



CONTINUUM OF CARE BOARD AGENDA  
June 26, 2024  
3:00PM-5:00PM  
SPOKANE HOUSING AUTHORITY  
25 WEST NORA AVE 99205  
VIRTUAL ([CLICK HERE](#) FOR TEAMS LINK)

- 3:00-3:10 Roll Call of Board Members
- 3:10-3:15 Approval of Minutes (May 2024) and Current Agenda
- 3:15-3:30 Executive Committee Report Out
- 3:30-4:10 Point-In-Time Presentation (Daniel Ramos with support from CHHS Homeless Services Team)
- 4:10-4:25 County and City of Spokane Valley Updates
- 4:25-4:35 **ACTION:** Board Approval of Donna Sharp/K-12 Board Position
- 4:35-5:00 Collaborative Applicant Updates
- Local Competition for 2024-2025
    - HMIS Data Pull for May 1-April 30
    - Discussion: Permanent Supportive Housing and RFP
      - Reallocation to different projects based on high performing projects?
      - Put out to RFP for PSH Projects due to the changes in this project.
  - YHDP Updates
    - Request to HUD to align contract dates with CoC Contracts
    - Host Homes
    - Current Enrollments for YYA CE; Street Outreach and TH/RRH
    - Utilize UFA Status for 2024-2025 to shift money to different sub recipients if needed
  - CoC Project Updates (High level overview)
    - Monitoring
    - Current project status
  - Board Position Openings
    - Homeless Coalition
    - Behavioral Health/Chemical Dependency
    - Tribal Representative
    - Family Representative (PLE)



# Continuum of Care Board

May 22, 2024  
Meeting Minutes

Meeting called to order at **3:02 PM**.

## Attendance/Introductions

- **Board Members Present:** Reese McMullin, Shannon Boniface, Matt Anderson, Arielle Anderson, George Dahl, Gloria Mantz, Eric Robison, Audrie Meraki, Pink Varela, Aaron Riley, Chris Dorcheus, Micah Kaluzny, Daniel Klemme, Marilee Roloff, Scott Ferguson, Jennifer Wilcox
- **Staff Present:** Cyrus Campos, Keri Cederquist, Amanda Martinez, Adam Schooley, Lucas Masjoan, Kimi Clifton
- **Guests Present:** Suzanne Phillips, Nicolette Ocheltree, David Sackmann, Barry Barfield, Anthony Rankin, Esa Lariviera, Jasmine Bower, Heather Eddy, Khira Passover, Jen Haynes-Harter

\*\*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 Board Minutes:

**MOTION** by Marilee Roloff, seconded by Matt Anderson, **to approve the February and April 2024 minutes; unanimously approved.**

## Approval of the Agenda:

Request to amend agenda to put the Spokane Regional Health District presentation as the first item under “Discussion and Action Items” and add to the Discussion and Action Items Rapid Rehousing Training from the National Alliance to End Homelessness that Arielle Anderson will be presenting on and calling for an action.

**MOTION** by Matt Anderson, seconded by Marilee Roloff, **to approve the Agenda as Amended; unanimously approved.**

## Discussion and Action Items:

Presentation by Spokane Regional Health District: Youth and Young Adult Survey Results – Brittany Bannon, PhD, provided the purpose and background information, key findings, and conclusions from the Youth and Young Adult Survey results. (Slides attached.) Discussion followed.

Executive Committee Report: Shannon Boniface provided a brief overview over the topics covered in the Executive Committee and all of which is on the agenda for today.

Rapid Re-Housing Training:

Arielle Anderson provided information about Rapid Rehousing training from the National Alliance to End Homelessness that will happen in June and asked the board to make this a requirement for providers.

**MOTION** by Marilee Roloff, seconded by Jennifer Wilcox, **to require Rapid Rehousing Providers to take the Rapid Rehousing Training by National Alliance to End Homelessness.; unanimously approved.**

Stipend Policy:

**MOTION** by Matt Anderson, seconded by Marilee Roloff, **to accept the stipend policy and include it in the Charter; unanimously approved.**

SNAP RRH Funds:

Arielle Anderson provided an overview of how the Spokane CoC, as a UFA, can move funds around as projects are underspending/underperforming and put them into projects that could use more funding. She then gave more specific information regarding SNAP being unable to spend all their RRH funds and the YWCA RRH and St. Margaret's TH indicating they needed more funds. Arielle emphasized the need for the City and Board to be proactive in collaborating to identify programs that are underspending or overspending and adjusting contracts as needed.

**MOTION** by Reese McMullin, seconded by Marilee Roloff, **to transfer \$30,000 in unspent funds from Spokane Neighborhood Action Partner's Rapid Re-Housing Contract to Rapid Re-Housing for the YWCA at \$15,000 projects and St. Margaret's Transitional Housing at \$15,000; unanimously approved (with Shannon Boniface and Aaron Riley abstaining).**

Spokane City and County Reports:

Arielle Anderson provided an overview of how the goal in decommissioning TRAC is not to lose the beds but to create smaller scattered sites and a navigation center to help connect people to those sites and other resources. There will be a Request for Proposals released in the next two to three weeks, and there will be at least one meeting with providers for feedback on what this could look like and what they feel like they can provide.

George Dahl provided information on the desire for an apolitical group to put out data via a community-facing dashboard and has been working with Spokane Regional Health District to make this happen. He wants the CoC to help create three benchmarks to hit as this dashboard is created.

George Dahl also said that there will be a Request for Proposal for a program around helping low-income people replace old appliances in their homes coming out soon.

George Dahl then spoke about the Regional Authority upcoming meeting and how he hopes the update from the County, City, and Valley and their current collaborative efforts will show promise. Discussion followed.

Chris Mckinney provided an updates timeline for the most recent Request for Proposal and an update for exhibit A.

George Dahl also mentioned collaborating with CHHS to make sure data entered into CMIS is simplified and streamlined regardless of who the data is being reported to (City or County).

Spokane Valley Report:

Gloria Mantz opened with agreement to George's statement about the collaboration efforts. Gloria then spoke about Valley recently awarding a contract for outreach services. She also invited everyone to attend the Veteran's Memorial at Balfour Park on Friday, May 24<sup>th</sup> at 11am.

CA Report:

- YHDP Updates: Arielle Anderson provided an update – at this point the Host Homes money will be left on the table unless a provider can set up host homes program very quickly. There will be more amendments coming down the pipeline to get the \$280,000 of Rapid spent County-wide.
- PIT/HIC Update:
- CoC Project Updates
  - Monitoring:
  - Current Project Status:
- Board Position Vacancies
  - Homeless Coalition – Shannon is working on this.
  - Behavioral Health/Chemical Dependency
  - Tribal Representative – Tribal Partners Collaborative to make a pitch.
  - Family Representative (PLE)
  - K-12 Representative – application received
- Spokane Regional Health District Dashboard: What three components do you want to see on the dashboard? Please think about that and email Arielle ideas by May 31<sup>st</sup>. Arielle will take those ideas to City Council.

**Sub-Committee/Workgroup Updates:**

Coordinated Entry: Shannon announced June 4<sup>th</sup> is the start of the 30-day SALA pilot.

YAB: Pink Verela provided an update about Spectrum being their new home and are working on next steps with ACI.

Families: Heather Eddy said they are focused on the 5-year plan and should have their portion completed next month.

Singles: None.

Vets: None.

Diversion: Has been working on the 5-year plan and had a training. More diversion trainings coming up in the future.

Equity: None.

5-Year Plan: Next meeting is June 12 and will be led by Reese. Progress is being made with all the committees on the plan.

**Provider Updates:**

None.

**General Announcements:** Spokane Valley Homeless Connect will be held May 30, 2024, at Opportunity Presbyterian 200 N. Pines, from 12pm – 4pm and will include Warrant Fest, showers, haircuts, and more!

**Adjournment: Meeting Adjourned at 4:54 PM.**

The next CoC Board Meeting is scheduled for **June 26, 2024, from 3:00-5:00 pm.**

## CMIS Committee

June 12, 2024

Started: 2:03 P.M.

**Attendance:** Chris H., Melissa Morrison, Hanna Berkoff, Jennifer Wilcox, Kimberly Nguyen, Matthew Anderson, Flor Castaneda, Cyruz Campos, Lucas Masjoan, Amanda Martinez, Amy Johnson, Ami Manning, Chris Mckinney, Kurt Husler, Kimi Clifton

### CMIS Team Proposals:

User Accounts - Cyruz Campos spoke about the need to make a point of contact with agencies to confirm/deny accounts for activation or deactivation. 613 users in CMIS – need to remove “orphan accounts” for security purposes. Discussion followed. (See attached proposal letter.)

Standardization of Data Collection – Amanda Martinez spoke about how the system is so inundated with customization that the data we gather isn’t good. The desire is to move back to standards and then build on from there as needed. This allows for nuance without overwhelming the system and creating bad data. Discussion followed. (See attached proposal letter.)

Insights into Reports – Cyruz quickly gave an overview of the need to have a mutual understanding of the reports and CMIS system between all organizations. Discussion followed. (See attached proposal letter.)

5-Year Plan: Unfinished business. Will be reviewed at July’s meeting.

API: Unfinished business. Will be reviewed at July’s meeting.

Adjourned: 3:01 P.M.

## **CMIS User Retention and Consolidation**

### **## Introduction**

Hello CoC CMIS Committee

I hope this message finds you well. My name is Cyruz Campos, and I am one of the City of Spokane's, Business Systems Analyst. I am writing to propose that we make some changes on how we handle the vast amount of user accounts in our CMIS System.

### **## Purpose**

The purpose of this proposal is to regulate how many users we have in our CMIS system to ensure that we do not go over our licenses that we have allocated. In addition, we would like to eliminate any user accounts that has access to our system that are not being used consistently within a certain time range, or not approved by the organization's PoC (Point of Contact). Accounts that are not being used consistently are deemed as orphaned accounts in Information Technology (IT) terms and can pose huge security risks to our system.

### **## Background**

The CMIS BSA team is hoping to give organizations more responsibility with how many active user accounts they have in our system and condensing/eliminating any user accounts that are not frequently being used. We want CMIS user accounts active, if they are going to be consistently used over the calendar year. This should eliminate orphan account in our system which provides security risks, such as unauthorized access to sensitive information, and in some cases data breaches, which puts us at a larger risk since we are handling personal records of individuals that could be in sensitive situations. Having so many active accounts in our CMIS system without a procedure to offboard or deactivating old user accounts, could potentially put us at risk and harm those that we are trying to assist in these programs.

### **## Proposal Details**

The BSA team would like to make user account clean up as one of the priorities for this year. With the assistance of the committee, we would like to establish one PoC across each organization. The BSA team will provide a list of user accounts to each of the PoCs for them to deem which accounts can be deactivated, or which accounts can stay active. If no agreement is reached from the PoC, the BSA team will deactivate accounts based on a time range to ensure that we do not keep orphaned accounts in our system.

We would like the committee to support us in having each organization establish a PoC for their organization's CMIS user accounts, and it is the PoC's sole responsibility is to ensure that any accounts that must be deactivated are communicated to the CMIS team within a timely manner. This will not affect user accounts that need being activated (through the CMIS training course), and the BSA team will not consult with the PoC every time a user account needs to be activated. We will only consult with the PoC on a yearly basis to ensure the accounts that are active have an active person manning the account.

We would also like support from the committee to have the BSA team deactivate these accounts that could be deemed as orphan accounts as they pose security risks, previously stated. If the

PoCs does not provide an updated list of users. Next steps will consist of the BSAs deactivating accounts that are not being used within the calendar year (Jan 1<sup>st</sup> – Dec 31<sup>st</sup>). Notice that we will deactivate accounts, not delete accounts. This is to ensure that if a user is active but were on, for example, maternity leave, they can be reactivated if needed. This will ensure that the user is up and running for their organization within a timely manner. This cannot be stressed enough that the BSA team is looking for confirmation from each PoC to ensure that the BSAs do not have to rely on a date/time frame to deactivate accounts but will resort to the date/time frame to ensure that we are following our security guidelines in our system. In addition, it is the PoC's sole responsibility to confirm whether an account should be active or not.

### ### Goals and Objectives

1. Goal 1: Appoint PoCs for each organization to handle which accounts should be active/deactivated.
2. Goal 2: Create a list of active users per each organization and provide the list to the PoC to follow up with their team / contact each user / have prior knowledge that the account should be active/deactivated.
3. Goal 3: Once each list has been updated, the BSA team will go through and clean up any user accounts that need to be deactivated. The BSA team will not delete accounts.
4. Goal 4: If no agreement is reached within a timely manner from the PoC, the BSA team will default to a timeframe to deactivate user accounts.
5. Goal 5: Continue this process on a yearly basis to ensure that user account retention is at a low.

### ### Timeline

Third week in June – Each organization will appoint a PoC to handle a list of their organization's user accounts.

