



CONTINUUM OF CARE BOARD AGENDA

APRIL 23, 2025

3:00PM-5:00PM

IN-PERSON

Spokane Housing Authority

25 W Nora Ave 99205

VIRTUAL

([CLICK HERE](#) FOR TEAMS LINK)

- | | |
|-----------|--|
| 3:00-3:10 | Roll Call of Board Members |
| 3:10-3:20 | Approval of February and March Minutes and April Agenda |
| 3:20-3:30 | ACTION→ Permanent Supportive Housing Funding Policy (VOA/CCEW/SHA)

PROPOSAL: Permit CoC supportive service funding for PSH households to be prioritized through Coordinated Entry, so that the funding follows the household rather than being tied to a specific housing unit |
| 3:30-3:40 | ACTION→ HMIS Fee Schedule Proposal (sliding scale) |
| 3:40-4:15 | CoC QPR Presentation |
| 4:10-4:15 | CoC Board Retreat 2025 |
| 4:15-4:30 | Collaborative Applicant Update

Point In Time Count

Workforce Training (Objective Five of the Five-Year)

Coordinated Entry Symposium (Byron Haworth) |
| 4:30-4:45 | Jurisdictional, Sub Committee, Community Updates |

CoC PSH Waitlist

Current Situation

- PSH Units that require a PBV are referred from a first-come first-served waitlist from SHA.
 - This is a HOME Requirement
- CoC requires PSH service funding to go through Coordinated Entry.
- This creates an internal conflict between two HUD requirements.
- HUD will not yield on the HOME requirement.
- SHA, CCEW, VOA, and the City have been meeting to develop ideas to resolve this issue.

What We're Proposing

- CE Prioritization of PSH clients with Permanent Rental Assistance
 - Clients will be referred from the SHA waitlist.
 - SALA and CE enrollment will be completed at briefing.
 - SHA will either work to become a satellite site for SHCA/HFCA, or coordinate to assist clients in completing the CE process.
 - Service provider will request a referral through CE.
 - With this prioritization, we expect a large number to come from the PBV waitlist, but we also expect to see clients with TBV or other rental assistance that we can serve.

Advantages to this Prioritization

- We will be able to serve the largest possible number of clients in PSH, as the funding will be going to service funding and not primarily to rental assistance.
- This gives us an opportunity to work with recipients of other rental assistance projects that might be time-limited in being able to use their voucher and find housing with supportive services.
- This will keep consistency in the system with the current situation, while getting into compliance with our regulations.

Any Questions?

- CoC Board Meeting Notes
- Follow up with Jennifer Wilcox re: Board member still? Lived Experience etc...
- Executive Committee membership update was given
- Matt Moves, Reese seconds motion to approve 1/25 minutes. Passes Unanimously
- Jurisdiction Updates
 - County from Chris
 - Homeless Services applications will be reviewed and delivered on 3/13. 3/25 commissioners will be briefed.
 - Valley
 - RFP for land has had 3 applicants, all include home ownership
 - Eric has been reviewing draft of 5 year plan
 - City of Spokane
 - Continue to work up additional scattered site centers.
 - High utilizer / hot spotters contract. Contract to identify high utilizers of shelters, jail and ERs. Working with precinct, community court and crisis stabilization center. Provide wraparound case management. They are also convening for provider meetings. 20-40 clients at a time, physician nurse and community healthcare workers
 - Promising outcomes.
 - Including a provider with Code and PD as they go out to address camping calls. Provider comes out prior to Code/PD
 - Reese advised that this is hard work to do and worthwhile
 - Carlos updated - RFPs for CDBG capital projects, and public services. selections made last week. Are going forward to CHHS board. Park improvements type of ones going out next week.
 - 5 year plan given by Arielle
 - Final draft has gone out. This plan is largely final, less minor updates.
 - Should be a living document.
 - QPR Update given by Arielle
 - QPRs will be given to City Council on 3/10 at the Urban Experience Committee on HHOS contracts
 - This should be an opportunity to identify projects with deficiencies and address the deficiencies
 - Including shifting funding, putting things back out to RFP.
 - CoC QPRs should be presented to the board in March

- UFA Status compels us to be engaged and interactive with the way
 - Eric Robinson brought up the reallocation policy and the relationship of coordinated entry to funding allocation. Will be sent out to the full board after routing through the Executive Committee.
- Amanda provided an update/overview of the LSA.
 - 2024 LSA was presented (10/1/23-9/30/24 were the relevant dates)
 - Questions were asked relating to how PSH is represented within the data on %exits to permanent housing
 - Questions from Mark Michaelis relating to how individuals on the streets are captured and/or ignored by this data
 - Questions related to the timelines involved in reporting
 - Alice Alire pointed out the need for sustained funding beyond the term of support
 - Questions related to where the 87% of Clients from ES end up
 - A combination of factors
 - *Integrate a question relating to why individuals are returning to homelessness
 - Questions relating to the way that data should be represented. Concurrence that there should be a deep dive on these things by the board to understand the inter-related aspects of these things
 - Send out LSA along with meeting minutes
- Comprehensive plan update provided by Tirrell Black
- Application for board
 - Flor Castaneda for Philanthropic position with the board
 - Moved by Mary Logan seconded by Matt Anderson
 - Approved unanimously
- Nominations committee update from Reese
 - Reese and Matt as Co-Chair
 - Shannon as Vice Chair
 - Moved by Mary Logan, seconded by Blake
 - Passes unanimously

