below).

Singles Sub-Committee Meeting Agenda & Notes (8/21/23)

Introductions/program updates

- Dave Sackmann, CCEW – Hiring for Integrated Case Management Director position. Mother Theresa Haven filling up.
- Eric Robison, City of Spokane Valley – Creating own homeless program with recording fee dollars (HHAA) (separate from County Consortium).
- Jennifer Wilcox, CoC, Veterans – Healthcare for Homeless Vets now has a medical team on-site. Sept will have a Vet Benefit Specialist on-site.
- Chandler Dean, YWCA – Accepting more CE referrals (have been on pause for several months). Flex Funding coming in to help with prevention/diversion - must be fleeing a "recent" (actively ongoing) DV incident. Team is growing.
- Lydia J, YWCA – See above
- Amy Johnson, SNAP/CE - Testing new walk-in hours. Will be at Spokane Valley Partners more, and also at the SRC. Case Conferencing for Outreach Teams started last month – heading with Tammy from SRHD.
- Aaron Riley, SNAP – Hiring for IT specialist for Homeless Services Team, and a Housing Specialist – get apps and job descriptions through website.
- Anessa, HCA – New FCS Housing trainer for E WA (filling Rayan's position). Tomorrow at 10 – helping people with hoarding behaviors
- Kimberly Babb, CHHS/CoC - In middle of annual CoC funding competition. New Project application deadline this Friday. DV bonus funds this year, and $300k in new project funds. If you have questions please reach out to Kimberly. (https://my.spokanecity.org/chhs/funding-opportunities/continuum-of-care/).
- Keri Cederquist, CHHS – same as above
- Flor Castaneda, United Way – Wed 3:30 at Central Library meeting to discuss the Anchor Community Initiative (ACI) future/goals/priorities.
- Arielle Anderson, SHA – See notes below
- Gerriann Armstrong, The Way Out – Seeing more people who submit application, set interview and then don't show up, or complete process but end up not coming in. FCS program up and running. Bringing in other agency partners to provide specialized services. Sobriety not required when arriving, but

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must have a plan on how they will get/stay clean once enrolled. Will accept animals if an appropriate plan can be created. About 10 Phase II and 4 Phase I beds open right now.

- Melissa Morrison, BHT/Youth - Looking to help facilitate trainings through Trueblood settlement requirements.
- Sabrina Bukowski, CHAS Comm. Health Worker supervisor – Med/outreach teams out trying to help address all the smoke.
- Tara Mugica, Transitions – No updates.
- Jean Brookbank, FBH outreach – No updates

NEW BUSINESS
- Updated link with info on resources/shelter sites for fires – does anyone have an updated list on this???

- Spokane Housing Authority (Arielle Anderson)
  - o HOPWA voucher update
    - Past process for administering these subsidies was very disruptive for households. All households receiving these subsidies are being converted to a Housing Choice Voucher, so won't be dropped but should be a much more simple/less confusing system.
  - o Emergency Housing Vouchers are over – last report was already pulled.
  - o MOUs coming out to be signed for agencies distributing vouchers (referral partners)
    - New agencies coming online, so some existing agencies may see a reduction in the number of vouchers they get to distribute
  - o SHA going through a software conversion (Yardi), so please be patient as we work through the kinks
    - Partnering agencies will get an email with link to create their own login to use new system

- BFZ conversation – where do we go from here?
  - o Built For Zero is a community-wide initiative that is written into the 5-Year Plan to Prevent & End Homelessness, and has a track record of success in communities across the country.
  - o CHHS/City of Spokane had an agreement with United Way for the past Coordinator position – Coordinator position housed in/works with CHHS team. CHHS would be happy to keep same agreement if it is helpful and desired by the community.
  - o Data postion never moved forward with recent changes. A project position could be part of the CHHS' CMIS team if it is helpful and desired by the community.
  - o United Way meeting with Kaiser this week about future of the position (½ the funding remains) (was supposed to be last week, but was re-scheduled). Also open to whatever decisions the community believes are needed/helpful. UW is committed to the position being successful, and committing to BFZ.

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- o Idea: Issues with who positions report to, what access they have, how integrated they are with the CoC, etc can all be addressed in an improved MOU – perhaps no need to shake up the foundations of what has already been created/successful in the past.

1) Which agency has the technical knowledge and partner relationships to best lead this work? Community Solutions does some coaching, but it's only a few hours a month - so there needs to be a team of folks (or at least a supervisor) around the Project Coordinator position who can support them in this work.

2) Will it work for the Project Coordinator and Data position to be hosted/supervised separately or do they need to be part of the same team?

3) How do you ensure the BFZ work is well coordinated with broader CoC/system work vs happening in a silo?

4) Where do the positions have the best opportunity at being sustained once these grants are through?

- Working to try and move case conferencing along
  - o Next meeting is Monday 8/28, 3-4pm at the Spokane Resource Center
  - o Need to create a share-able invite!! (**Eric and Amy will follow up on this**)

- Regional Authority conversations - no updates

- Other items, for this meeting or next?

FOLLOW-UP
- Anything this group wants the Singles Sub-Committee to follow up on?:
  - o Possible to get ongoing updates/snapshots of CE sites, access for those that need it?
  - o List of all satellite CE sites? With population-specific considerations?
    - ▪ This list is growing all the time (yeah!)
  - o Amy will share the list with Eric to share with the committee email list

- Can we collate list of walk-in updates and share with group? - can highlight in email sent to committee attendees.