Two weeks after the list is first delivered – The list will be confirmed by the PoC and sent back to the BSA team to start deactivating user accounts. If no agreement is reached, the BSA team will default to keep user accounts active that has any user activity that is met within the timeline of Jan 1<sup>st</sup>, 2024, till today's day.

Second week in July – The account cleanup should be completed.

*\*\*The same time of June for the year 2025, the process will start again with asking each PoC to confirm which accounts should be kept active. Then continue the process each year moving forward.\*\**

### ## Benefits

The benefit for this proposal is to eliminate any security threats to our system by cleaning up orphaned accounts, this also mean that we would reduce the threat for data breaches or any other forms of security risks for the sensitive information that we house in our system. In addition, we would ensure that we do not go over our allocated license limit for our system and condense the number of users we have active to something more manageable.



## **## Conclusion**

I believe that this proposal will improve the security of our system and give organizations more responsibility for organizing and managing their user accounts in the CMIS system. I am open to discussing this proposal further and making any necessary adjustments.

Thank you for considering this proposal.

Best Regards,  
Cyrus Campos

## **CMIS Standardization of Data collection**

### **## Introduction**

Hello CoC CMIS Committee,

I hope this message finds you well. My name is Cyruz Campos, and I am one of the City of Spokane's Business Systems Analysts (BSA). I am writing to propose a possible change in how we have been utilizing CMIS. We are looking to adjust the process by creating a new standardization of data collection in CMIS for all projects. We are hoping that this would help with data quality and accuracy, in addition to improving how we collect data from each organization. This should give our system a better way to manage the data that we have collected and how we use reports to present that information, we are hoping this would ensure accuracy with data and meet the data collection requirements in a consistent manner per each project that is in CMIS.

### **## Purpose**

The purpose of this proposal is to limit how many customizations we currently have in CMIS and make a shift to a more standardized CMIS experience. This shift would help with the frequency of requests the City of Spokane's CMIS team receives; these requests are more often, focused on missing data per data collection requirements, which is a result of how customized CMIS is currently. This proposal will assist in ensuring the accuracy of data for both reports and initial data intake. We hope this will lessen the time needed for maintaining customizations, and trying to troubleshoot reports that has missing data.

These changes will also assist each project to take responsibility for knowing what data they are required to capture, and for those projects to have the ability to request the BSA team's help with data collection as it varies per project. As we progress through the year, we can make minor customizations that will tailor to the experience for each project without stemming to far from the established standards we would like to have set forth in CMIS.

### **## Background**

The BSA team has inquired some emails over this year that captures these issues previously mentioned. Due to the highly customized system, we have noticed that there are holes in our data for some projects that utilize our system. While continuing to add more customizations at the request of each organization every year, we have strayed far from the original product and that has caused a great deal of issues which correlates to inaccurate data. Due to this highly customized system, this causes the BSA team to allocate time and resources for providing a solution for these errors. Whereas, if we had a standardization of the product, the BSA team can allocate less time on the customization issues and missing data, and more time and resources to other areas that needs the BSA team's support and assistance. This includes but not limited to, supporting other community endeavors, reports for other projects, and day-to-day system support. This change would also allow the BSA team to add additional training standards to the already existing Basic User Training course, which is currently used to facilitate the introduction of new users to CMIS.

## **## Proposal Details**

The BSA team proposes that over the remainder of the year (2024), we will standardize CMIS to be simplified. This should result in making CMIS, easier to manage, provide support on, and easier to insert data for projects that will have data collection requirements. The BSA team will accomplish this by establishing a master list of data collection requirements per grant, and this will require each program to ensure they understand their own data collection requirements.

In the event of a new grant being introduced to the project, the project will update their data collection requirements and inform the BSA team as each grant is introduced to their project.

Once the master list of data collection requirements has been reviewed and is completed, the BSA team will then give the programs a list of grants that each program supports. Afterwards, they should inform the BSA team of what additional data collection requirements they need to collect. In tandem they will inform the BSA team of what projects are missing or what projects should be closed if they have not been closed already in CMIS. This should streamline clean data and ensure we only have active projects in CMIS.

This should give the current BSA team and projects a better understanding of what data is being collected and ensure that this new standardization of CMIS can be easily updated/change per the HUD data standard updates that comes every two years. It is currently incredibly time consuming to maintain the many customizations in CMIS with the ever-changing HUD data standard updates. Except, with a more standardized system, this should make the adjustments that much easier and ensure that we have accurate data that is going to be exported in required reports. This should also assist with maintenance, and contingency for future BSA team members to be better equipped to support CMIS. This is without the need to allocate so much time and resources to maintain the already customized system.

## **### Goals and Objectives**

1. Goal 1: A standardize list of data collection requirements by program type and by grant.
2. Goal 2: Standardization of intake questions per project in CMIS.
3. Goal 3: Promote collaboration with already existing projects and the CMIS team. This should promote the reduction on the number of errors.

## **### Timeline**

End of July – Standardize list of data collection requirements.

End of September – Projects have completed a review of the data collection requirements for each project and notified the CMIS team of any changes, or additional requirements.

End of October – New workflows ready for testing.

End of November – Final testing completed and released to production.

End of December – Fix and minor bugs and have an ensured finalized product before January 1<sup>st</sup>.

## **## Benefits**

The benefit of this proposal is providing the BSA team with a better understanding of the many projects that are active in CMIS and clean up any projects that should be closed or updated to reflect any/all changes that could have been missed in past communication. In addition, by standardizing data entry, ensures users have an easier way to insert data for projects that have data collection requirements and ensuring the respective reports will surface these important data

points. The other benefit that should be considered is alleviating the amount of resources needed to maintain the current customized CMIS. With the changes to a more standardized system, this will allocate the BSAs to spend more time having meaningful engagement with the community on projects or issues that should be preceded by the errors provided in the current custom system. This will also ensure data accuracy and better-quality reports, this should alleviate additional work on the organization's side that could be caused by missing data which is from the current custom system.

## **## Conclusion**

I believe that this proposal will benefit the BSA team in terms of overall support; Standardizing data collection requirements to simplify data entry for organizations, cleaning the data already existing in CMIS to reflect what are currently active projects and grants. In addition to ensuring that we have accurate data. I am open to discussing this proposal further and making any necessary adjustments.

Thank you for considering this proposal.

Best Regards,  
Cyrus Campos

## **CMIS Survey Insight on Reports for Organizations**

### **## Introduction**

Hello CoC CMIS Committee,

I hope this message finds you well. My name is Cyruz Campos, and I am one of the City of Spokane's Business System Analyst. I am writing to propose that the BSA team will host a large-scale virtual meeting to help organizations understand how reports should be used, and work with Eccovia to condense the elongated list of reports we already present to our organizations in CMIS, in addition of improving already existing reports. The BSA team is hoping to send out a survey to all organizations that have active users in our CMIS system to get a better understanding of what reports they use, the knowledge they have already with navigating our system, and what improvements they would like to see in the system. We are hoping to use this data to host a virtual meeting with all organizations to show them which reports they can use, and what circumstances should each report be used for. In addition, work with Eccovia to condense the menu option we display to our organizations within CMIS. This would include reducing the redundancy of reports displayed in our system and to standardize what reports should be used and how to locate them.

### **## Purpose**

The purpose of this proposal is to create a mutual understanding of reports and the CMIS system between all organizations. With this, we can create a standardization and have set expectations when we are communicating with organizations about what reports we need from them and hopefully they will have more confidence navigating our CMIS system with ease. In addition, we hope to condense the "jungle" of a menu we present to our organizations on a user level in CMIS, this should help new users navigating our systems and to execute reports when they are requested without the need for historical information from past employees or to adjust and compile multiple reports to accomplish said task. The hope is for a simple one-click report that will provide all the information needed without additional work or setup.

### **## Background**

A commonality the BSA team has found between organizations, is each organization's understanding of each report we provide through our CMIS systems, these organizations do not have a full understanding of the significance of each report and how to utilize them for best practices. In addition, some users over time have forgotten the fundamentals of using the CMIS system as well. We are hoping to use the survey to get an understanding of these holes in practices and hopefully we can create an informational meeting that provides all users across our system a baseline of how to use the reports, insert data, ensure data quality, utilize the tools, and navigate the CMIS system. The survey that the BSA team will provide should give us data and insight of current processes from each organization, which would assist us in ensuring that we have a meaningful meeting with the organizations, that should be very informative. With the assistance of the survey as well, the BSA is hoping to bring to the attention of Eccovia to make some changes to the menu in hopes we can condense redundancies and create reports that should be as simple as a click of a button and can provide all the data points that will be needed for any/all reports (MDQR, PIT, HIC, SSVF, etc.).

## **## Proposal Details**

The BSA team would like to create a survey that is centered around the reports that organizations are using in their day to day, data quality, and any additional points that should be focused on in the meeting following the survey. We are wanting this to be a two-part series, first have the survey (as previously stated above) to provide the BSA with context on what important points we would like to focus on for the meeting. Next, we would like to host a virtual meeting with all the organizations to have everyone get a clearer understanding of the CMIS systems, reports, and how we would like the data to be handled moving forward. Having the meeting virtual and with enough lead time should provide organizations to ask their users to establish a point of contact (PoC) or a set group of contacts (GoC) who use CMIS to attend the meeting (additional users from each organization are more than welcome to join), we would also like to record the meeting to ensure that users can have the video to reference the talking points that are covered in the virtual meeting. The BSA team is hoping that prior to the meeting with the organizations, they can connect with Eccovia and start making changes to the reports that are already in our CMIS system. The BSA team would like to work with Eccovia on creating standardized reports that will be easier for organizations to gather the information accurately (MDQR, PIT, HIC, SSVF, etc.). The hope is that the number of reports that are already in CMIS are standardized and condensed for ease of use.

## **### Goals and Objectives**

1. Goal 1: Create a survey that asks users that are in our CMIS system, what reports do they use daily, how do they insert data into our system, and how does a normal day look like for them within CMIS. In addition to what improvements or topics they would like the BSA team to focus on.
2. Goal 2: The BSA team will wait until we have received more than 80% of feedback from all the organizations (Or after a deadline) and start to organize the data to see what points we should surface during the meeting.
3. Goal 3: The BSA team will create a meeting that will be scheduled at least a month in advance to ensure that organizations will have their PoC or GoC, and any additional interested users attend the meeting.
4. Goal 4: The BSA team will work with Eccovia to start standardizing the reports and make changes to the menu options that are presented in CMIS. These reports will focus on gathering the correct information to ensure that there is no need of compiling multiple reports to get information. Again, we are wanting a one-click report, rather than compiling multiple reports to accomplish the same task.
5. Goal 5: The day of the meeting, the BSA team will host an overview of each of the new reports, their importance. In addition to how we would like to see data inserted into our system and other important points that were highlighted in the survey prior.

## **### Timeline**

Third week of June – The BSA team will create a survey that will focus on asking organizations what reports they use in their day to day. What does data standards look like per organization and how does each user insert their data. How does each user use CMIS.

Two weeks after the send date of the survey – The BSA team will either wait for an 80% response rate, or by the end of June, depending on how much feedback is received. Then start to create a meeting invite to provide to each organization's PoC or GoC, who's responsibility is to share the

information received from the meeting to the rest of their organization (other interested users are always welcomed as well).

Second week of July – Send out meeting invite with a month of lead-time.

During the month of July – Work with Eccovia to condense the menu options that are in CMIS and standardize the reports that are used. The hopes are to make each report a one-time click and retrieve the information needed for the corresponding reports (MDQR, HIC, PIT, etc.).

One month after the initial meeting invitation (Aug) – The BSA team will host a two-hour long meeting that will encapsulate all the main points in the survey (reports and what each report use is, how should data be inserted, how to navigate the CMIS system, other key points that were highlighted by users). *\*\*To be noted, the BSA team is hosting this once in August. \*\**

### **## Benefits**

The benefits of having this meeting for our organizations is to ensure we provide a clear understanding of normal practices. In addition to try to provide a standard across all organizations in terms of what new reports should be used and when. The BSA team also hopes that making changes to the menu will help new users that are navigating our systems find these important reports in a timely manner without having to do additional work or combine other reports to ensure accuracy of data. Finally, the BSA team hopes that the other important topics that each organization deems can be talked about in that meeting and hopefully helps them understand their system and how they utilize CMIS. Hopefully this will help everyone that is in our CMIS systems have a better understanding and gain confidence in navigating our systems and reports. This should help with the overall idea of the new upcoming 5-year plan.

### **## Conclusion**

I believe that this proposal will help streamline what reports should be used for each project, and how data should and can be inserted for each organization. In addition, to some good-to-know points that would be surfaced by each organization in the survey and conversed during the meeting. I am open to discussing this proposal further and making any necessary adjustments.

Thank you for considering this proposal.

