



CONTINUUM OF CARE BOARD AGENDA  
September 25, 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 (August 2024) and Current Agenda  |
| 3:15-3:45 | RFP Committee Update (Jon Klapp, CHHS)  |
| 3:45-4:00 | CMIS Team Report Out <ul style="list-style-type: none"><li>• MDQR Process Update</li><li>• PSH Update</li></ul> |
| 4:00-4:25 | Jurisdiction Report Outs (Spokane County, Spokane Valley, City of Spokane)                                      |
| 4:25-4:35 | ACI Update (Pink Varela, Spectrum Center Spokane)   |
| 4:35-4:45 | Five Year Plan Update (Ami Manning, SLIHC)  |
| 4:45-5:00 | Point in Time Update (Melissa Morrison, CHHS)   |

# Continuum of Care Board

August 28, 2024  
Meeting Minutes

Meeting called to order at **3:03 PM**.

## Attendance/Introductions

- **Board Members Present:** Marilee Roloff, Daniel Klemme, Gloria Mantz, Reese McMullin, Micah Kaluzny, Shannon Boniface, Aaron Riley, Mary Logan, Dawn Kinder, Matt Anderson, Chris Mckinney, Samantha Hennessy, Donna Sharp, Lacey Bacon, Kelly Keenan.
- **CA Staff Present:** Arielle Anderson, Jon Klapp, Amanda Martinez, Melissa Morrison, Adam Schooley, Cyruz Campos, Lucas Masjoan, Nicolette Ocheltree
- **Guests Present:** Dale Briese, Jen Haynes-Harter, Ami Manning, Heather Eddy, Blake Keller, Suzanna Phillips

\*\*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 Mary Logan, **to approve the July 24, 2024, minutes; approved unanimously.**

## Approval of the Board Agenda:

**MOTION** by Marilee Roloff, seconded by Mary Logan, **to approve the August 28, 2024, meeting agenda; approved unanimously.**

## Discussion and Action Items:

CoC Competition Update: Jon Klapp presented an update on the FY2024-FY2025 CoC Competition. This year the application cycle changed to a two-year cycle. The renewal RFP process is underway for funding, reallocation, and expansion of current programs. New changes include the two-year funding cycle, cost of living adjustments for supportive services and HMIS costs, and a new priority area for “Building an Effective Workforce”, and the tiered funding structure has been adjusted with Tier 1 set at 90% funding, and a 10% allocation for Tier 2 projects.

Key dates are the September 6, 2024, application due date and the October 9, 2024, Special Meeting for project voting – a quorum must be at the Special Meeting. The program year begins August 1, 2025, with funding staggered based on the NOFO cycle. The application process involves housing first assessments, RFP evaluation committee reviews, and a final vote by the CoC Board. Discussion followed.

CMIS Team: Amanda Martinez provided information on the Agency Partnership Agreements and the User Agreements for CMIS. Her team is currently working with the City Legal department to tighten up the language in the agreements and wants to submit them to the CMIS Committee and CoC Board for input. The CMIS Team is also meeting with PSH projects in early September to

discuss potential adjustments to project setups in CMIS to ensure the accuracy of the inventory and performance reporting. Discussion followed.

County Update: Chris Mckinney provided an update on the County's stakeholder engagement meetings and invited anyone to attend, the next will be held in the Northeast Community Center on October 1, 2024. These meetings will influence future RFPs, the 5-Year Plan, and Consolidated Plan.

Spokane Valley Update: Gloria Mantz reminded that the Valley won't have its own 5-Year Plan as it works with the County, but to assist with outreach in Spokane Valley, they will have a booth at Valley Fest and a Farmers' Market the last weekend of September to guide the Valley's portion of the plan.

Spokane City Update: Arielle Anderson provided a brief update on the recent RFP that is being presented to City Council. The City is working closely with providers to address the reduction in shelter beds and explore alternative solutions. Discussion followed.

Behavioral Health Applicant:

**MOTION** by Marilee Roloff, seconded by Matt Anderson, **to approve Blake Keller to the Behavioral Health position of the Continuum of Care Board; approved unanimously.**

Special Meeting in October:

Reese McMullin asked if anyone has a conflict with the Special Meeting in October. A quorum is needed, or the meeting can't accomplish a vote. Shannon also reminded everyone that the regularly scheduled October meeting will need a quorum to vote on the Consolidated Plan.