Name of Sub-Committee: Veteran Leadership

Name & Role of Person Submitting Report: Kimberly Nguyen SSVF Assistant Program Manager

The Scope of Work:
1. Identification of all Veterans experiencing homelessness.
2. Promotion of HMIS participation as the means to generate the Master By-name list, coordinate efforts, and identify Veterans within the Continuum of Care (CoC).
3. Provide input to the CoC Board about Coordinated Entry and statewide strategic planning.
4. Evaluate system capacity to ensure resources are in place should any Veteran become homeless or be at risk of homelessness in the future.
5. Move Veterans quickly into permanent housing and ensure supportive services are in place to reduce recidivism.
6. Ensure service-intensive transitional housing is provided in limited circumstances only.
7. Ability to shelter any Veteran experiencing unsheltered homelessness immediately.
8. Prevent Veterans from entering the homeless crisis response system using the Diversion First approach as an effort to prioritize resources.
9. Monitor active recruitment of landlords.
10. Report back to the CoC Executive Committee.

If sub-committee did not meet, please check here: ☐ **Reason for not meeting:** _____

Date & Location of Meeting(s) Held: 8/8/2023: Microsoft Teams Video Meeting
In Attendance:

Kimberly Nguyen
Christopher McKinney
Shannon Dunkin
Marc Ward
Halie Akre
Chris Dorcheus

Arielle Anderson
Daniel Klemme
Cailin Carpenter
Kimberly Babb
Brenda Graham
Jami Warner

Representation:
Goodwill SSVF, City of Spokane, Healthcare for Homeless Veterans (HCHV), WDVA, Volunteers of America, City of Spokane Valley, Work source, GPD, SHA and CoC Board, ESD, HUD

Review of Meeting:

1. **Call to order.**
   - **Shannon Dunkin**

Chris McKinney-

Master List update
Veteran Case Conferencing will continue- Chris will be running this. We are working on getting these back online while our typical facilitator is on leave.
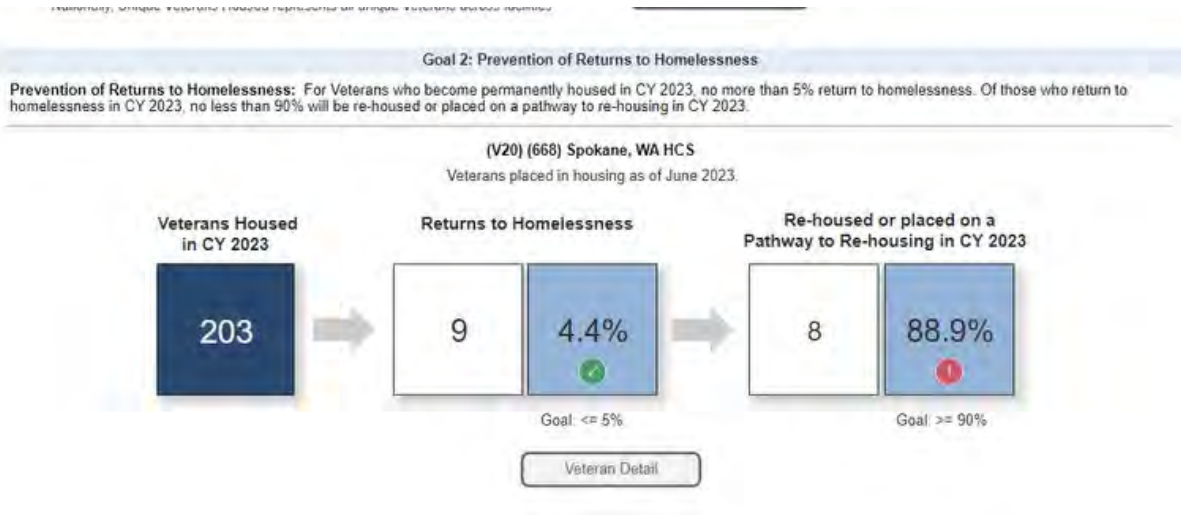
BFZ- Metrics-

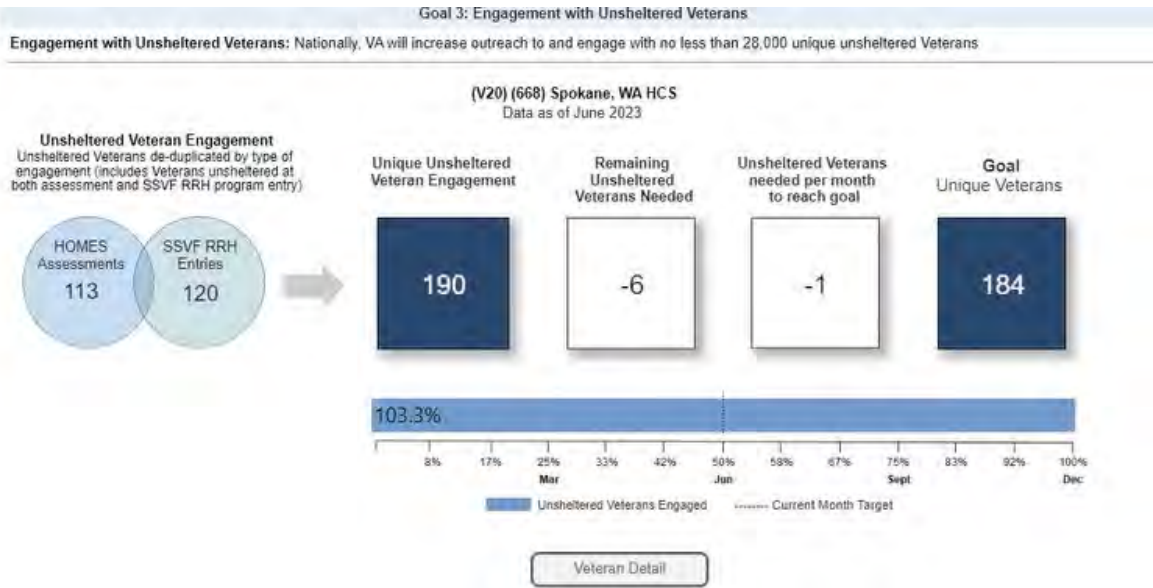| Unnamed: 0	Value		Benchmark	Result		
Number on List	57		Benchmark A (Chronic Homelessness)	26		
Prior number on list	52		Benchmark B (average time to PH)	14 days 04:05:51.219512195		
Average Time to House			Benchmark C (PH vs incoming)	-37		
Outflow to PH	0		Benchmark D (TH vs Incoming)	11.45454545		
Outflow to Inactive	10		Benchmark C in flow	126		
Outflow to Loss of Criteria	0		Benchmark C out flow	163		174
Inflow - newly identified	7		Benchmark D in flow	126		48
Inflow - returns from PH	12		Benchmark D to Transition Housing	11		
Inflow - returns from unknown	12					
Number of Active Chronic	18					