Best Regards,  
Cyruz Campos

# **COC FUNDED PROJECTS (AUG-MAY)**

**Arielle M. Anderson**

**Community, Housing, and Human Services**





# PROGRAM NOTES

- Some of these projects receive more than just CoC funding.
- The YWCA projects use a comparable database, the data displayed for the **YWCA—RRH—WA0353—HH with Children** and **YWCA—RRH—WA0420—RRH for Survivors of DV** was provided by the YWCA.
- The exits destination tables use data only from a client's most recent exit within the time frame of 08/1/2023 – 05/10/2024.

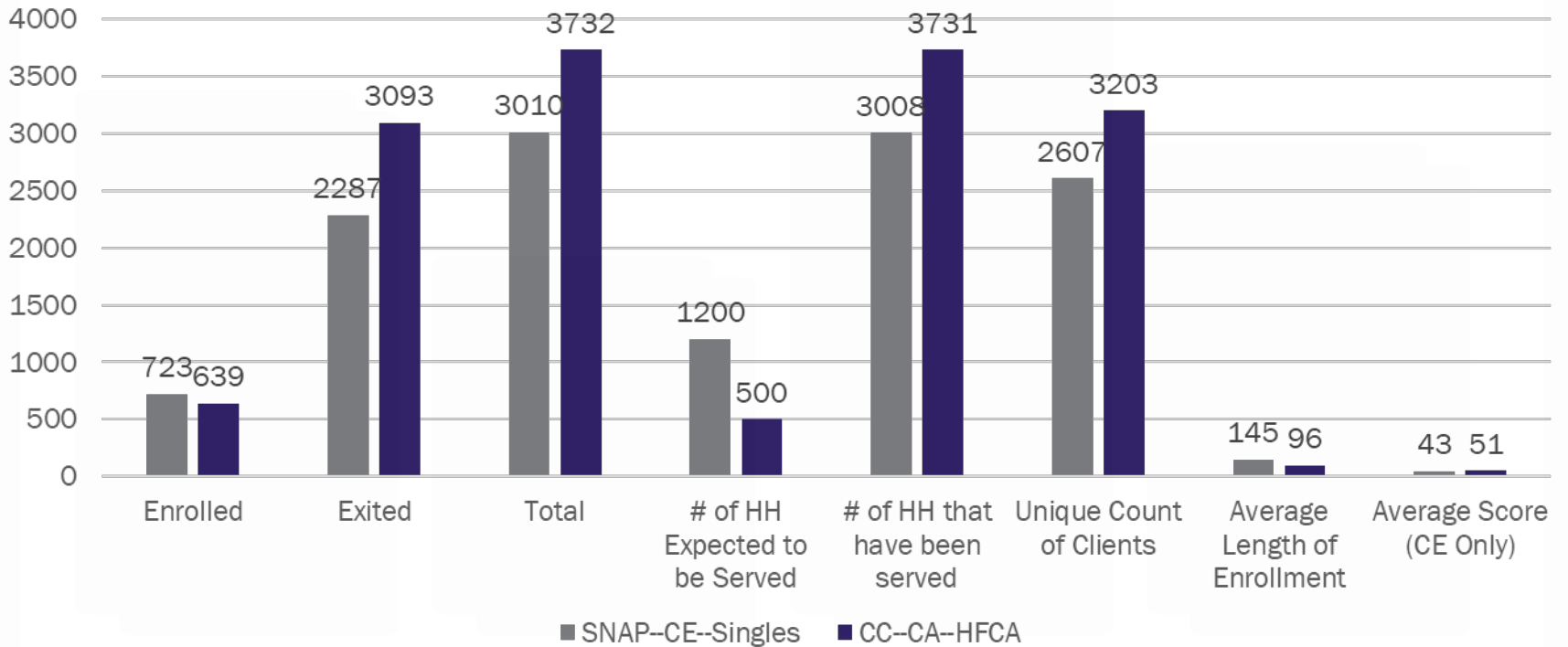
# PROGRAMS

## Coordinated Entry (CE)

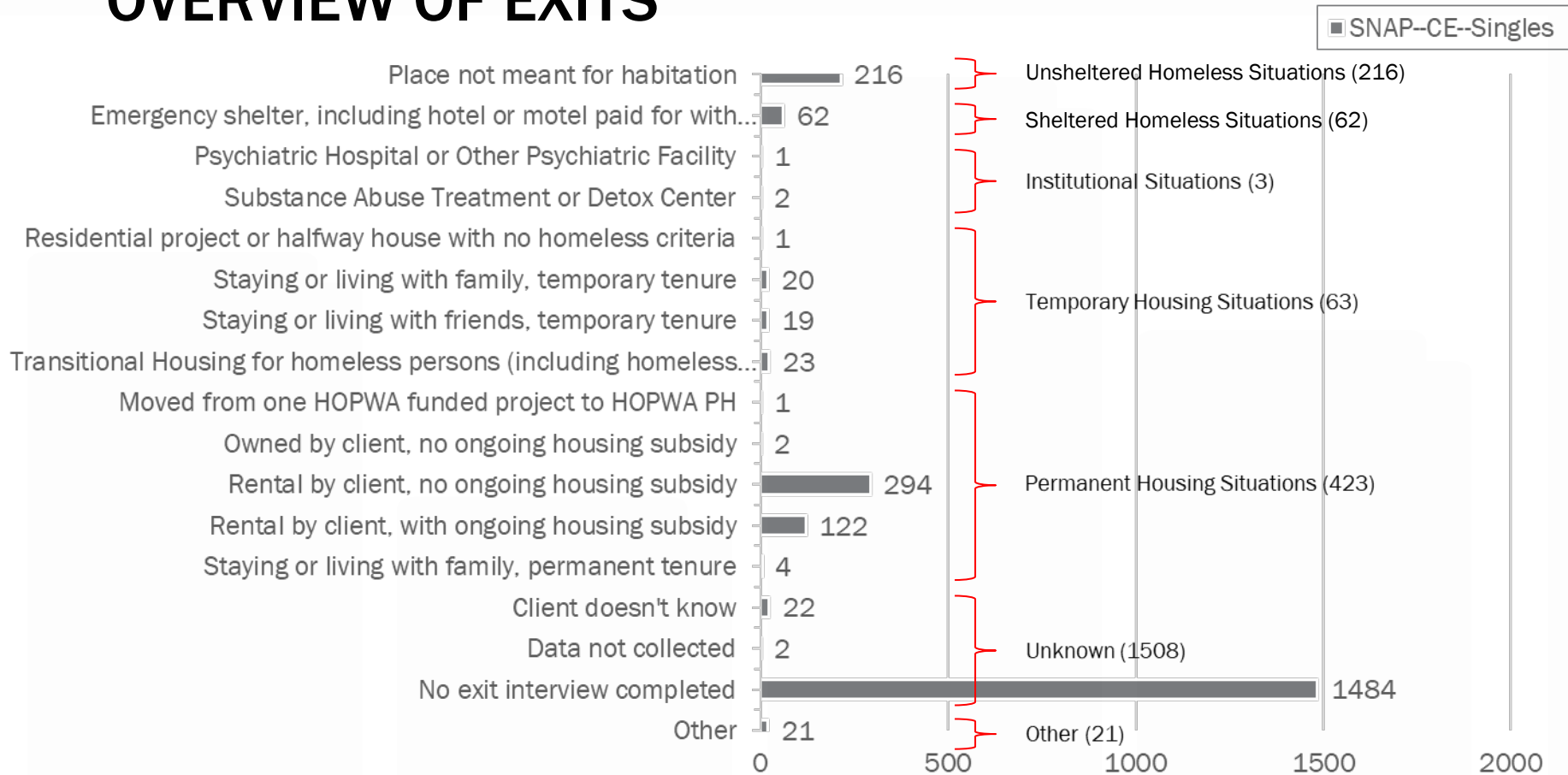
- SNAP--CE--Singles
- CC--CA--HFCA

# PROGRAM OVERVIEW

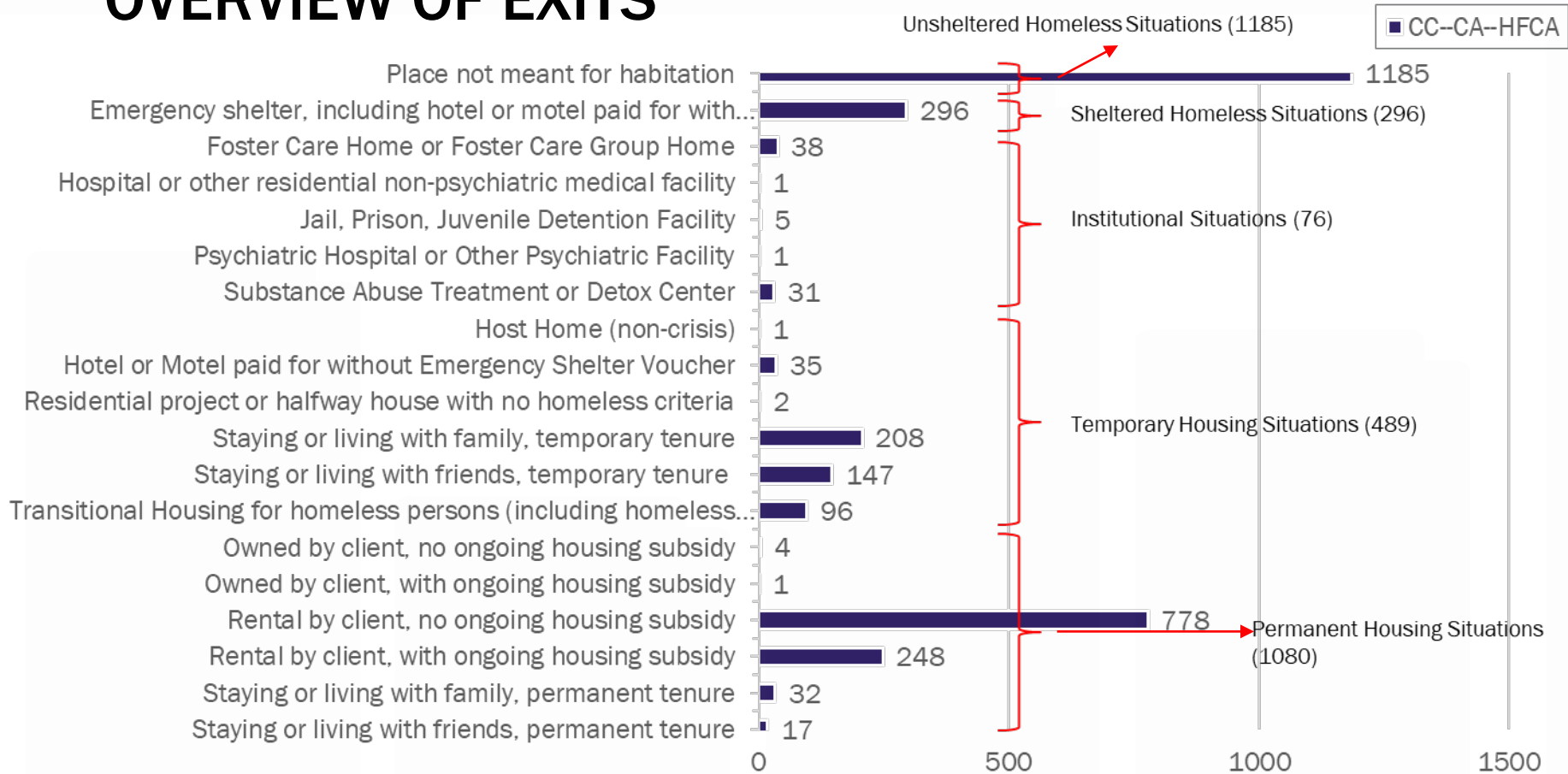
Coordinated Entry (8/1/23 – 5/10/24)