**MOTION** by Gloria Mantz, seconded by Marilee Roloff, **to approve holding a special meeting on October 9, 2024, from 3:00 P.M. to 5:00 P.M so the Board can review and vote on the RFP Committee's recommendations for the renewal applications; approved unanimously.**

5-Year Plan: Ami Manning reported that they are working on consolidating recommendations from the subcommittees into one place and to overlay the Commerce priorities with them to make sure local and state priorities are cohesive and included. There is an MOU with some healthcare agencies being developed to help make the CoC more competitive and reflect more of the work the CoC has been doing. There is also work being done to amend some of the measures and add prevention to them.

Hunger and Homelessness Awareness Week: Suzanne Phillips gave a brief history on her work and role and then provided an overview of the Hunger and Homelessness Awareness Week at Spokane Community College that is starting on November 18, 2024. The week will include a farmers' market, foodbank, and educational activities. She is trying to gather other resources, information and support or connections to make the week as successful as possible. Discussion followed.

Volunteers of America: A brief update on Youth and Young Adult Coordinated Entry System, including hiring a new case manager and rebuilding efforts. Working on the by-name list and case conferencing as well as data cleanup. There have been 26 young adults helped by the YTH program since November 2022, with 15 exiting to permanent housing.

**Announcements:**

SNAP: Amy shared that the SALA training is complete in over half of the satellite sites, and they are expected to have it completed in a couple of more weeks. A lot of excitement around the SALA tool.

**Adjournment:**

**Meeting Adjourned at 4:40 PM.**

The next CoC Board Meeting is scheduled for **September 25, 2024, from 3:00-5:00 pm.**

DRAFT





- Continuum of Care  
Renewal RFP  
FY2024-FY2025

City of Spokane Continuum of Care



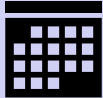





# Renewal RFP

- Annual application process for the continued utilization of HUD Continuum of Care project funding by previously funded programs
- Applicants submit renewal applications to the City
- Performance Data, Housing First Assessments, and Narrative Responses are reviewed by the CoC Evaluation and Review Committee
- Rankings and Recommendations are developed and provided to the CoC Board for either confirmation or adjustment before a formal vote occurs



# What's Different this Year?

FY2024-FY2025 NOFO	
	Applications required once every two years
	Cost of Living Adjustments awarded for Supportive Services and HMIS Costs
	10 HUD defined priority areas including the newly added "Building an Effective Workforce" priority
	Tier 1 set at 90% of Funding

# Timeline

## Key Dates

- September 6<sup>th</sup> - Applications due
- September 12<sup>th</sup>-October 4<sup>th</sup> : RFP and Evaluation Committee review
- October 9<sup>th</sup> – CoC Board special meeting and vote
- October 30<sup>th</sup> – HUD application closes
- August 1<sup>st</sup>, 2025 – Program year begins

Monday	7/15/2024	Announce Renewal RFP on CHHS Department website, <a href="http://spokanechhs.org">http://spokanechhs.org</a> , and by email distribution to currently <b>funded</b> CoC Projects.
Wednesday	7/31/2024	RFP & Technical Assistance Workshop. One-on-one Technical consultation available through 8/26/2024
Wednesday	8/21/2024	Performance Measure Data distributed to Renewal Applicants
<b>Friday</b>	<b>9/06/2024</b>	<b>Applications Due by 11:59 PM PST. Late submittals will not be accepted.</b>
Monday - Wednesday	9/09-9/11/2024	Housing First Assessments
Thursday – Following Friday	9/12-9/20/2024	CoC RFP & Evaluation Committee Introductory Meeting
Friday	10/04/2024	CoC RFP & Evaluation Committee Final Meeting
Wednesday	10/09/2024	CoC Board Special Meeting, Vote
Friday	10/11/2024	Notification to Applicants (ranked, rejected, reduced, or reallocated)
Wednesday	10/30/2024	HUD Application Closes
Friday	8/1/2025	Program Year FY 2024 Begins

**\*The City reserves the right to revise the above schedule. Changes to this schedule will be posted on the CHHS Department website at <http://spokanechhs.org/>**



Questions?

Thank You!