- Total number 57 up from 52 last month
- 18 active Chronic
- Our list pulls USICH not BFZ numbers
- 26 total Chronic per USICH
- Housed in the last 3 months
- Benchmark "C"- Those who were housed in the last 3 months vs those who came in. 37 more housed than those who came into the system.

Shannon Dunkin- CY 2023 Goals-
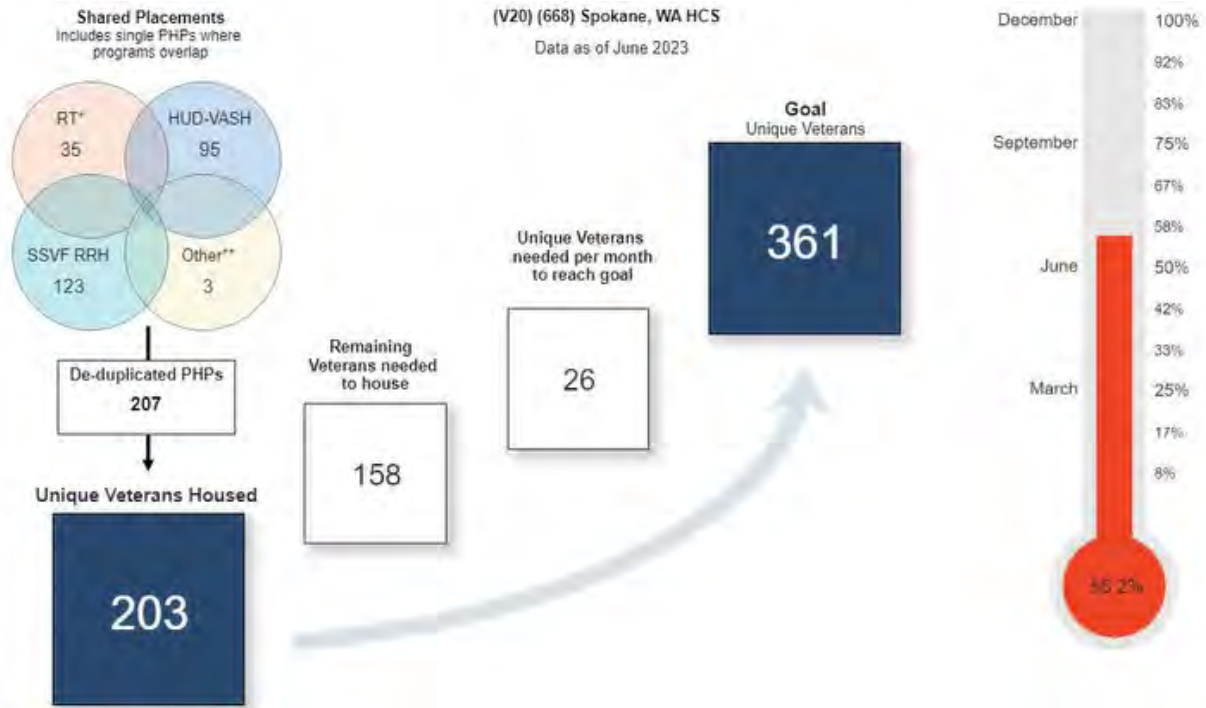
Goal for the year is 361- at the end of June we are at 203/361.

Goal 3: Engagement with Unsheltered Veterans

Engagement with Unsheltered Veterans: Nationally, VA will increase outreach to and engage with no less than 28,000 unique unsheltered Veterans

(V20) (668) Spokane, WA HCS
Data as of June 2023

- Surpassed Goal #3: 190/184 (Engagement with unsheltered Veterans)

Partner Updates:

Arielle Anderson-

- Chairs will receive e-mail from Jasmine. This week will be the last week to pull EHV referrals.

- Conversation with VOA- Unaware that other agencies may have available vouchers. Important that when we have households that intersect, having conversations to see which program should use referrals to see who would be better suited to use program referrals. There will be a mandatory meeting (in person) to connect with other partners.

- Increase in VASH. Additional 125 VASH vouchers.

- Moving to Work- Beginning October 1st. Large number of Voucher recipients will receive deposit assistance.

Chris McKinney-

- Chris will be leaving SSVF after August 25th Accepted Community Development Specialist position within Spokane County's Housing and Community Development Department

- Targeted Outreach will continue to be a focus. Working with Outreach to provide updates.

Shannon Dunkin-

- PACT Team members is here and on board.

- Primary Care Team can only work with those who are healthcare eligible at this time. Very close to being able to launch this. (Expecting 1st of September).