# OVERVIEW OF EXITS



# OVERVIEW OF EXITS



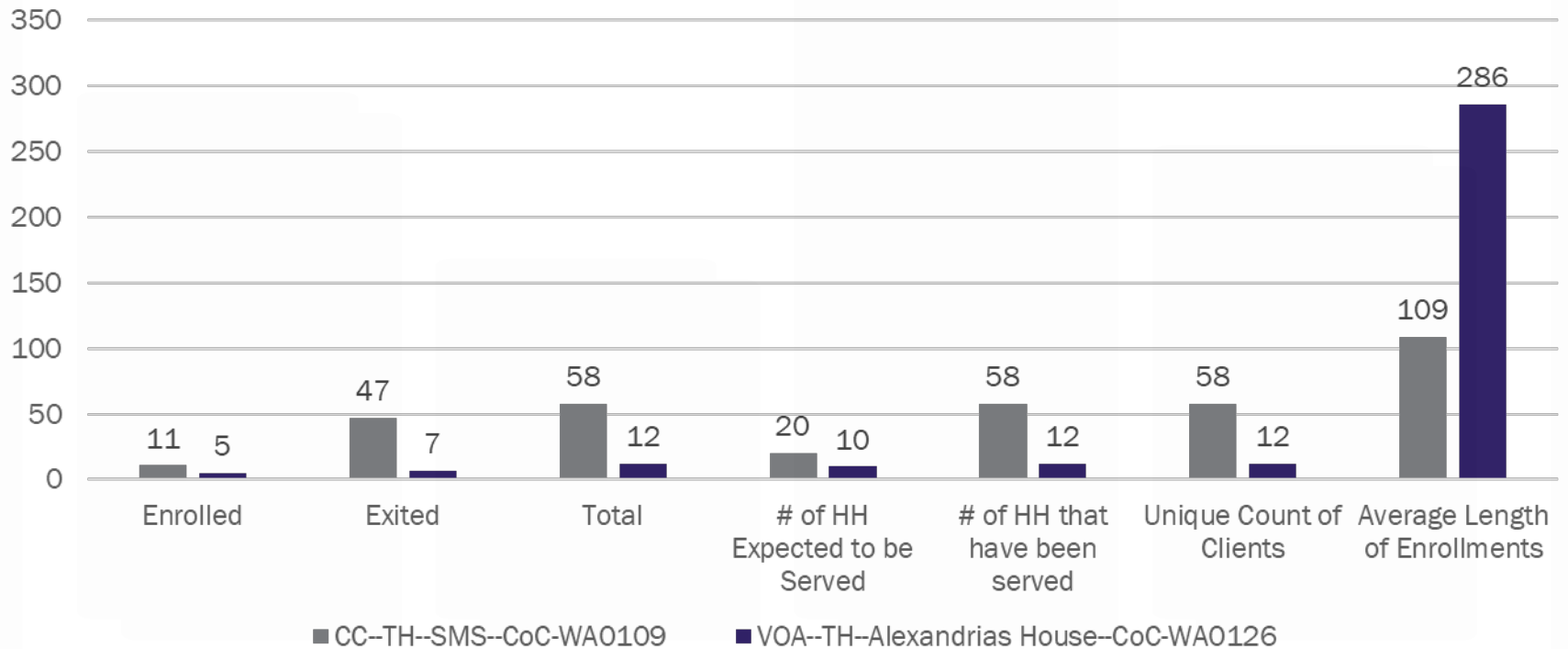
# PROGRAMS

## Transitional Housing (TH)

- CC--TH--SMS--CoC-WA0109
- VOA--TH--Alexandrias House--CoC-WA0126

# PROGRAM OVERVIEW

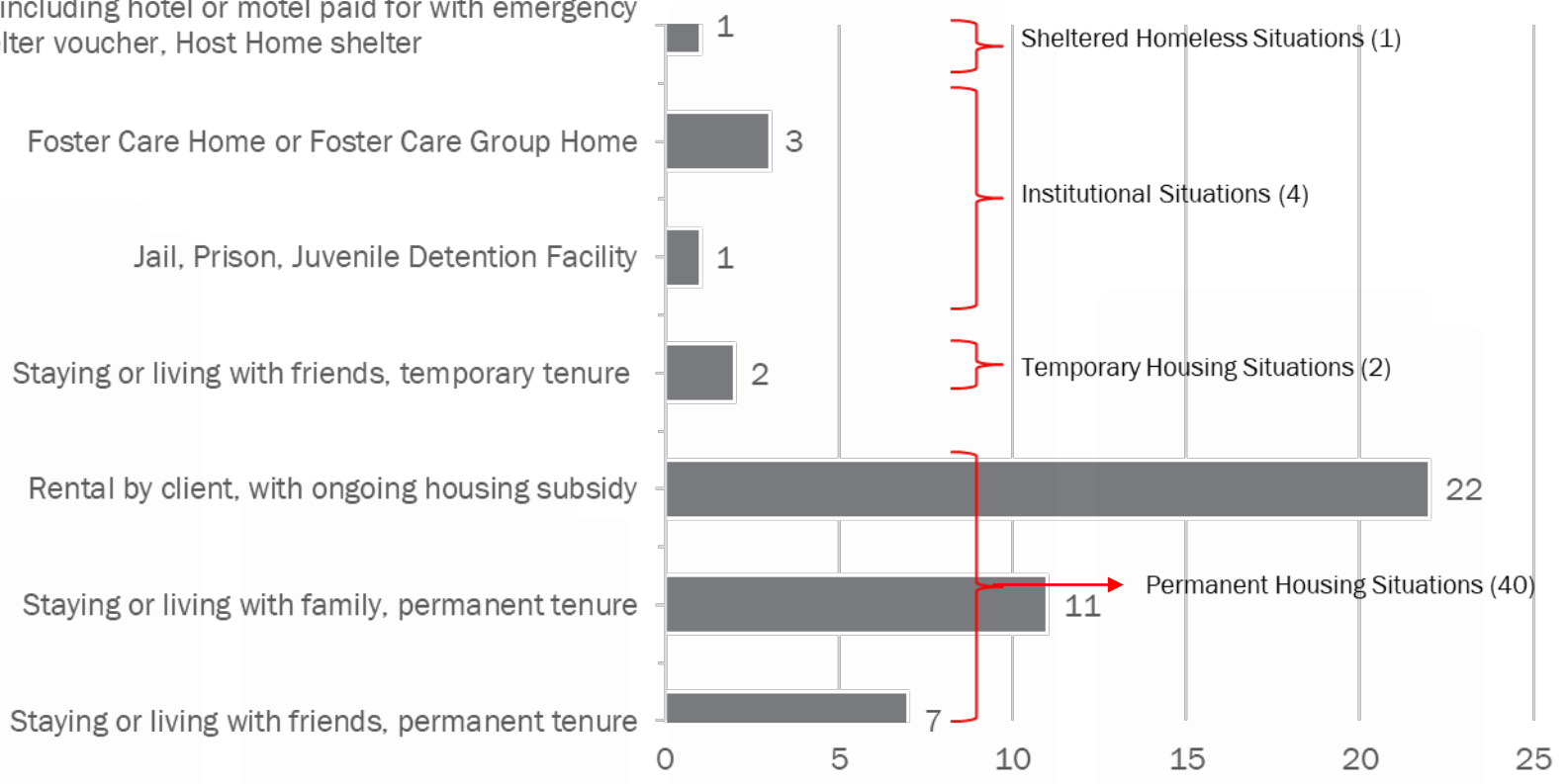
## Transitional Housing (8/1/23 - 5/10/24)



# OVERVIEW OF EXITS

■ CC--TH--SMS--CoC--WA0109

Emergency shelter, including hotel or motel paid for with emergency shelter voucher, Host Home shelter





# OVERVIEW OF EXITS

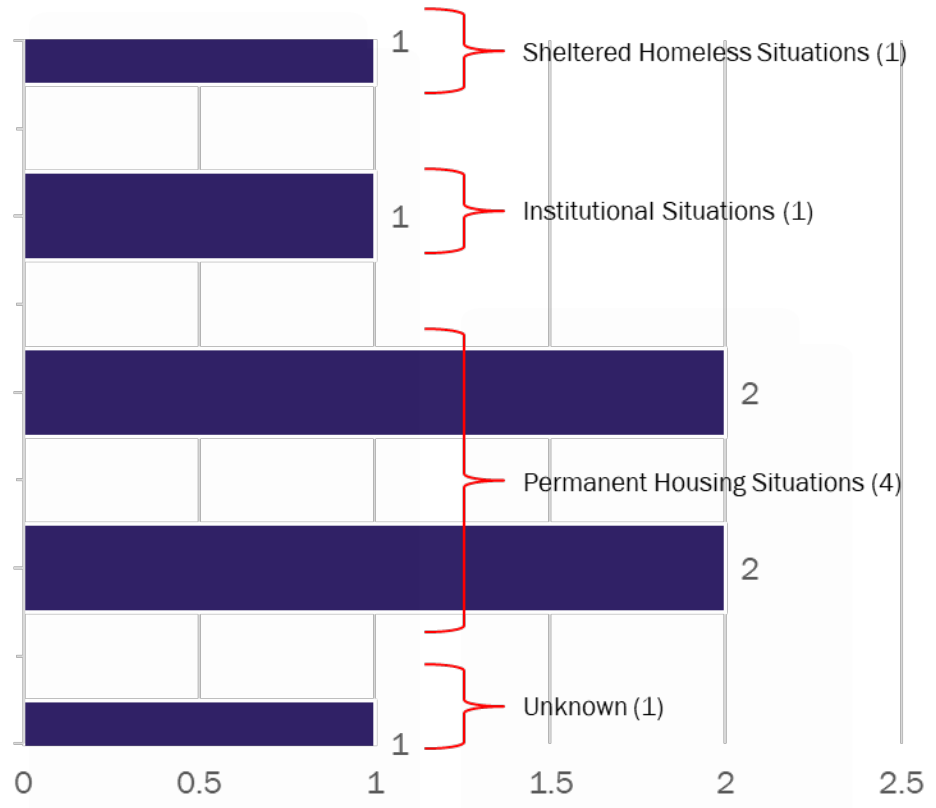
VOA--TH--Alexandrias House--CoC--WA0126

Emergency shelter, including hotel or motel paid for with emergency shelter voucher, Host Home shelter

Foster Care Home or Foster Care Group Home

Rental by client, no ongoing housing subsidy

Rental by client, with ongoing housing subsidy



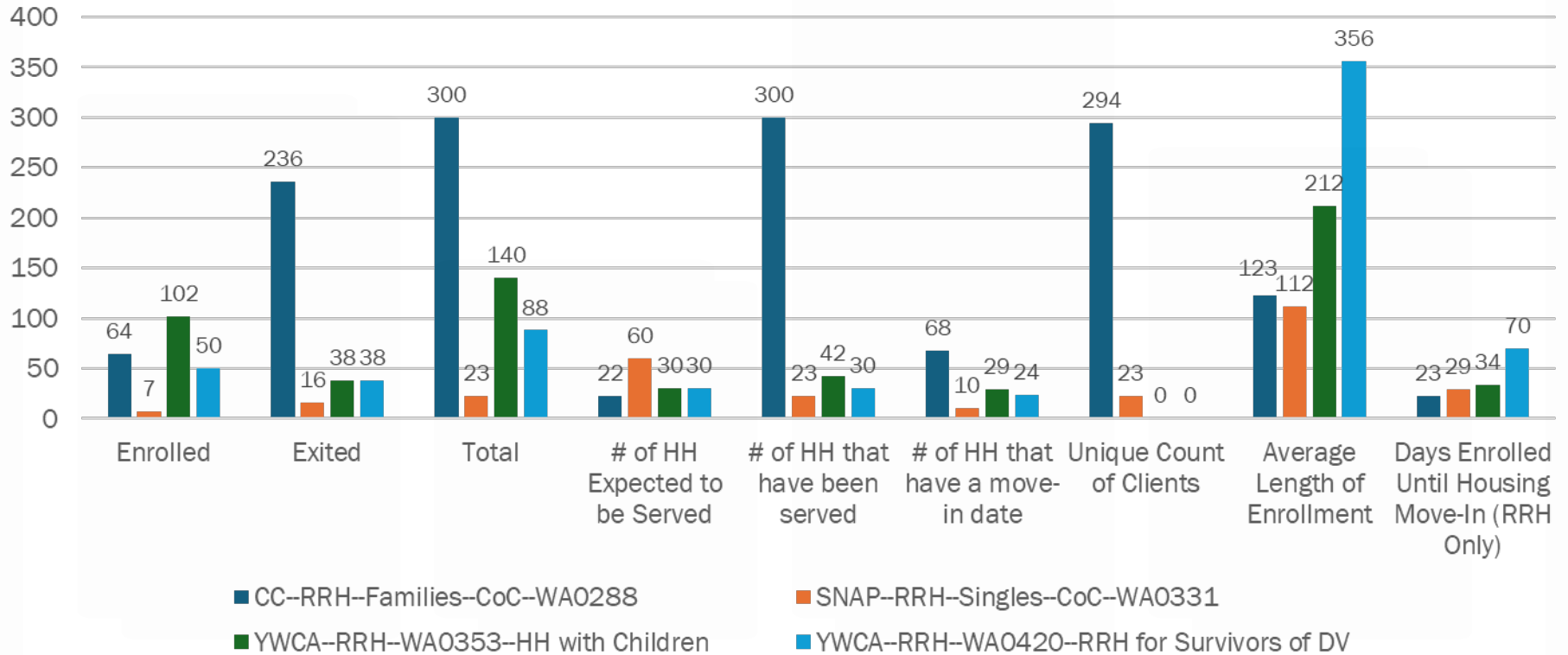
# PROGRAMS

## Rapid Re-Housing (RRH)

- CC--RRH--Families--CoC--WA0288
- SNAP--RRH--Singles--CoC--WA0331
- YWCA--RRH--WA0353--HH with Children
- YWCA--RRH--WA0420--RRH for Survivors of DV