# CMIS Committee Minutes

## I. MEETING DETAILS

Chairperson: TBD

Co-Chair: Matthew B. Anderson, PhD

Co-Chair: Mark Michaelis

Date: June 14th, 2022

Time: 2:00 PM

Location: Virtual (Microsoft Teams)

## II. ROLL CALL.

The following persons were in attendance:

- Matthew Anderson
- Chris Harbert-Erceg
- Eric Robison
- Flor Castaneda
- Hanna Berkoff
- Kurt Husler
- Kimberly Nguyen
- Chris McKinney
- Shannon Boniface
- Joe Ader
- Tara Mugica
- Mark Michaelis
- Lucas Masjoan
- Amanda Martinez
- Cyruz Campos
- Melissa Morrison
- Adam Schooley
- Jon Klapp

The following persons were absent: N/A

## III. Meeting Minutes

- Monthly Data Quality Report Updates
  - The CMIS team has saved approximately 65.5 hours of work every month thanks to the automation of parts of the process. Thanks to Cyruz for his hard work on the automation. Please see attached for the document that was put together explaining how the automation saves us time.
- Review of CMIS User Agreement  
(<https://static.spokanecity.org/documents/chhs/hmis/trainings/cm-is-user-agreement-2020-09-21.pdf>)

- The committee discussed a couple of different parts of the agreement that at first glance seemed like they could be improved.
- Action Item: Committee members will review the user agreement more in depth and provide feedback.
- Evaluation of the Structure of the Committee
  - Discussion occurred over how the committee should be structured overall, if it should be staff lead or if staff should just be providing support. Further clarity is needed on the role/objective of the Committee and Committee Co-Chair. Could be helpful to include the Committee Co-Chair position description to the governance charter.
  - 6.3.1.c HMIS and Evaluation Committee  
(<https://static.spokanecity.org/documents/ending-homelessness/coc/spokane-city-county-coc-governance-charter-20223-01-11.pdf>)
- Anonymous Policies
  - Discussed some background information for anonymous clients and current policies and procedures, and the need to be compliant to state and federal regulations.
  - Action Item: Committee members will research anonymous policies clients in other communities.
- PSH Project Set-Up
  - CMIS team provided notice to the Committee that they will be working with the Permanent Supportive Housing Projects to determine the best way the projects should be set-up in CMIS.
- Agencies Awaiting Access to CMIS
  - Completed a review of the current list of agencies awaiting access to CMIS and determined that agencies on the list who have not yet been onboarded should be contacted to determine if still interested. Discussion occurred surrounding the development of an agency onboarding prioritization procedures.
  - Action Item: Create a Policy and Procedure using the existing criteria and research what other communities are doing.
- API
  - Brief overview of the conversation that occurred with Eccovia. An API research group has been created to explore how different communities are using API. Chris will be leading the group and Mark would like to be involved. Discussed how it would be great to have a list of questions for the research group to look into.

### III. ADJOURNMENT.

Next scheduled CMIS committee meeting is October 9<sup>th</sup>, 2024, at 2:00PM

Location: Microsoft Teams



#### **CMIS Committee Responsibilities**

- Assist with determining the guiding principles and vision for the CMIS program, including strategic planning.
- Assist with expanding CMIS participation and reducing reliance on 'legacy' databases, including: coordination of resources, coordination of data integration, and determination of policies and procedures.
- Advise on governing policies and procedures for the CMIS program.
- Review and provide input on the CMIS cost structure.
- Evaluate and propose modifications to CMIS program priorities, including scope of work.
- Provide input on the minimum data requirements for CMIS participating projects.
- Define criteria, standards, and parameters, for the release of aggregate data and reports out of the **CMIS**.
- Advise on compliance and privacy protection provisions in the administration of the CMIS.
- Advise on CMIS trainings, including course content and training options.
- Participate in the selection of the CMIS software used by the CoC.
- Set and evaluate performance standards for CMIS Lead.

## MDQR – Saved Staff Hours

With the recent requirement of the MDQR process for all organizations participating in CMIS, the CMIS team has automated most tasks related to the MDQR to avoid overloading the team's capacity. However, some tasks remain manual, such as pulling a "master" MDQR report of all projects in CMIS, manually formatting the CSV files into a table, and saving them as XLSX files. We have also added a new manual task of filtering the rows for DQ1, which will be covered later in the document.

After these manual tasks, the power automation processes the MDQR Microsoft List to retrieve the participating project names, creating a new XLSX file for each project, and naming the file; "<Month> <Year> <Project Name in CMIS> MDQR.XLSX."

Once the files are created, the power automation then generates a new worksheet and table for each file, filtering the master MDQR report to populate the corresponding project's DQ in each file. For example, if running DQ1, the automation processes only the DQ1 rows, filters them by project, and copies them into the respective project's MDQR file, for the corresponding DQ table and worksheet. This process is repeated for DQ2 through DQ7.

Originally, this one power automation took over 30 hours to complete. Which was processing over 66,000 records from DQ1-DQ7.