- Award 125 more VASH vouchers.

- Hosting 1st Tuesday of the Month- VBA is at HCHV and does walk-in hours from around 9am-2pm.

- Mindfulness drumming group every Wednesday at 1.

Kimberly Babb-

- Currently working on 2023 NOFA.

Daniel Klemme-

- Signed contract 2024-2025 to continue Housing Navigation. Coordinating with slick to continue housing.

Chris Dorcheus-

- Down 2 VSO's. Job posted on county site.

Halie Akre-

- Were in contract with United way (PLE group). While United Way is reevaluating PLE has been paused. While this occurs, funds have been paused. Goodwill would like to reach out to other community partners to discuss keeping these funds going to support the PLE committee. Estimated to cost approx. $3,000 to continue this committee until the end of year.

- Looking for 10 individuals who have experienced homelessness Workgroup coming up Friday, 8/31/2023 at Goodwill. Group focus to improved Washington Stat's strategic response to homelessness, and housing insecurity. Participants will receive a $90 gift card. Flyer and more information will be attached to the meeting minutes e-mail.

End of meeting minutes. **Next meeting: 9/12/2023**

Name of Subcommittee: Diversion

Name & Role of Person Submitting Report: Jasmine Bower, Committee Chair

Subcommittee's Scope of Work: Increasing Diversion model within the homeless services

If Subcommittee did not meet please check here: ☐ **Reason for not meeting:**

Date & Location of Meeting(s) Held: Microsoft Teams meeting July 5th, 2023

In Attendance:

1. Jasmine Bower, SHA, Committee Chair
2. Kimberly Babb- City
3. Jonelle Stone- Goodwill
4. Liz Kennedy- Goodwill
5. Emma Noland- SNAP
6. Connie Nelson- SNAP

Absent:

1. Kevin Gavalis- Catholic Charities, Chandler Dean-YWCA, Melissa Morrison- Better Health Together,

We have also invited additional partners to the table:

Representation: *(What populations, organizations, etc. were represented during your meeting(s)? If you have a formal sign-in sheet, please provide a copy.)*

- **City**
- HMIS

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- <u>Spokane Housing Authority</u>
- Service providers: shelters and transitional housing
- DV specialists
- Spokane Public Schools
- **<u>Coordinated Entry/Diversion</u>**
- Family Specialists

Review of Meeting(s): *(Please provide a brief overview of the meeting(s) including if goals were identified and if they were or weren't met. Please include your formal agenda if one was produced.)*

- ==**See attached agenda (below) & Meeting minutes.==

Outcome of Meeting(s): *(Was information shared? Were educational/training opportunities provided? Were goals set? Is follow up needed? Etc.)*

Project Updates: ==See minutes.==

CoC Sub Committee Meeting: July 5th, 2023

Name of Sub-Committee: Diversion
Name & Role of Person Submitting Report: Jasmine Bower, Committee Chair

Those in attendance: Jasmine Bower, Spokane Housing Authority, Emma Noland, SNAP. Kimberly Babb, City of Spokane. Connie Nelson, SNAP. Jonelle Stone, Goodwill. Liz Kennedy, Goodwill.

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1. Welcome • Introductions/updates	11:05-11:10 am	*Minutes:* Opened meeting without introduction due to no new attendees. No one had updates to share
2. Diversion Training	11:10-11:15	Jasmine discussed the training in July. Have 14 signed up so far. Sent invites out to Family Services and other outside agencies. Also sent invites to United way staff.

3. Other topics
   a. Centralized Diversion fund
 	
   b. Discussion on CMIS enrollment
	11:15-11:30	Discussed that CDF funding is on hold until United Way completes their requirement for Kaiser funding/BFZ. No date of if/when funding may be offered again. Discussion on looking elsewhere for funds.
		
		Kim brought up discussion with CMIS about having an enrollment. Jasmine explained that there was conversation before covid to create a general Diversion enrollment for outside COC funding programs. Wasn't sure if that was implanted as it was just a trial for Hope House and Goodwill. Kim said she would talk with CMIS staff about that.

4. Meeting Adjourned	11:30	Meeting was adjourned until August 2nd.

Name of Subcommittee: Singles

Name & Role of Person Submitting Report: Eric Robison, Co-chair

Subcommittee's Scope of Work: Singles Homeless Population

If Subcommittee did not meet please check here: ☐ Reason for not meeting:

Date & Location of Meeting(s) Held: 7/17/23 - virtual meeting

In Attendance: See Notes

Absent: NA

We have also invited additional partners to the table:

Empire Health, and Schools all invited as well, but did not attend this meeting.

Representation: *(What populations, organizations, etc. were represented during your meeting(s)? If you have a formal sign-in sheet please provide a copy.)*

- City
- HMIS
- Spokane Housing Authority
- Service providers: shelters and transitional housing
- DV specialists
- Spokane Public Schools
- Coordinated Entry/Diversion
- Family Specialists

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Review of Meeting(s): *(Please provide a brief overview of the meeting(s) including if goals were identified and if they were or weren't met. Please include your formal agenda if one was produced.)*

- **See agenda/notes (below)**

Outcome of Meeting(s): *(Was information shared? Were educational/training opportunities provided? Were goals set? Is follow up needed? Etc.)*

Project Updates: See notes (below).