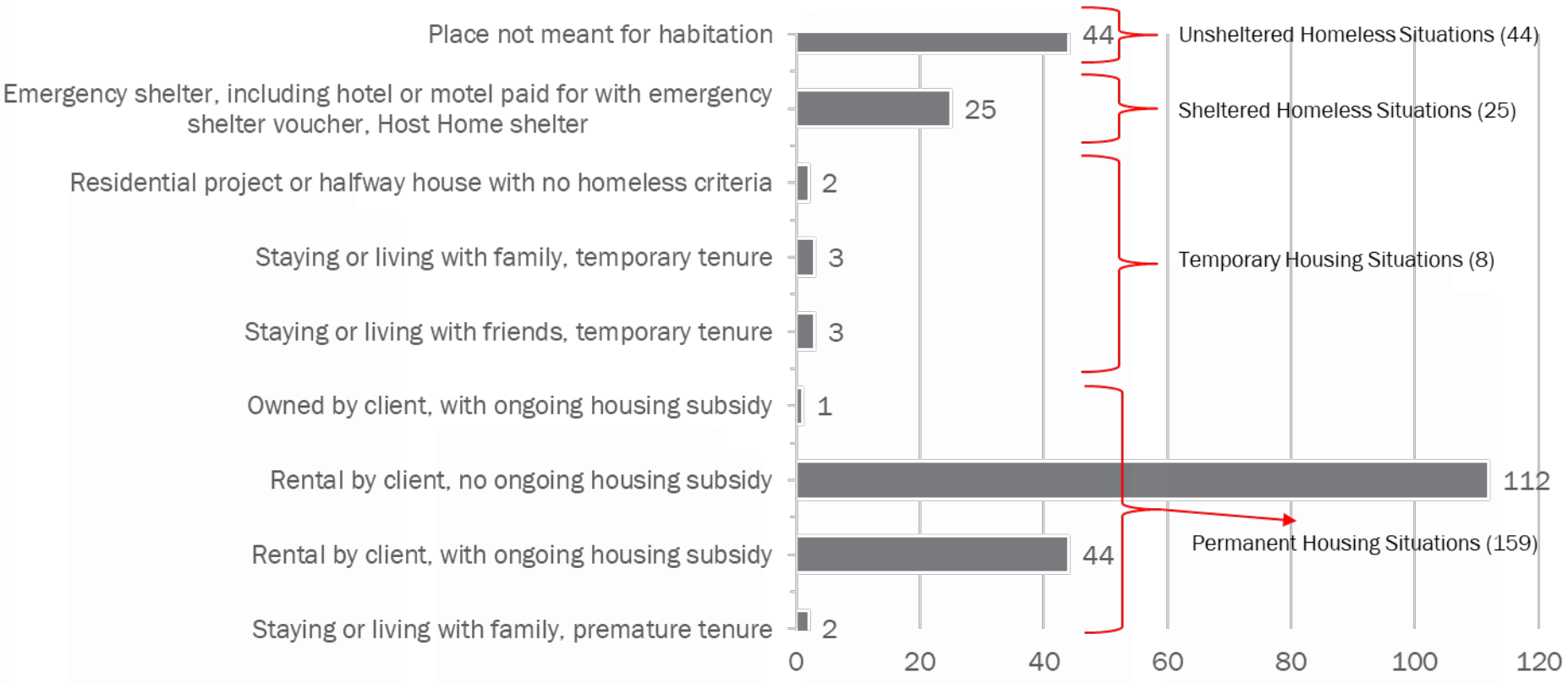
# PROGRAM OVERVIEW

Rapid Re-Housing (8/1/23 - 5/10/24)



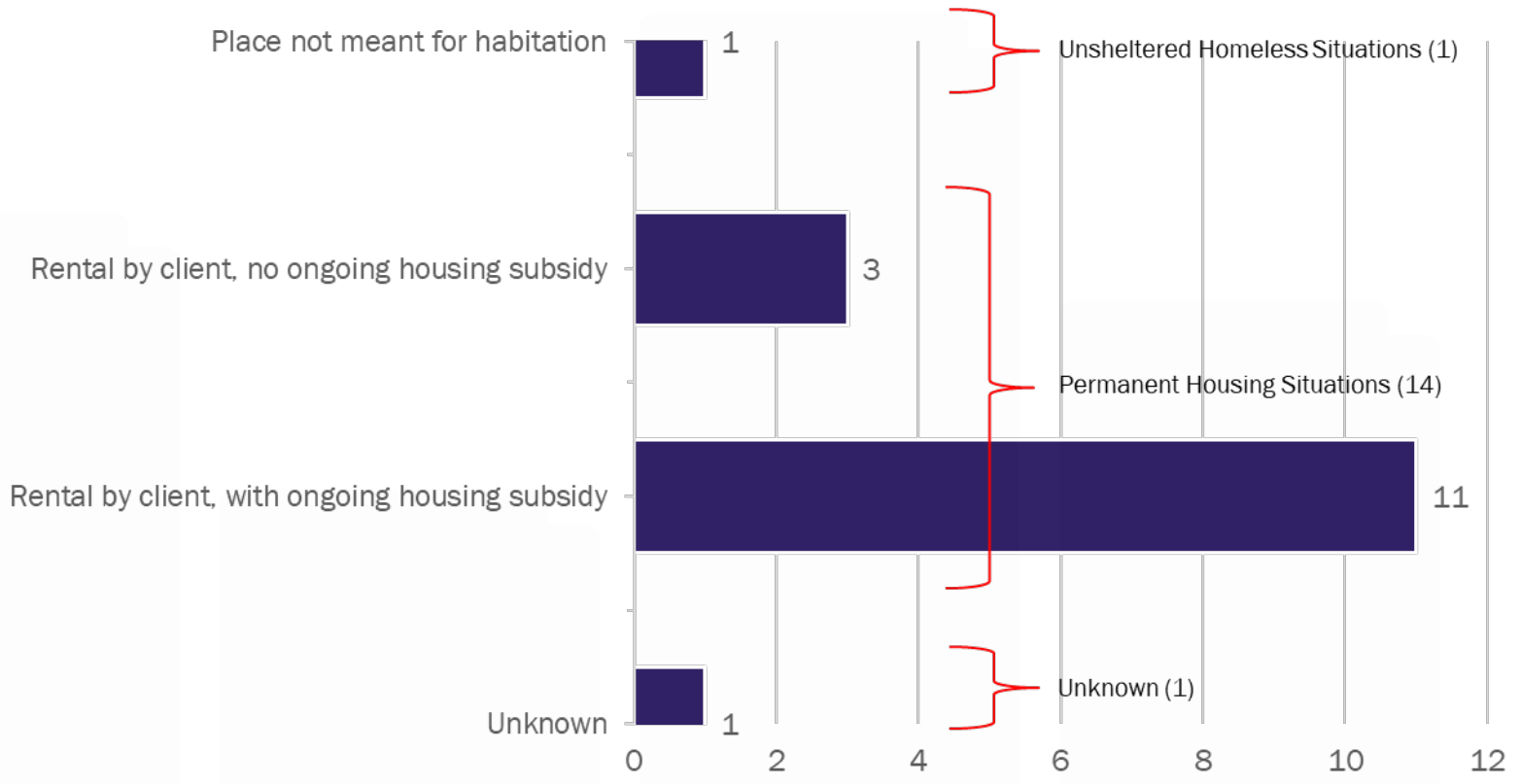
# OVERVIEW OF EXITS

■ CC-RRH-Families-CoC-WA0288



# OVERVIEW OF EXITS

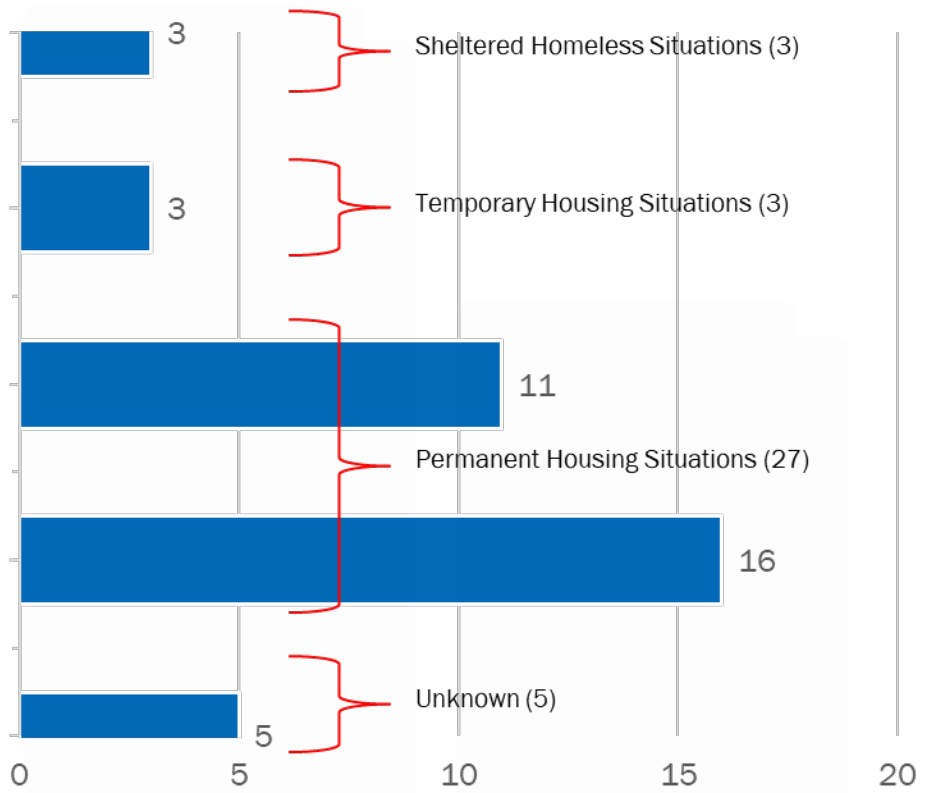
■ SNAP-RRH-Singles-CoC-WA0331



# OVERVIEW OF EXITS

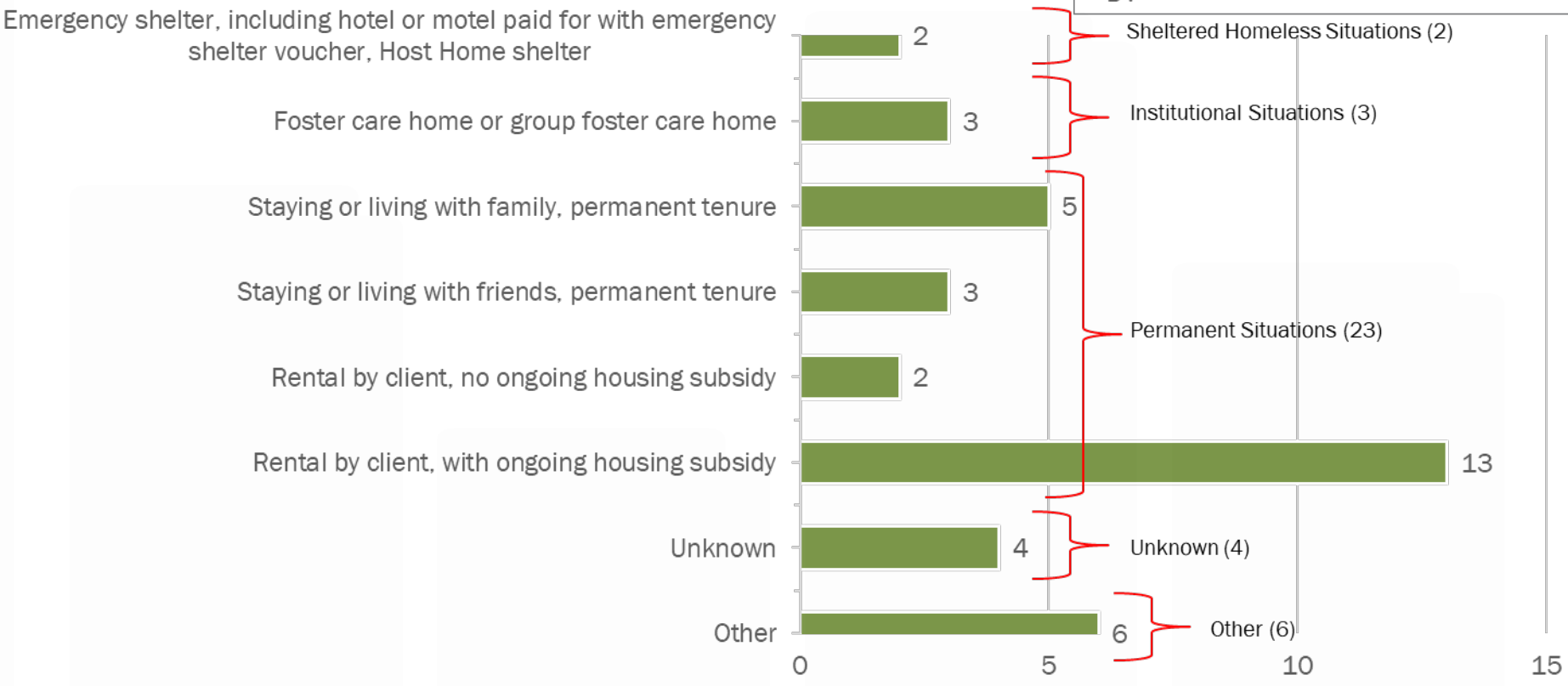
■ YWCA-RRH-WA0353-HH with Children

Emergency shelter, including hotel or motel paid for with emergency shelter voucher, Host Home shelter