- DQ1 – 19:25:14
- DQ2 – 03:20:07
- DQ3 – 02:44:42
- DQ4 – 01:40:30
- DQ5 – 02:51:52
- DQ6 – 01:26:33
- DQ7 – 00:55:34
- Estimated Total – 32:00:00

For the next month, we made some revisions to ensure that this process would not take as long. As stated previously, we added a new manual task of filtering the rows for DQ1 to only have records that were, "Total Number of Persons Served." This downsized our DQ1 file to be able to be processed faster. In addition, our power automation needed to reference DQ1 to process DQ3, which also made the process faster for DQ3 respectively.

- DQ1 – 05:00:50
- DQ2 – 03:16:37
- DQ3 – 01:22:55
- DQ4 – 01:29:27
- DQ5 – 02:46:00
- DQ6 – 01:09:58
- DQ7 – 00:47:37
- Estimated Total – 15:00:00



Once the files were completely processed and created, we had to automate the process of removing PII (Personal Identifiable Information) and formatting the newly created files by deleting the “sheet1” worksheet and a few other worksheets. We accomplished this by creating a script that deleted the “name” column on each worksheet (which contained PII), then deleting “sheet1,” DQ1, and DQ6. Once the script was tested, we inserted that script into the power automate which ran the script automatically for the 125+ newly generated MDQR files.

- Deleting PII and additional worksheets – 07:02:55

Once the files were completely processed, we then made a power automation to send communications out to the respective organizations that were participating in the MDQR. With the push of a button, we were able send a formatted email with an attachment of each project’s MDQR error sheet and an MDQR How-To procedure document. We made two versions of this email power automation. The initial communication email is scheduled to send an email out on the 1<sup>st</sup> of each month automatically, and an “error report” email that was a push button - power automate which would send an email when we felt that the MDQR files were processed completely. (Please see example of email in attachment A)

- Initial Email: 00:00:04
- Error Report Email: 00:03:30

After a discussion with the CMIS team, we have concluded that each project, if done manually, from the start of pulling the report in CMIS, formatting the spreadsheets, confirming the errors that need to be fixed, to sending out the email to the Point of Contact for the MDQR. It would take roughly 30 minutes for one project.

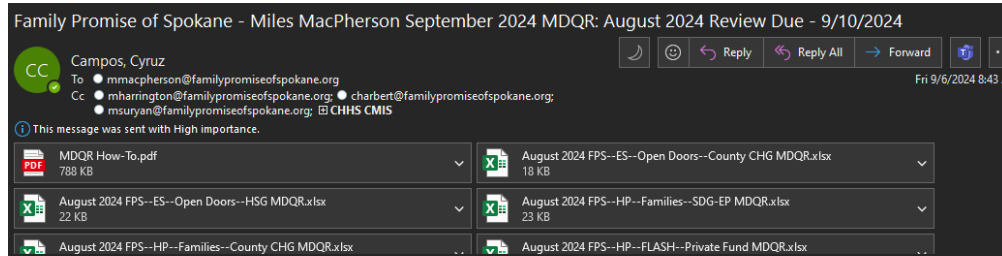
If we take that into consideration for the 131 projects that we process for MDQR, it will equate to a little over a week and half of work that must be done every month only to have the MDQR prepped. This does not include the troubleshooting process or the back-and-forth communication.

- [30 minutes per project] x [131 projects that are participating for the MDQR] = 3930 minutes
- [3930 minutes] / [60 minutes per hour] = 65.5 hours

On average, per month, we are saving 65.5 hours in total for setting up the MDQR for all the participating HMIS projects!

In total the power automate is running an average of 22 hours per month on the back end, which lets the CMIS team focus on their day-to-day systems support and other various projects!

## Attachment A:



## Monthly Data Quality Report

Hello Miles MacPherson,

Attached is the spreadsheet detailing the data quality errors that remain for each project in the MDQR. Attached is a guide for the MDQR process, it includes information on how to run the report in CMIS and an explanation of the contents in each table.

The deadline for submission this month is Tuesday, September 10, 2024.

### As part of your final submission, please include the following:

- Please make sure all reports are submitted to CHHS Reports ([chhsreports@spokanecity.org](mailto:chhsreports@spokanecity.org)).
- Please ensure you include the PDF of the MDQR. If you have multiple projects, you can submit one PDF for all the corresponding projects.
- The email must contain the **names** of the projects for which the data was reviewed and must include a statement for each project verifying that the data is both **complete and accurate**.
- After the MDQR is submitted, the CMIS team reviews the submission and will respond with either a notification of the completion, or a request for additional changes.
- If we ask for additional changes to the MDQR, once you have completed the changes, please resubmit a PDF of the MDQR, and be sure to include the list of projects and a statement that the data is both **complete and accurate**.