Singles Sub-Committee Meeting Agenda & Notes (7/17/23)

Introductions/program updates

- Dave Sackmann, CCEW – Mother Theresa Haven near SFCC opening up!
- Eric Robison, City of Spokane Valley – Seeing significant increase in calls for service, people camping/parking - many we have not seen before. Looking at Regional Approach, and whether to take some funding and go its own way (currently in a consortium with the County and other small cities, funding recommendations at HCDAC meetings, which public are welcome to attend. More info about the HCDAC board here: HCD Advisory Committee | Spokane County, WA
- Jenn Snow, HEN – Hired a new Case Manager Lead recently (!). August 1st, 10am-2pm Resource Fair a North Central H.S. If interested in participating as a vendor, reach out to Thresa Beck (teresab@giin.org). Target audience for this resource fair is anyone/everyone - will have FCS, SSVF, HEN, DVR/DDA will be there from Goodwill. Many other housing, employment, SUD, etc providers will attend.
- Jennifer Wilcox, CoC, Veterans cmte. – Elected two new co-chairs for Veterans Committee. CoC interviewing for new SUD position on CoC Board – but more positions open for K-12, Philanthropy, Lived Experience (family). More info on City of Spokane website – look for CoC page.
- Peter Velazquez, Grant Manager at United Way – Going through restructuring phase at Spokane U.W.
- Flor Castaneda, United Way – New with U.W. (yeah!), working to learn more about YYA goals/work that went on before, still learning role.
- Dale Briese, Community member, former CoC chair – Dep of Health, Office of Infectious Diseases is evaluating their funding/programs as budgets change. SHA is returning the HOPWA (Housing Opportunities for People With HIV/AIDS) grant/housing vouchers to the Feds – looking for who can take it over so we don't lose this resource.
- Tara Mugica, Transitions (TH Program Dir.) - Continue to fill open rooms with CE referrals from Amy at SNAP.
- Lydia J, YWCA (housing) - No updates
- Amy Johnson, SNAP (CE Lead) - Continue to train/on-board folks to access CE. Continue to work with groups trying to move forward Case Conferencing.

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- Aaron Riley, SNAP – No additional updates.
- Melissa Morrison, BHT – Renewed contract for Trueblood work for next two years – working to connect to CoC/other systems of care. Can help provide (free) trainings around best practices for working with folks who are justice involved, experiencing behavioral health issues.
- Darren White, HOC – 9 beds open last night. Working to add a job development element to programming.

NEW BUSINESS

- Cooling Centers in Spokane during heat wave
  - SNAP has an info sheet they are handing out, will try to get to share with this group

- Working to try and move case conferencing along
  - Next meeting with Outreach group (started by Tammy) is **TODAY**, **3-4pm at the Spokane Resource Center**
  - Communicating with Veterans sub-committee to learn from their case conferencing
  - Communicating with Consistent Care, which ran the former Hot Spotters meeting, to try and combine forces
  - By Name List conversations a bit on hold as changes in our system (moving away from the SPDAT, for example), and new people in new positions, are happening – data issue not resolved yet

- Regional Authority conversations
  - Homeless services provider forum sponsored by and located at Empire Health Foundation (Philanthropy Center) **Tuesday 7/18, 6-8pm**
    - Organized by SLIHC and JHH
    - Food and childcare provided

Spokane Unite leading the regional effort push (Gavin Cooley, Theresa Sanders, Rick Romero)
Website: https://spokaneunite.org/get-involved/
    - Their docs page: Documents – Spokane Unite

- Other items, for this meeting or next?

FOLLOW-UP

- Anything this group wants the Singles Sub-Committee to follow up on?:
  - Possible to get ongoing updates/snapshots of CE sites, access for those that need it?

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- List of all satellite CE sites? With population-specific considerations?
  - This list is growing all the time (yeah!)
- Amy will share the list with Eric to share with the committee email list

- Can we collate list of walk-in updates and share with group? - can highlight in email sent to committee attendees.

Name of Sub-Committee: Veteran Leadership

Name & Role of Person Submitting Report: Kimberly Nguyen SSVF Assistant Program Manager

The Scope of Work:
1. Identification of all Veterans experiencing homelessness.
2. Promotion of HMIS participation as the means to generate the Master By-name list, coordinate efforts, and identify Veterans within the Continuum of Care (CoC).
3. Provide input to the CoC Board about Coordinated Entry and statewide strategic planning.
4. Evaluate system capacity to ensure resources are in place should any Veteran become homeless or be at risk of homelessness in the future.
5. Move Veterans quickly into permanent housing and ensure supportive services are in place to reduce recidivism.
6. Ensure service-intensive transitional housing is provided in limited circumstances only.
7. Ability to shelter any Veteran experiencing unsheltered homelessness immediately.
8. Prevent Veterans from entering the homeless crisis response system using the Diversion First approach as an effort to prioritize resources.
9. Monitor active recruitment of landlords.
10. Report back to the CoC Executive Committee.

If sub-committee did not meet, please check here: ☐ **Reason for not meeting: _____**

Date & Location of Meeting(s) Held: 7/11/2023: Microsoft Teams Video Meeting
In Attendance:

Kimberly Nguyen
Christopher McKinney
Matt Miller
Shannon Dunkin
Samanth Hennessy
Marc Ward

Sabrina Johnson
Cailin Carpenter
Jennifer Wilcox
Daniel Klemme
Shon Fowler

Representation:
Goodwill SSVF, City of Spokane, Healthcare for Homeless Veterans (HCHV), WDVA, Volunteers of America, City of Spokane Valley, Work source, GPD, SHA and CoC Board, ESD, HUD

Review of Meeting:

1. **Call to order.**
   - **Shannon Dunkin**

Chris McKinney-

Master List update
Veteran Case Conferencing will continue- Chris will be running this. We are working on getting these back online while our typical facilitator is on leave.