- Reese also mentioned the idea of discussing charter/by law changes that could support a better transition/leadership governance structure
- Gage recommended the nominations committee continue to meet to address the vacancies on the board.
- Pink and Elias are both interested in attending.
- Next month will be a busy meeting
- Elias moved and Matt seconded adjournment at 4:27

Notes from CoC Board 3/26/25, start time 3:02 PM

- Matt opens up for discussion on the 5 year plan
 - Eric Robison advises re-visiting the plan in an intentional way sooner rather than later, making sure it is a working document.
 - Blake asks if a particular group is tasked with this review
 - Arielle- sub committees is where these conversations should be taking place.
 - Reese suggests this might be a quarterly Executive Committee Topic
 - Aerius had been missing the 5 year plan, but found it
 - Blake moves and Reese seconds adoption of the 5 year plan
 - Passes unanimously
- Matt opens up for discussion relating to the Spokane Business Alliance's surveying of sheltered population
 - This survey was advertised as being supplemental to the PIT count that the CoC oversees
 - A response has been drafted making it clear that this SBA survey is unaffiliated with the PIT
 - In the coming week the SBA will likely publicize their findings and its anticipated that the survey will be released with an indication that people who are homeless are coming from elsewhere and should be returned from where they came from
 - Matt – how do we respond when that comes out?
 - Blake – be familiar with the fact that this survey is not associated with the CoC. Should use this opportunity to educate individuals on what HUD requires. Blake would like to see more long term communication between them and the CoC board group. If the SBA doesn't back off the language with implications of partnership with the PIT then having attorneys draft a cease and desist would be appropriate
 - Ami Manning – publishing something relating to the PIT and the some success stories from our programs to combat the narrative. Feels control of the narrative on this issue has gotten away from us
 - Matt-reporting will be coming out in the next couple of months that might help in this regard. Many people in our community are not familiar with what the CoC is and what we do.

- Blake – Person that gets messaging out sooner helps to control the narrative. Can we put something out proactively
 - Matt - Studies of homelessness have historically shown that people experiencing homelessness are not mobilized in the way that is likely to be portrayed.
 - Alice Aliere – agrees with collaboration and that it could serve a benefit, but curious about the parameters around this in case the partners are not acting in good faith
 - Eric Robison – The SBA represents some important stakeholders in our community and as such we all lose if we have an adversarial relationship. We could put out an olive branch to engage. It's not inappropriate or strange for people to want to know the answer to the question. It would be useful for us to know where people are from.
 - Reese- the letter invites people to engage
 - Arielle – has softened the language in the letter, including a more specific invitation to bring the SBA into the executive committee.
 - Reese moves, Blake seconds to sign and send the revised letter this week
- Kelly Keenan mentions we should put out some information about who we are, what we do, what our priorities and goals/accomplishments are
 - Add this into the retreat agenda.
- Dave and Kelly Presented
 - To be voted on next month
- Reese Moves, Aerius seconds re: Reallocation Policy
 - Blake asked how this would work, Arielle advised that this gives some concrete and objective foundations for decisions and recommendations regarding funding allocation and reallocation
 - Passes unanimously
- Amanda updates
 - PIT repository is not opened up yet
- Arielle updates
 - Working through QPRs
 - Outside of CoC some standards are being established for support for struggling programs, and how much happens before reallocation is pushed to RFP & Evaluation committee
 - QPRs will be explored next month

- LSA is being presented on again by Amanda next month
 - HMIS Committee should be exploring this topic
 - Project Monitoring is beginning, on site monitoring for all programs.
 - This will be the first year that Coordinated Entry will be monitored
 - Looking to do some level setting in our community and establish some best practices
- CoC Retreat
 - Executive Committee met and discussed that a May retreat would work well on the 2nd or 16th.
 - May 2nd is the preference
 - Topics – PR for the CoC, HUD Priorities
- Meeting adjourned at 4:22 PM