### Additional Information:

- If you are going to be requesting an extension, please inform the CMIS team prior to the 10th of the month deadline.
- Any reports submitted more than 7 calendar days past the due date without an extension will not be counted.
- Any reports missing "Enrollment CoC" or other fixable errors will be returned for resolution.
- The alternate contacts need to be updated as well if you delegate parts of the MDQR process to someone else OR you want someone to be included on all emails. Please ensure these are correct and reach out if someone needs to be added or removed. You may have multiple alternate contacts.
- Should any of these required elements be missing with your submission it will be considered incomplete for the month.
- Please also use this email thread when responding to any inquiries, as we will be using it to help keep all communication easily accessible.

### Projects Included:

- FPS--ES--Open Doors--County CHG
- FPS--ES--Open Doors--HSG
- FPS--HP--Families--SDG-EP
- FPS--HP--Families--County CHG
- FPS--HP--FLASH--Private Fund
- FPS--RRH--FLASH--Private Fund



## Youth Subcommittee Notes 9/9/24

**Attd.** Catherine Smith, Rhiannon Tucker, Adam Schooley, Amanda Kelley, Kim Proffitt, Silas, Sarah Miller, Pink, Wendy Alderson, Anthony Rankin, Flor Castaneda, Tracy Watson

### **Intros**

### **YHDP Project check ins:**

#### Family Promise – TH (18-24)

- 15 move outs since program inception
- 9 new referrals
- 3 move outs today

#### VOA – Youth CE

- Sending referrals to all youth programs
- Cleaning up community data
- Starting up Case conferencing meetings

#### VOA – SSO

- YouthReach team is fully staffed up
- Out in the community every day

#### CC – Host Homes

- Working on getting under 18 referrals – CE does not need parental consent to enroll youth into CE
- 1 client enrolled in the program

### **City Updates:**

- Contract adjustments from the city will include SALA Assessment training
- Finalized letters for FY 2023 coming out soon

### **Anchor Community initiative Updates:**

- Starting up meetings again – Core Team, Data Workgroup, Case Conferencing (will need a new signed confidentiality agreement to attend)
- Focuses for this year are Marketing services to YYA and Starting up housed for the Holidays for this year
- ACI HUB link: <https://sites.google.com/spectrumcenterspokane.org/spokane-aci-hub/home>

### **Community Updates:**

- Sarah Miller (Heart Liaison for SPS) - If there any troubles enrolling students into school, reach out to get that process moving along – 509-354-7302 or [sarahmi@spokaneschools.org](mailto:sarahmi@spokaneschools.org)
- 5-Year plan updates in our next meeting

### **Closing**

## Homeless Provider Community Call 8/19/2024

Attendees: Betsy Bertelsen, Mackenzie Driscoll, Kira Lewis, Anne Raven, Kayla Myers, Candice McKee, Tracie Nunez, Gidget Willoughby, Sarah Isakson, Eric Robison, Tammy Meyers, Gerriann Armstrong, Sofia Ramos, Elaine Mansoor, Dena Carr, Leona Flowers, Heather Baker, Keri Cederquist, Zach Smith-Williams

Reminder: September 2 meeting is cancelled due to Labor Day holiday

### SRHD Epi Update from Betsy

- 1 Covid outbreak in a shelter
- Continued high rates of Covid county wide
- Continued high rates of pertussis which could go up with the start of school

### Immunizations Update from Kayla at SRHD

- Trying to get clinics scheduled for when we have 2024/25 Covid and flu vaccines
- Expect to hear from Sharon regarding scheduling
- Upcoming clinics on SRHD Events page: <https://srhd.org/events>

### Update from Sarah at Providence Community Clinic

- Not many people coming in for Covid testing despite high numbers

### Update from Elaine at TSA

- Backpacks for kids (K-12) available from 10-3, Monday-Friday at the Family Resource Center at 204 E Indiana Ave

### Update from Leona at Hope House

- Most people out of isolation
- 8 originally positive for Covid

### Update from Gerriann at The Way Out

- Processing applications that have come from treatment providers in past 2 weeks
- Continue sending referrals

### Update from Tracie at UGM Women's and Children's

- Busy, only 2 beds available

### Update from Keri at City of Spokane

- Most recent homeless services RFP will be going before council this week

### Update from Gidget at Revive

- Continuing to do assessments
- FCS is currently closed so Revive is having to find other resources