BFZ- Metrics-

BFZ	
Unnamed: 0	Value
Number on List	50
Prior number on list	71
Average Time to House	26 days 00:00:00
Outflow to PH	1
Outflow to Inactive	30
Outflow to Loss of Criteria	0
Inflow - newly identified	0
Inflow - returns from PH	14
Inflow - returns from unknown	14
Number of Active Chronic	17

	Unnamed: 0	Benchmark	Result
0	0	Benchmark A	26
1	1	Benchmark B	11 days 18:22:13.333333333
2	2	Benchmark C	-28
3	3	Benchmark D	7.411764706
4	4	Benchmark C in flow	126
5	5	Benchmark C out flow	154
6	6	Benchmark D in flow	126
7	7	Benchmark D to Transition Housing	17

- 126 inflow
- 154 outflow
- 28 moved to permanent housing

Summer months may be leading to some of these decreased numbers.

Shannon Dunkin-
Added goals-
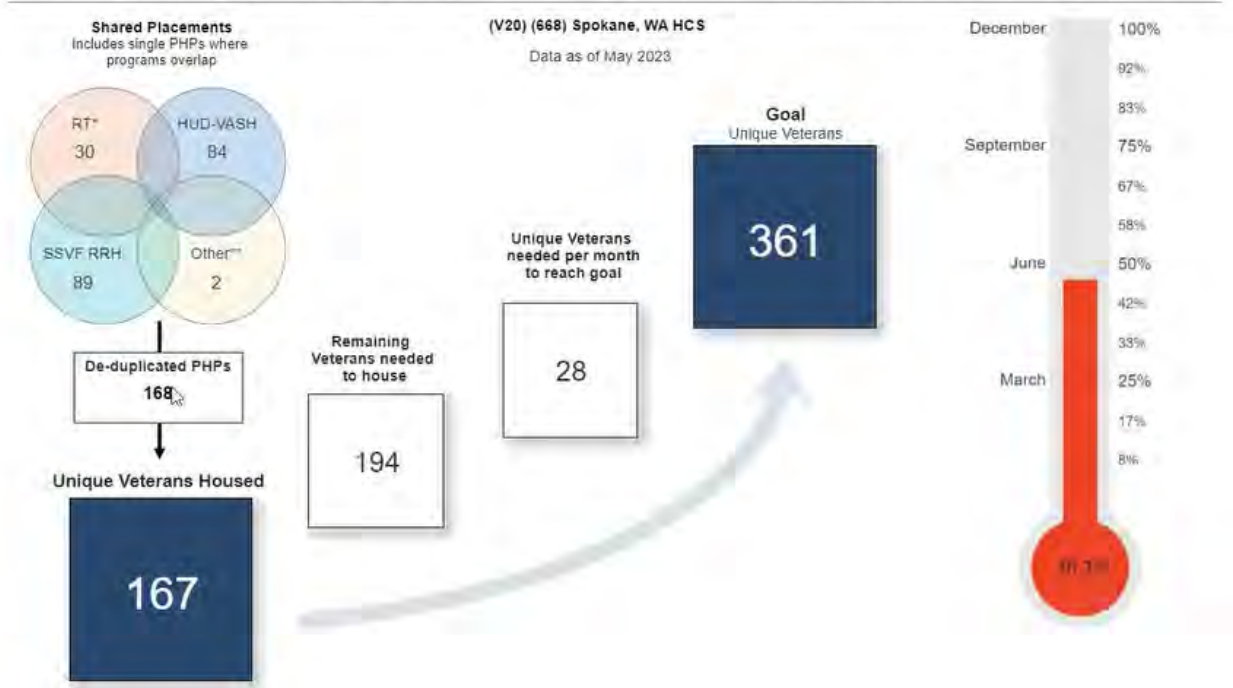No more than 5% return to homelessness.
90% of those are on the path back to being housed by end of year
Increasing outreach- Interact with 28,000 homeless Veterans.

Goal for the year is 361- at the end of may we are just about ½ way to our goal!
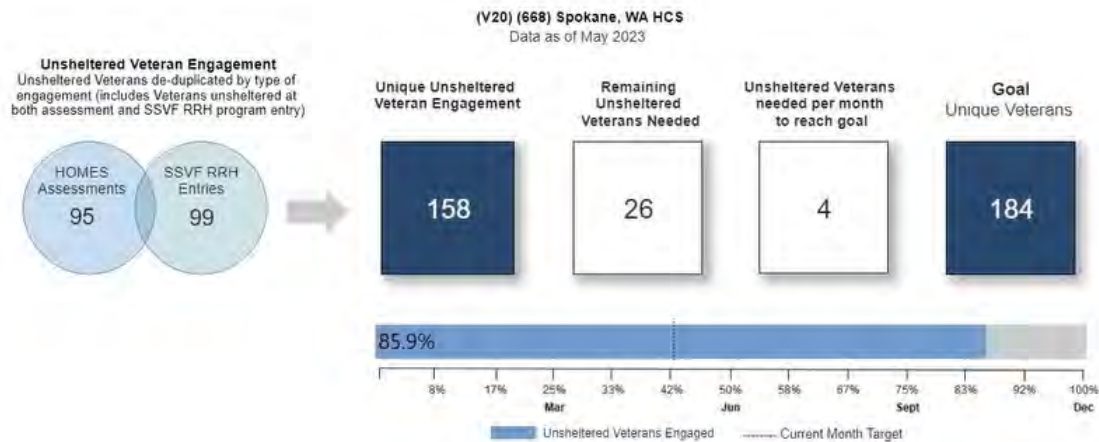
Permanent Housing: VA has made a commitment to permanently house (PH) at least 38,000 unique Veterans in CY 2023. De-duplicated permanent housing placements (PHPs) for unique Veterans made during CY 2023 from the following programs count toward this goal: Grant and Per Diem (GPD), Health Care for Homeless Veterans (HCHV) Contracted Residential Services (CRS), HCHV Low Demand Safe Haven (LDSH), Housing and Urban Development-VA Supportive Housing (HUD-VASH), and Supportive Services for Veteran Families (SSVF) – Rapid Re-Housing (RRH) homeless services who obtain permanent housing (PH), Mental Health Residential Rehabilitation Treatment (MHRRTP), HCHV Case Management (CM), and for Veterans homeless at entry for the following programs: GPD CM, SSVF – Homelessness Prevention (HP), Veterans Justice Outreach (VJO), and Health Care for Reentry Veterans (HCRV).