# OVERVIEW OF EXITS

■ YWCA-RRH-WA0420-RRH for Survivors of DV



# PROGRAMS

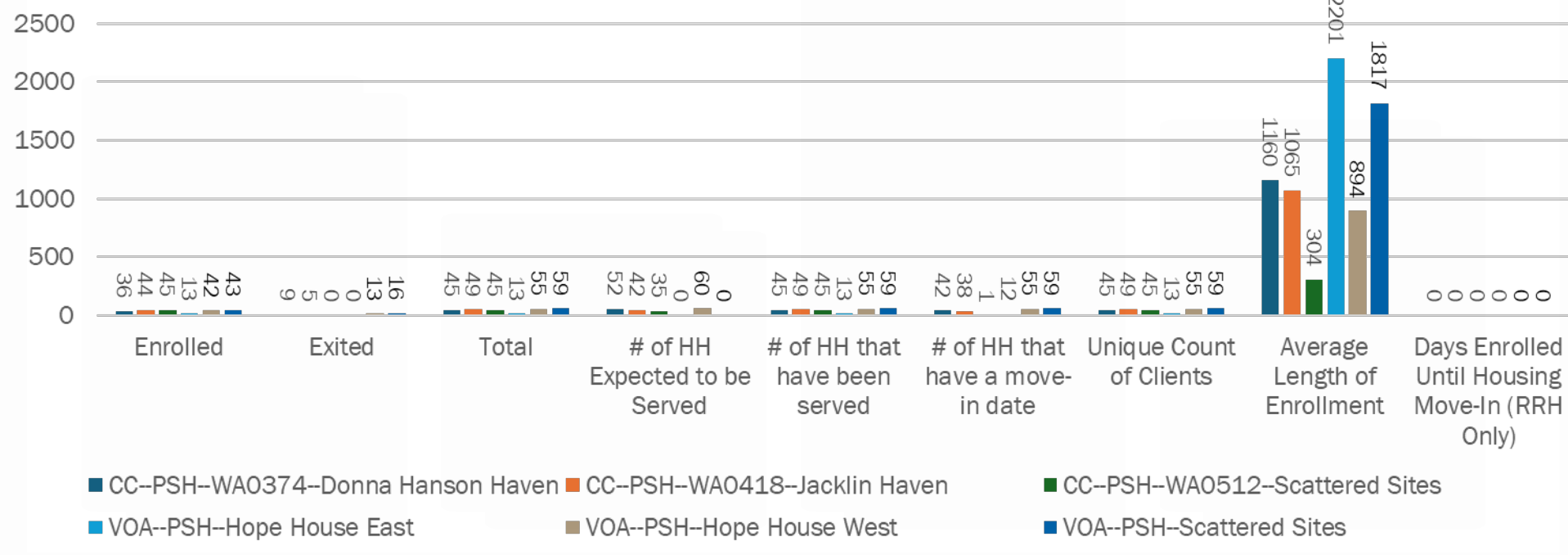
## Permanent Supportive Housing (PSH)

- CC--PSH--WA0374--Donna Hanson Haven
- CC--PSH--WA0418--Jacklin Haven
- CC--PSH--WA0512--Scattered Sites
- VOA--PSH--Hope House East
- VOA--PSH--Hope House West
- VOA--PSH--Scattered Sites



# PROGRAM OVERVIEW

Permanent Supportive Housing (8/1/23 - 5/10/24)

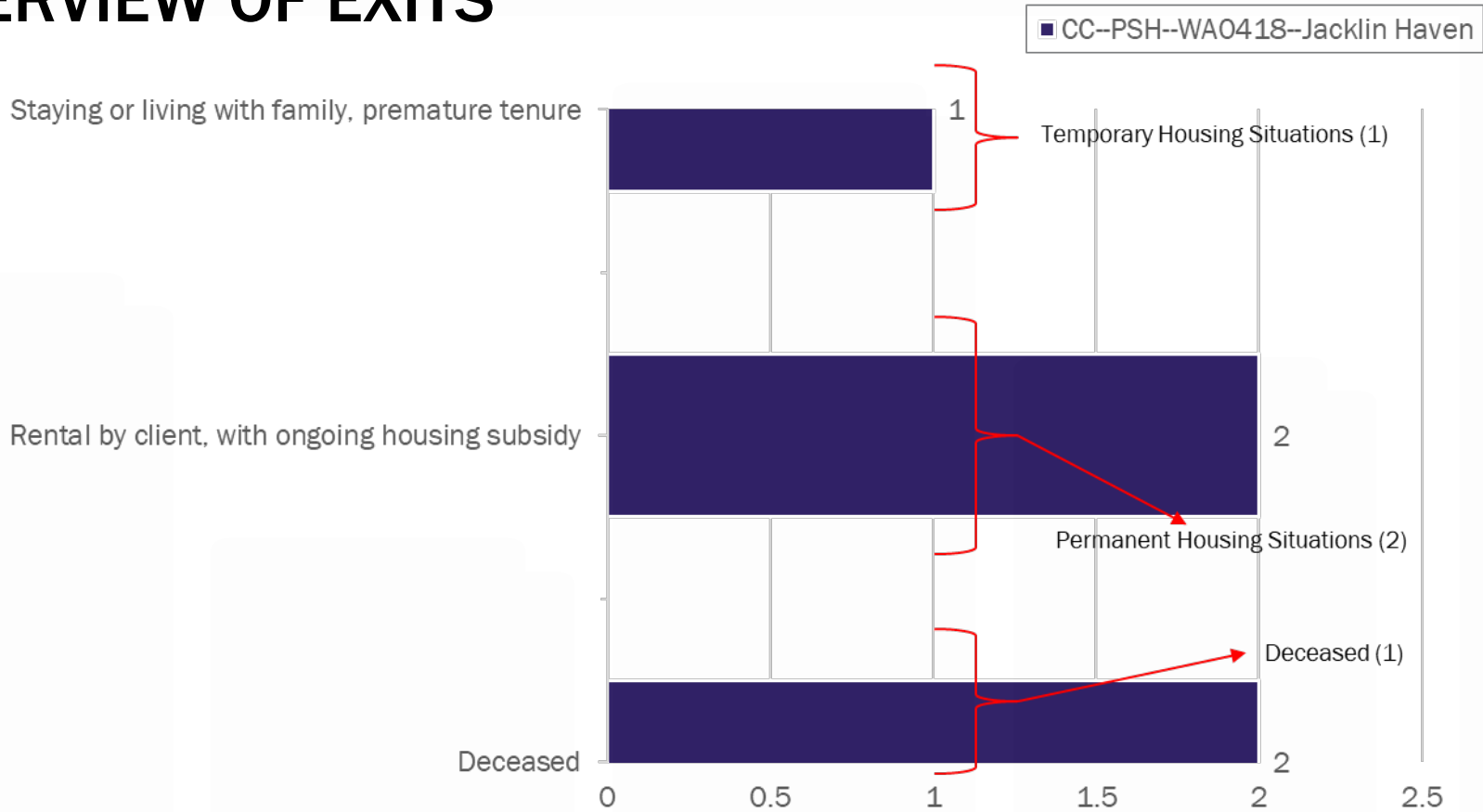


# OVERVIEW OF EXITS

■ CC--PSH--WA0374--Donna Hanson Haven



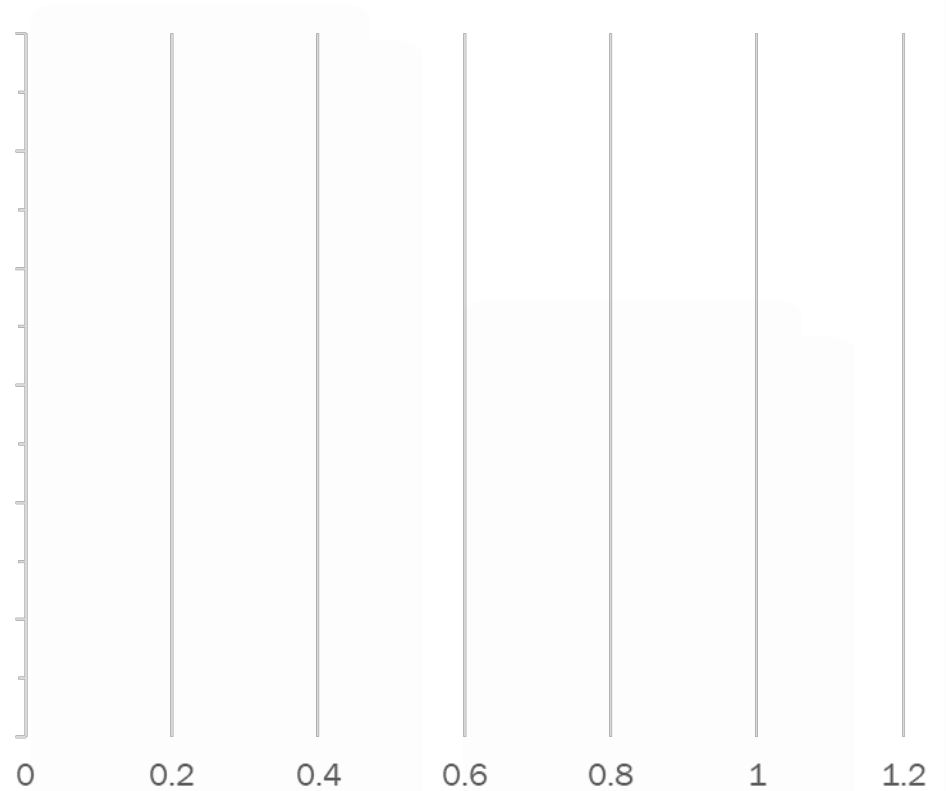
# OVERVIEW OF EXITS



# OVERVIEW OF EXITS

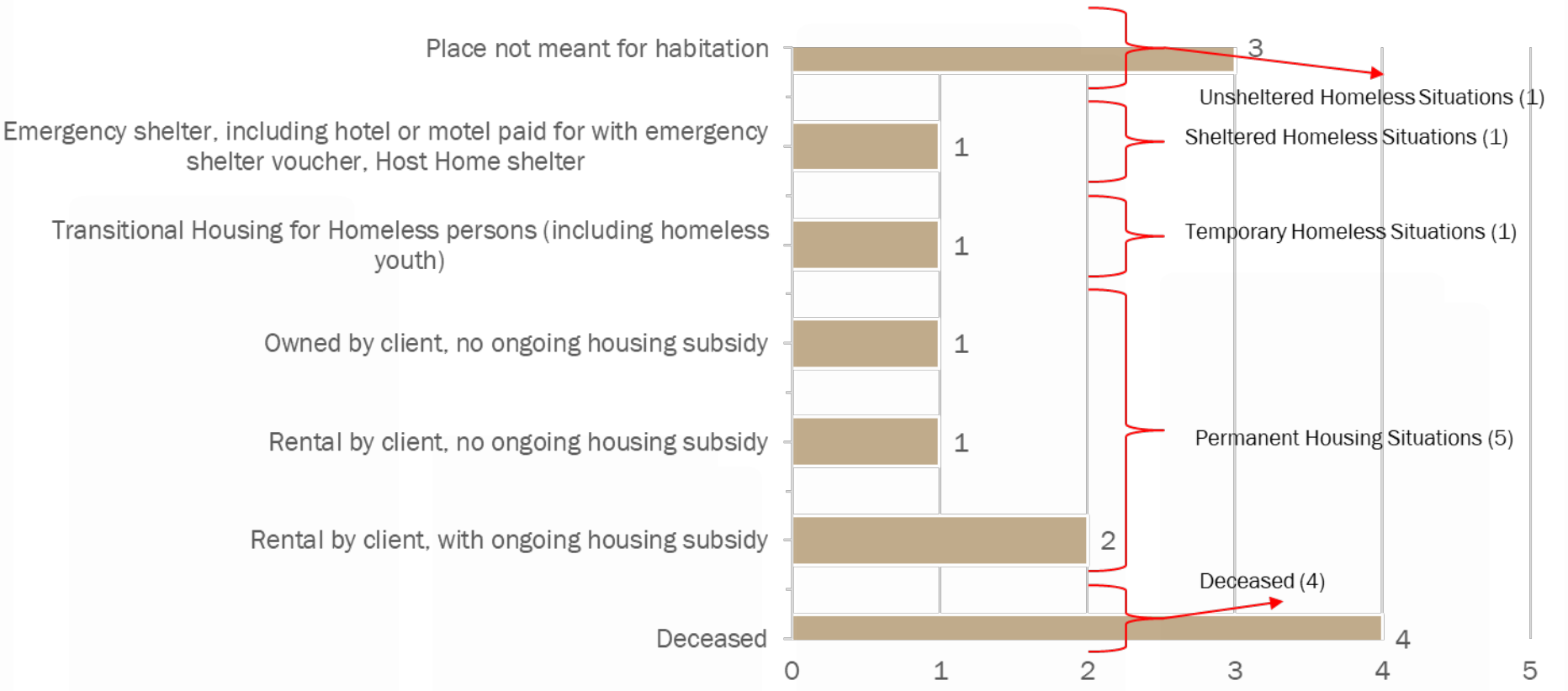
VOA--PSH--Hope House East has no exit data within the timeframe;  
(8/1/23 - 5/10/24)

■ VOA--PSH--Hope House East



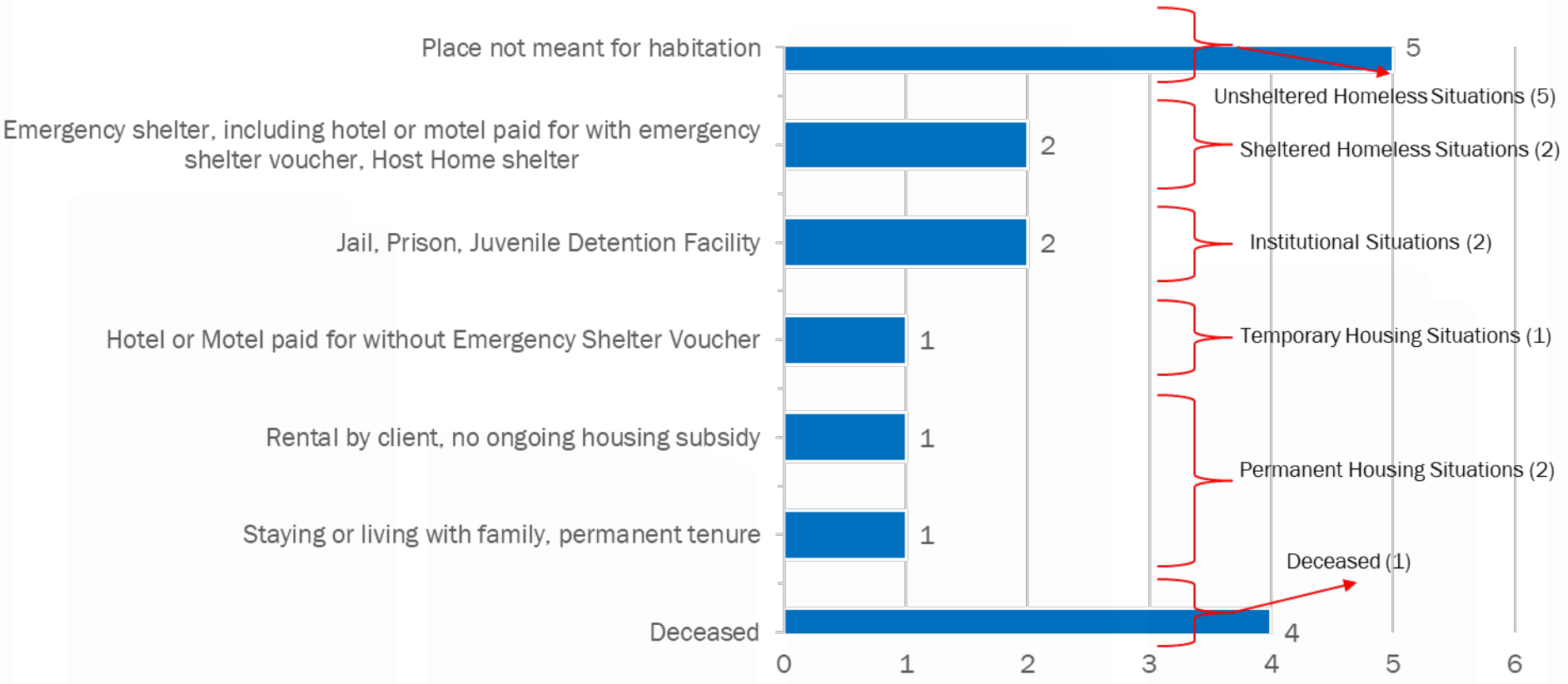
# OVERVIEW OF EXITS

VOA--PSH--Hope House West



# OVERVIEW OF EXITS

VOA--PSH--Scattered Sites



# MAY 2024 SINGLES SUBCOMMITTEE MEETING NOTES

Date: 5/16/24

Members present:

Name	Agency	Update
Arielle Anderson	CHHS	Need to spend YYA RRH/TH money
Tammy Meyers	SRHD	No updates
Elaine	Salvation Army	Beds available at The Way Out Shelter
Stephanie Ervin	BHT	Quarterly Spokane Collaborative will be focusing on YYA homelessness/housing instability
Eric Robison	Spokane Valley	Hiring outreach for Spokane valley Spokane Valley Connect coming up
Amy Johnson	SNAP	No update
Aaron Riley	SNAP	No update
Melissa Morrison	BHT	Warrant Fest
Kate Burke	The Arc of Spokane	
Dale Briese	Community Advocate	No update

Subject	Notes	Comments
5 Year Plan Objective 3-5	Group discussed current objectives and made recommendations for changes and updates.	Notes tracked and will be formalized in a draft to be shared at next subcommittee meeting.
5 Year Plan Performance Measurements	Group began discussing performance measurements but agreed to pause conversation till next meeting.	Arielle will gather information from HUD on performance measures to share with subcommittee.

Next Steps:

- Ami and Melissa will meet to draft 5-year plan recommendations. Recommendations to be discussed at next meeting.
- The next meeting will review performance measures for any recommendations.

**Name of Sub-Committee:** Veteran Leadership

**Name & Role of Person Submitting Report:** Kimberly Nguyen SSVF 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:** 5/14/2024: Microsoft Teams Video Meeting

**In Attendance:**

Shannon Dunkin  
Cailin Carpenter  
Jami Warner  
Kimberly Nguyen  
Sarah Cargill  
Halie Akre  
Phil Swistak

Mariah Walde  
Jarell Daniels  
Arielle Anderson  
Christopher Dorcheus  
Samantha Henness  
Jennifer Wilcox

**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 & Halie Akre



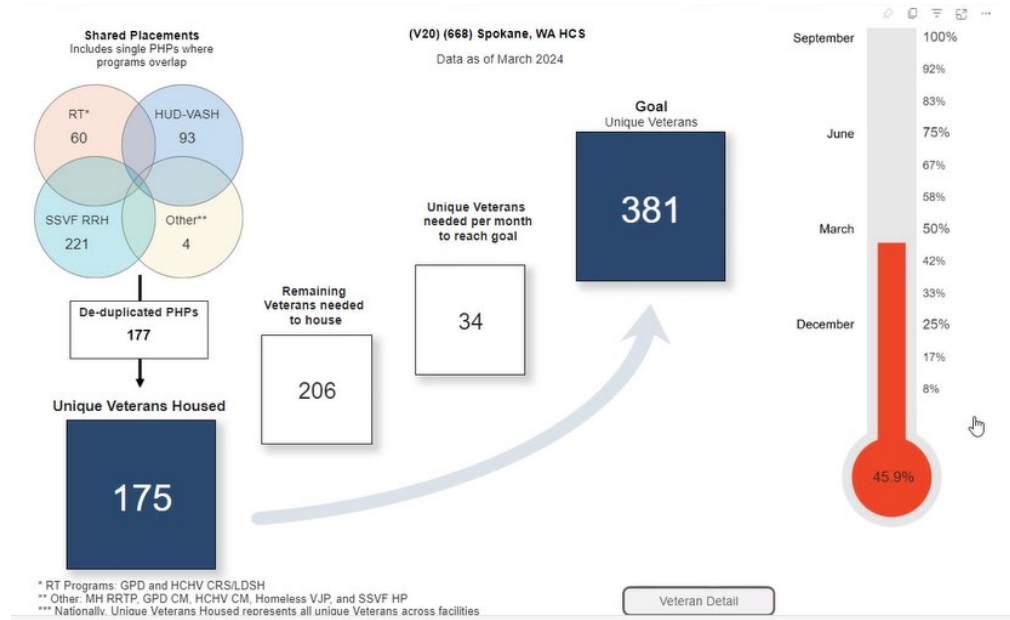
**Kimberly Nguyen- USICH Benchmarks-**

Current USICH Benchmark		Result	
Benchmark A	<b>Newly Identified Veterans</b>	20	
Benchmark B	<b>Dates from identification to housing</b>	49 days	Great number!
Benchmark C	<b>Number of Veterans being housed-Compared to those coming into the system</b>	-2	Meaning 2 More Veterans came into the system compared to our community's number of housed Veteran's for the month
Benchmark D	<b>The number of Veteran's entering into Transitional housing vs entering into the communities system</b>	5.315789474	Positive outcome!
Benchmark D to Transition Housing	<b>Veterans placed into housing from Transitional Housing</b>	19	19 Veteran's moved from Transitional into permanent housing!

**Sarah Cargil- Veteran Case Conferencing-**

- Slower month
- 1 person almost came off of the target list but was unable to be contacted after 3 attempts at Intake.
- 20 people currently on the targeted outreach list.
- Difficulties finding folks if they do not have future check ins at community sites.

# Shannon Dunkin- CY 2024 VA Goals- As of the end of March

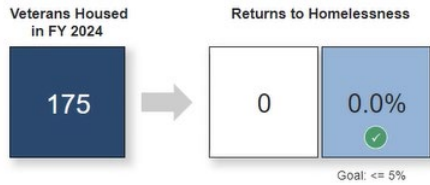


## Goal 2: Prevention of Returns to Homelessness

**Prevention of Returns to Homelessness:** For Veterans who become permanently housed in FY 2024, no more than 5% return to homelessness.

### (V20) (668) Spokane, WA HCS

Veterans placed in housing as of March 2024



Veteran level access is limited to HOMES users.

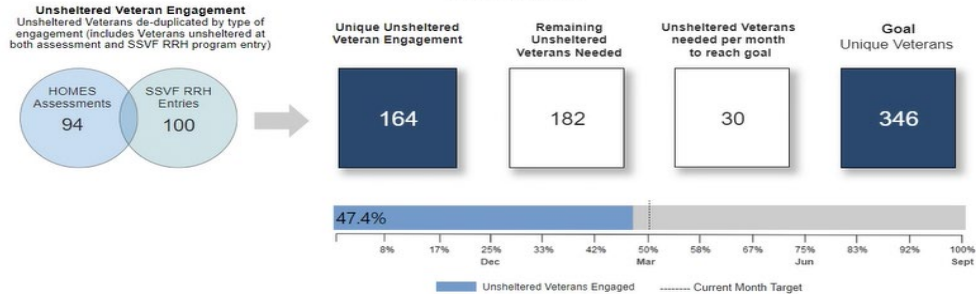
## Goal 3: Engagement with Unsheltered Veterans

### Goal 3: Engagement with Unsheltered Veterans

**Engagement with Unsheltered Veterans:** Nationally, VA will increase outreach to and engage with no less than 40,000 unique unsheltered Veterans

### (V20) (668) Spokane, WA HCS

Data as of March 2024



### **5 Year Plan- Halie**

- Reviewing Objectives
- Kim will send out 5-year plan document proposed items to work on

**Samanth Hennessy**-The overall goal is to work through the 5-year plan as a committee to determine what is to get done with specific timeframes.

For this month- decide what capacity as individuals we have to assist with the 5-year plan.

### **Partner Updates:**

#### **Shannon Dunkin-**

- New HUD-VASH supervisor- Emily who may begin to join these meetings.
- Working with the National Homeless Programs on hiring freeze.

#### **Kimberly Nguyen-**

- Hiring for FY 24 positions at SSVF!

#### **Chris Dorcheus-**

- Second Quarter numbers for claims assistance- 35% of the states claims for quarter 1 and 2. Generated 5.3 million back into our Veteran's pockets!
- Looking to hire 1 VSO- can visit the Spokane County

**Halie Akre-** will be out June 18-July 18<sup>th</sup> on leave.

**Next Meeting: June 11<sup>th</sup>, 2024.**

## **Meeting summary for Equity Workgroup of the CoC** **06/11/2024**

### **In Attendance:**

Adam Schooley – City of Spokane  
AJ – Youth Action Board  
Ami Manning - SLIHC  
Chris Harbert – Family Promise  
Dennis Swennumson - SRHD  
Duaa Rahemaah Hunter - RAP  
Flor Castaneda - ACI  
Heather Wallace – Better Health Together  
Jennifer Wilcox - CoC  
Keri Cederquist – City of Spokane  
Melissa Morrison – Better Health Together  
Pink Varela – Youth Action Board  
Shannon Boniface – CoC, Vice Chair  
Stephanie SiJohn – American Indian Community Center

### **Quick recap**

The team discussed the HUD's priorities for five-year plans, with a focus on affordable housing and reducing homelessness. They also addressed concerns about microaggressions, the need for better training, and the importance of partnerships with health and service agencies. Lastly, they discussed strategies to improve system performance, the tracking of specific data, and the support for local initiatives for affordable housing.