Shared Placements
Includes single PHPs where programs overlap

RT* 30
HUD-VASH 84
SSVF RRH 89
Other** 2

De-duplicated PHPs
168

Unique Veterans Housed

167

Remaining Veterans needed to house

194

(V20) (668) Spokane, WA HCS
Data as of May 2023

Unique Veterans needed per month to reach goal

28

Goal
Unique Veterans

361

December — 100%
92%
83%
September — 75%
67%
58%
June — 50%
42%
33%
March — 25%
17%
8%

So far, 7 have returned to homelessness and 6 are on their path back to rehousing.

(V20) (668) Spokane, WA HCS
Veterans placed in housing as of May 2023

Veterans Housed in CY 2023

167

Returns to Homelessness

7   **4.2%** ✓

Goal: <= 5%

Re-housed or placed on a Pathway to Re-housing in CY 2023

6   **85.7%** ●

Goal: >= 90%

Veteran Detail

Shannon Dunkin-Committee next steps- Chair/Co-Chair discussion:

- Halie Akre is interested in taking on this task- Chris McKinney nomination.

- No objections/No other volunteers.

Partner Updates:

Jennifer Wilcox-

- Updates- Holdovers from agendas- *December Proposal?-*

-Shannon mentioned Morgan was to update information in CMIS about how to ask for Veteran Status. Has been taken care of.

- 2nd hold over- *Data element projec*t? From April.

-We did vote on that, and it has been taken care of.

- Update -CMIS a request on data element has been submitted and they have it on tomorrow's agenda.

- Submitted letter of recommendation and expectations to Spokane unite leadership team. The goal is to get CoC representation and a voting member on board.

- Topics concerning President Biden's funding 31billion dollar and infusion of funds into job training and boot camps for Veteran's to assist with housing Veterans. Speaks to HUD in article. Jennifer is wondering if anyone on this board had been contacted about this.

   -*No one on the call had been contacted.*

- Eric Robinson will update on the homeless action plan tonight at the city council meeting.

- Eric Robinson mentioned he was wanting to reach out to someone in regards to Veteran's Case Conferencing.

Shannon Dunkin-

- HCHV awarded additional positions for outreach team with vacancies in their HUD-VASH program.

- Start date for Primary Care Team (shooting for September 1 start date)

- Primary Care Team can only work with those who are healthcare eligible at this time.

- Monthly VBA will come to HCHV to meet with Veterans. This opportunity is first come first served.

Daniel Klemme-

- Under contract through City of Spokane (Rights of Way initiative)-recently housed someone working with SSVF!

- Initiative is able to pay the highest amount of incentives to landlord to drop housing barriers to assist tenant to get into housing.

- *Who qualifies?* *If someone was at Camp Hope, and has a badge ID number, they can work with this team.* Please reach out to Daniel Klemme for referral resources/contact.

- Recently met with KXLY to discuss this- https://www.youtube.com/watch?v=_FwFQkT69F0

Samantha Hennessy- Spokane Regional Health District

- Working on educational campaign with focus groups for aging in place folks (60+) who are at high risk in heat. Working on getting information on how to assist. If interested taking part of a focus group or has other was of assisting, please reach out via e-mail- shennessy@srhd.org Extreme Heat Educational Campaign/focus groups, et.

Chris McKinney-

- Spoke to Eric Robinson about Veteran Case Conferencing (See Jennifer Wilcox update)

- No other large updates.

Matt Miller-

- Fully staffed in the Rural positions.

Cailin Carpenter-

- One Housing position is still open.

- Housing team housed 22 Veteran's last month!

End of meeting minutes. **Next meeting: 8/8/2023**

.

1. **Have you already been interviewed today for the Point in Time Count?** __ Yes __ No (If Yes --- STOP)

2. **Where are you sleeping on the night of the Count?** (If option in bold is selected, continue with the survey)

❑ **Abandoned building**	❑ **Under bridge/ overpass**	❑ Jail
❑ **Bus/ Train station**	❑ **Vehicle/ Boat / RV**	❑ Motel/Hotel paid for w/ own $
❑ Motel/Hotel paid for by agency	❑ Emergency shelter	❑ Transitional housing
❑ **Outdoor encampment**	❑ House or apt – rent/own	❑ Treatment program
❑ **Park**	❑ Hospital	❑ w/ friend or family (couch surfing)
❑ **Street or Sidewalk**	❑ In a place being evicted from	❑ **Other**: _____

3. **What is your name?**
   a. First Name (or Initial): _____ Last Name (or Initial): _____ __ Person Refused
   b. **If hesitant, ask "What are your initials?" _____**

4. **What is your gender? (select all that apply)**

   __ Male Female __ A gender other than singularly female or male (e.g., non-binary, genderfluid,

   agender, culturally specific gender) __ Transgender __ __Questioning __ Don't Know __ Refused