### **Next steps**

- Pink to bring suggestions from the YAB on how they would like microaggressions or unsafe situations to be addressed, and the follow-up process they prefer.
- Reese to reach out to Keri about potentially budgeting for a microaggressions training.
- Duaa-Rahemaah to share ideas from her organization on how to address microaggressions during meetings, and connect Pink for further discussion.
- Reese to send out the HUD priorities document to the group for continued feedback on defining terms and strategies specific to the Spokane community.
- Shannon and Chris to provide guidance on tracking gender identity and orientation data within CMIS and incorporating it into reports.

### **Team Updates**

CMIS meeting June 12 2-3pm Click [here](#) to join the meeting

Meeting ID: 281 624 872 566

Passcode: fJKc3K

Department of Veterans Affairs (VA) LGBTQ Campfire Chat  
June 25, 12:30pm - 1:40pm  
<https://bit.ly/VAPrideChat>

### [Housing Navigator RFP](#)

#### **Addressing Microaggressions and Training Needs**

Pink raised concerns about the lack of follow-up for microaggressions and the need for better training in the community. The group discussed potential solutions, including increased education about microaggressions and better mechanisms to identify participants and manage large group dynamics. Reese committed to reaching out to Keri for a budget for micro-aggressions training, and Pink pledged to bring the issue to the YAB for further discussion. The group agreed to address the concerns and take action to improve the situation.

#### **Hub Priorities and Affordable Housing Discussion**

Reese presented the hub priorities, which included ending homelessness for all individuals, utilizing a housing-first approach, reducing unsheltered homelessness, improving system performance, partnering with health and service agencies, advancing racial equity, improving assistance for 2SLGBTQIA individuals, engaging persons with lived experience of homelessness, and supporting local initiatives to increase the supply of affordable housing. The team discussed the need for specific definitions around "affordable housing" and the importance of considering the needs of individuals with fixed incomes. Reese also emphasized the role of the Coc Board in addressing and advancing the cause of affordable housing.

#### **Defining Housing First Approach and Partnerships**

Chris emphasized the need for a shared definition of a housing first approach in their community, which includes reducing unsheltered homelessness, improving system performance, and partnering with housing, health, and service agencies. Shannon then pointed out that the CoC had previously scored poorly in areas related to partnership with health agencies, specifically due to the lack of direct relationships with such agencies. Shannon suggested that the CoC could improve in this area by formalizing partnerships with MOUs.

#### **Improving Organization Performance and Partnerships**

Shannon emphasized the importance of identifying areas where the organization isn't performing well enough in HUD's eyes and determining what needs strengthening. Reese proposed outreach and partnerships with community-based organizations to address this, including those run by and for people with disabilities, BIPOC, Indigenous, 2SLGTQIA+, communities, as well as mental and behavioral health providers. Reese also highlighted the need to ensure tribal organizations have access to assistance. The discussion also

touched on the need for a shared definition of housing-first in their community and prioritizing those in need.

### **Improving System Performance and Metrics**

Shannon emphasized the need to establish clear metrics and methodologies for assessment, and suggested a standardized approach for extracting and presenting data. Reese raised questions about the cultural appropriateness of success metrics and the need to clearly assign responsibilities for tracking these metrics. The possibility of advancing racial justice and equity within the system was also brought up.

### **Addressing Homelessness and Advancing Equity**

Chris emphasized the importance of measuring positive outcomes beyond permanent housing, such as successful transitional housing, and not leaving out organizations focusing on these incremental steps. Melissa brought up the concept of 'diversion', while Shannon highlighted the need to prioritize safety and consider culturally appropriate views of success. Reese agreed with these points and stressed the importance of partnering with housing, health, and service agencies, as well as community-based organizations, to address unsheltered homelessness. Reese also proposed focusing on advancing racial equity, reducing disparities within the system, improving assistance to the LGBTQIA community, and engaging persons with lived experience. The conversation ended with Reese posing questions about the availability of coordinated entry in more languages and culturally appropriate spaces, as well as the tracking of identity within the CMIS system.

### **Data Tracking, Reporting, and Affordable Housing**

Members discussed the tracking and reporting of specific data, with particular focus on ensuring no crucial information was being overlooked. The team also addressed the challenges related to data collection concerning transgender youth and committed to enhancing their data collection methods. Lastly, the need for supporting local initiatives for affordable housing was emphasized, and a meeting with subcommittee chairs was confirmed for further discussion.

## **Meeting summary for Sub-Committee 5-Year Plan Check-in (06/12/2024)**

### **Quick recap**

Reese sought insights on the 5 Year Plan from subcommittee members, with Ami from the Spokane Low Income Housing Consortium discussing her role in coordinating a low-income housing planning grant. Various subcommittee chairs reported on their progress and discussed the importance of advancing justice and equity, with a focus on tracking identity data to improve access and services for marginalized groups. As next steps, subcommittee chairs were tasked with gathering feedback and sending it to Shannon, who is compiling it for the executive committee, and a narrative was proposed to guide the project.

### **Next steps**

- Subcommittee chairs to send their feedback and recommendations on the 5-year plan to Shannon by July.
- Gage to work on a narrative for the Youth Subcommittee with the notes collected and bring it to the July meeting.
- Reese to work on the narrative for the Equity Group and send it out for their approval.

### **Summary**

#### **5 Year Plan Insights and Low-Income Housing**

Reese asked for insights on the 5-Year Plan from subcommittee members. Ami from the Spokane Low Income Housing Consortium introduced herself and her role in coordinating a low-income housing planning grant to support the 5-Year Plan for homelessness. She mentioned her upcoming task to ensure the Consolidated Plan aligns with the 5-Year Plan and supports community outreach.

# Spokane Youth Action Board CoC Subcommittee

## May 2024

**Name & Role of Person Submitting:** Pink Varela, YAC Chairperson

**Scope of Work:**

**Date & Locations for the month's meeting(s):**

- 05/06/24 Online Meeting via Google Meets
  - 05/20/24 Online Meeting via Google Meets
- 

### Meeting for 06 May 2024

#### Agenda

- YAB May Meeting notes
- Spectrum!
- Upcoming Meetings
- YAB YCEC Vote
- Chairperson Discussion
- BOLD Workshop
- PSY Hiring Consultants
- Warrant Fest
- eQCC Save- the- Date
- OHY Art Calls
- Community Updates

#### Minutes

##### I. Meeting Details

**Meeting Lead:** Pink Varela

**Notetaker:** Pink Varela

**Date:** 06/04/2024

**Time:** 4pm

**Location:** Google Meets

##### II. Attendees

Board:



Gage Spicer (he/him) , Jordan Pingitore (he/him), AJ Sanchez (he/him), Pink Varela (they/them), Finn Rankin (they/it)

Other:

Roo Ramos (they/them) , Executive Director at Spectrum Center

KJ January (she/they) , Director of Advocacy at Spectrum Center

Silas Elordi (he/him) , Advocacy and Policy Organizer at Spectrum Center

### **III. Absences**

Noteable: Anthony Rankin

### **IV. Call To Order**

4:05pm - Called to order by Pink Varela

### **V. Old Business**

4:35pm - YCEC Vote/ Chairperson Conversation

- YCEC Vote: anonymous vote through Survey Monkey, Pink Varela voted in unanimously as the next YCEC at Spectrum Center Spokane
- Chairperson Conversation: Discussing the expectations and actual work of the YAB Chair and how Pink has been doing work that SHOULD NOT be expected of the YAB Chair

### **VI. New Business**

4:07pm - Introductions and icebreaker

4:11pm - Welcome Spectrum

- Roo Ramos giving intro of Spectrum Values
- Questions from RFI answers set for later after building relationship through a Spectrum In-Person Meeting
- LOOKING FOR GRANTS!

### **VII. Other Items**

Pink will send to member via email

### **VIII. Adjournment**

ADJOURNED by Pink Varela at 5:00pm

## **Meeting for 20 May 2024**

### **Agenda**

- Spectrum Stipend Process
- Upcoming Meetings

- Family Promise Meeting - \$100 gift card opportunity
- New Bylaws Introduction
- Approval for media and forms
- Commerce 5 Year Plan Feedback Collection
- OHY Art Calls
- OHY Stipend Updates
- YCEC Work Check In
- Community Updates
- 

## **Minutes**

### **IX. Meeting Details**

**Meeting Lead: Pink Varela**

**Notetaker: Pink Varela**

**Date: 05/20/2024**

**Time: 4pm**

**Location: Google Meet**

### **X. Attendees**

Board:

Pink Varela, AJ Sanchez, Anthony Rankin, Finn Rankin, Jordan Pingitore

### **XI. Absences**

Noteable: Gage Spicer

### **XII. Call To Order**

4:06pm - Call to order by Pink Varela

### **XIII. Old Business**

4:07pm - Icebreaker

### **XIV. New Business**

4:10pm - Spectrum Updates

- Stipend Policy
- Planning in person event with YAB and Spectrum Staff at Office

4:15pm - YCEC Work Update

- Update on first week
  - onboarding & staff meeting
  - YHDP Connection
  - ACI update
  - YAB Materials
    - Physical materials
    - Outreach Outlining - flyers, colleges, community colleges, NE Community Center, Plaza
  - CoC Retreat Training Follow Up
    - Looking for follow up policy on Microaggressions
    - Follow up on hospitals being expected to do full housing casework
- Supervisor: KJ January and Silas Elordi

## **XV. Other Items**

4:54pm - BOLD Workshop

4:56pm - Warrant Fest

5:05pm - Community Updates

- Proposition 1

## **XVI. Adjournment**

5:11pm - Meeting adjourned by Pink

## Youth Subcommittee Notes 5/9/24

Attendance: Shannon Boniface, Aaron Riley, Anthony Rankin, Flor Casteneda, Heather Wallace, Jennifer Giammona, Jennifer Wilcox, Melody Youker, Jon Naught, Serena Graves, Terrance, Zili Chang, Gage Spicer, Wendy Alderson

### Agenda:

- Intros (Name, pronouns, Role)
- 5-Year plan review
  - Matrix review as a group
- New Co-Chair nominations
- ACI Core Team updates – Flor
- YAB Update – Pink
- Community updates
- Closing

5-Year plan review: Check attachment for notes on what we added to the plan

New Chair Nominations: please send any nominations to me.

ACI Core Team updates: Next meeting time is June 5<sup>th</sup> from 3 to 4:30.

If you have any questions about ACI email Flor – [florc@unitedwayspokane.org](mailto:florc@unitedwayspokane.org)

YAB Update: Now officially a part of Spectrum Center Spokane! Pink is the new YAB coordinator, Their Email is [pink@spectrumcenterspokane.org](mailto:pink@spectrumcenterspokane.org)

Youth Subcommittee notes 6/13/24

Attd. Gage Spicer, Amanda Kelley, Arielle Anderson, Aaron Riley, Mabel Elsom, Flor Castaneda, Heather Wallace, Jennifer Wilcox, Adam Schooley, Silas, Stephanie Ervin, Zili Chang, Jasmine Pacheco, Shannon Boniface

**New YSC meeting time: second monday of every month from 1:30 PM to 3 PM**

Co-Chair election

- Postponed until next month, nominations still open

5-year plan review

- Gage to create a short narrative covering the things discussed in our previous meeting and share out to the group for approval.

YHDP Projects

- Holding space in YSC meetings to discuss ongoing support and updates from YHDP projects moving forward, monitoring and assessing the health of the programs
- Slow spend down for these projects – the city is submitting a request to extend the project deadlines to the end of the year
- Host Homes project must be picked up by an organization in the community before the end of the fiscal year or the community will lose that ongoing money in the next fiscal year

ACI Updates

- ACI coordinator position needs a new host organization, an organization not receiving funding for youth and young adult services
- If you have any suggested hosts, please reach out to me.
- 305 actively homeless youth and young adults in Spokane county on the by name list as of April 2024

Community Updates

- VOA Young Adult Shelter will be changing to 9 to 5 M-F Outreach services starting July 1<sup>st</sup> 2024 – reach out to Wendy Alderson if you have any questions – [walderson@voaspokane.org](mailto:walderson@voaspokane.org)
- Spokane Collaborative meeting coming up – reach out to Stephanie Ervin at BHT for more information – [stephanie@betterhealthtogether.org](mailto:stephanie@betterhealthtogether.org)