5. **What is your date of birth?**   (mm/dd/yyyy) ___/ ___ /_____ __ Person doesn't know __ Person Refused
   If refused to answer date of birth, ask "How old are you?" _____
   If refused to answer age, "What age range do you fall into?"
   __ <Under age 18 __ 18-24 __ 25-34 __ 35-44 __ 45-54 __ 55-64 __ 65+

6. **What is your race? (select all that apply)**
   __ American Indian, Alaska native, or Indigenous (Specify Tribe (optional): _____) __ Asian or Asian American
   __ Black, African American, or African __ Native Hawaiian or Pacific Islander __ White
   __ Other: _____   __ Person doesn't know __ Person Refused

7. **Are you Hispanic/Latin(a)(o)(x)?** __ Yes __ No __ Person Doesn't Know __ Person refused

8. **Is this the first time you have been homeless?** __ Yes __ No __ Person Doesn't Know __ Person refused

9. **How long have you been homeless <u>this time</u>?** (Only include time in shelters and/or streets)
   __ 0 to 3 months __ 4 to 6 months __ 7 to 11 months __ 1 to 2 years __ 2 to 3 years __ 3 years or more

10. **How many months did you stay in shelters or on the streets over the <u>past 3 years</u>?**
   __ 0 to 3 months __ 4 to 6 months __ 7 to 11 months __ 1 to 2 years __ 2 to 3 years __ 3 years or more

11. **How many separate times have you stayed in shelters or on the streets in the past 3 years?**
   __ Fewer than 4 times __ 4 or more times __ Person doesn't know __ Refused

DISABLING CONDITIONS

12. **Do you have a Substance Use Disorder?** __ No __ Alcohol use disorder __ Drug use disorder __ Both Alcohol and Drug use disorders __ Person Doesn't Know __ Person Refused
    If yes, is this a long-term disability that impairs your ability to hold a job or live independently?
    __ Yes __ No __ Person Doesn't Know __ Person refused

13. **Do you have a Chronic Health Condition?** __ Yes __ No __ Person Doesn't Know __ Person refused
    If yes, is this a long-term disability that impairs your ability to hold a job or live independently?
    __ Yes __ No __ Person Doesn't Know __ Person refused

14. **Do you have a Mental Health Disorder?** __ Yes __ No __ Person Doesn't Know __ Person refused
    If yes, is this a long-term disability that impairs your ability to hold a job or live independently?
    __ Yes __ No __ Person Doesn't Know __ Person refused

15. **Do you have a Physical Disability?** __ Yes __ No __ Person Doesn't Know __ Person refused
    If yes, is this a long-term disability that impairs your ability to hold a job or live independently?
    __ Yes __ No __ Person Doesn't Know __ Person refused

16. **Do you have a Developmental Disability?** __ Yes __ No __ Person Doesn't Know __ Person refused
    If yes, is this a long-term disability that impairs your ability to hold a job or live independently?
    __ Yes __ No __ Person Doesn't Know __ Person refused

17. **Do you receive disability benefits?**
    __ Yes __ No __ Person Doesn't Know __ Person refused

18. **Do you have AIDS or an HIV related illness?** __ Yes __ No __ Person Doesn't Know __ Person refused

19. **Are you experiencing homelessness because you are fleeing domestic violence, dating violence, sexual assault, or stalking?** __ Yes __ No __ Person Doesn't Know __ Person refused

20. **Are you a veteran?** (Have you served in the US military OR been called into a duty as a member of the National Guard or as a Reservist?): __ Yes __ No __ Person Doesn't Know __ Person refused

Planning Questions

21. **What are the primary reasons for why you became homeless?** __ Lack of affordable housing __ COVID __ Mental health problem __ Eviction __Physical disability __ Substance use __ Healthcare costs __ Domestic violence __ __ Unemployment __ Access to transportation __ Lack of family/support network __ Other_____

    21.1 If reason for homelessness is eviction:
    Was your eviction in Spokane County?
    Did your eviction go to court? Yes or No
    Was your eviction more than a year ago? Yes or No

22. **Did you live in Spokane County before you became homeless?** Yes __ No __ If no, where did you come from?

If no, specify city and state:_____
If yes, select the neighborhood you lived in:

North Hill__	Peaceful Valley__	Lincoln Heights__
Nevada Heights__	Browne's Addition__	City of Spokane Valley__
Audubon/Downriver__	West Central / Kendall	Airway Heights__
Whitman__	Yards__	Millwood__
Hillyard__	West Hills__	Cheney__
North Indian Trail__	Emerson/Garfield__	Deer Park __
Five Mile Prairie__	Logan__	Liberty Lake__
Shiloh Hills__	Bemiss__	Medical Lake__
Balboa-South Indian Trail__	Minnehaha__	Spangle__
Northwest__	Manito-Cannon Hill__	Spokane County, but outside
Chief Garry Park__	Rockwood__	the City__
East Central__	Comstock__	
Riverside__	Southgate__	

Point of Origin Questions

23. **How long have you been in Spokane**? 1-3 years, 3-6 years, 6-9 years, 10+years

Customer Service Questions

24. **What services do you need most, check all that apply?** Behavioral Health, Drug or Alcohol Treatment, Housing, Employment Training, Job search assistance, Transportation, Health care, Family Reunification Services, Other_____

25. **What keeps you from using one of the regional shelters, check all that apply?** (depending on sheltered status)? Safety, Privacy, Fear of Violence or Abuse, Anxiety, Entry time, Hours of operation, Alcohol or drug dependency, Rules, non-traditional family unit, pets, Other_____

26. **What is missing from the current system?** Bed space, day space, transportation, drug or alcohol treatment, behavioral health, permanent housing, health care, family reunification services, employment training services, job search, Other_____