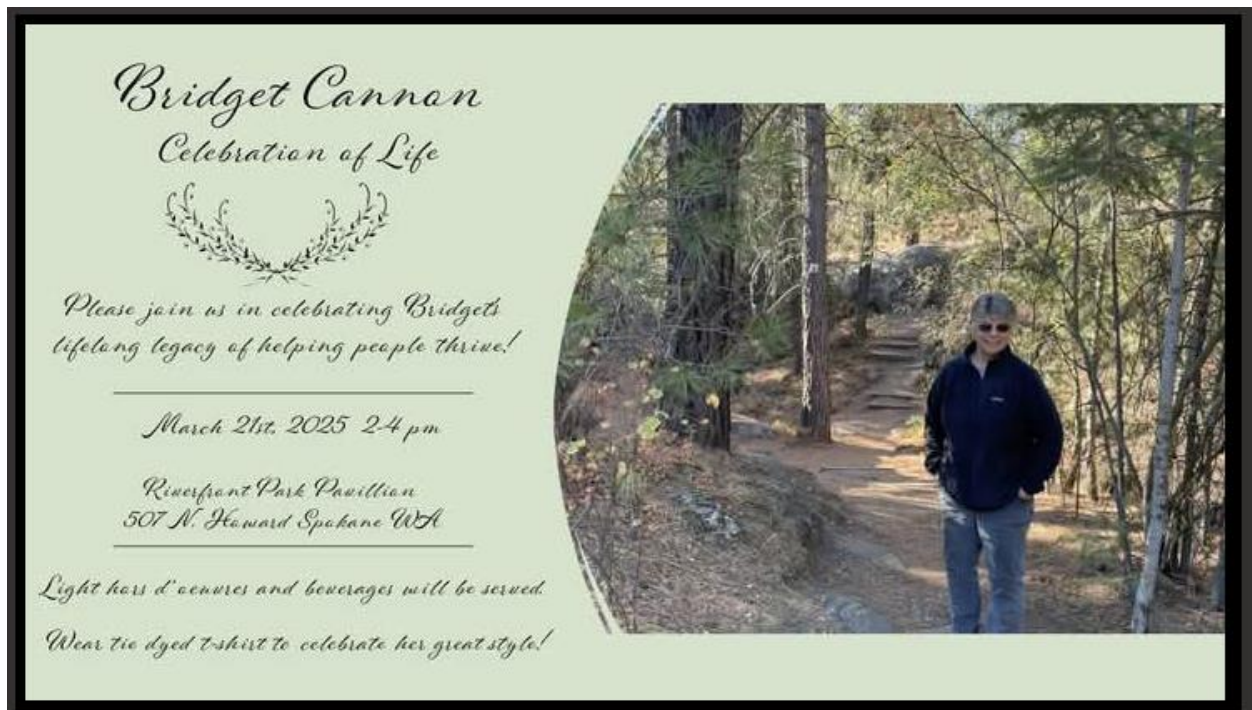
Youth Subcommittee Meeting

3.10.25

1:30-2:15

Attendees of Meeting: Gage Spicer, Wendy Alderson, Aaron Riley, Catherine Smith, Erin Murphy, Kurt Husler, Christopher McLaughlin, Mike Gunning, Patti Davis, Jon Naught, Sarah Miller, Mabel Elsom, Alycia Thompson, Melissa Morrison, Arielle Anderson

Celebration of Life Information for Bridget Cannon



YHDP Project Updates:

Host Homes:

- Recently a flyer was created, interest for individuals wanting to be a host home.
- From Patti Davis: I have had some interest from our partner at JR in host homes.
- Looking for young people to connect with, Gage has been open and honest with them about the lack of host homes they have
- Success: Housed a few
- Bumps: Limited host homes available.

Youth & Young Adult CE

- A ton of Data clean up
- RRH team requesting 30 new referrals

Family Promise – No updates

Data workgroup

- Report on HMIS, put into Tableau and showing some tables
- 67 new individuals
- 6 were return from permanent housing
 - In total 77 new people entering or returning to home
- 336: Active
 - 57 unsheltered
 - 83: Sheltered
 - 101 doubled up/ couch surfing
 - 97 are unknown but active
- 41: Exit
 - 28 into permanent housing
 - 6 from diversion
 - 11 that were inactive
 - YouthREACH accounting to this
 - 2 inactive time limited
- 18-24 years
 - 3700 days average: Enrollments longer than 300 days.
 - Avg now: 90-100
- Under 18 years old
 - 600 days average:
 - Under 90
- **Housed be the Holidays update**
 - RRH Team at VOA: Jessica Specifically housing 4
- **LSA Report overview Marketing Workgroup**
 - Will be sending this document out to all, please go through it and come with questions to our next hybrid meeting

Marketing Work group:

- Needing a blurbs about programs for Youth and Young Adults, specific to Spokane, from organizations for the resource website: please send to Catherine Smith: csmith@voaspokane.org
- Project descriptions from everyone YAB Updates
- YAB Newsletter sign up form YSC updates
- Moving to Hybrid Meetings at the Hive – In person preferred
- 5-Year plan review (more in depth discussion in April)
 - Read through this document and come with some goals you are wanting to implement within your organization, as the 5 year plan is something we should be using to drive our work within our organization.
- Legislative updates/OHY hiring updates Community Updates
 - Any Y&Y wanting to provide a testimonial statement for these who are connected to a OHY programs: HPDF ETC.
 - OHY: Hiring a coordinator for C4F0
- Any events coming up?
 - **Free Sports Physicals:** Enrollments can happen without parent signature: Free Sports Physicals happening for free, you do not have to go to the school directly, feel free to reach out to Sarah Miller from Heart if you need some help with a list of schools.
 - **Melissa Morrison Updates:** Monitoring starting soonish, monitoring letters going out by March 20th, 2025
 - **CHHS Provider Meeting on the 19th:** Monitoring information please join if you will be going through a monitoring.
 - **Increasing Income:** 19th: CoC SOAR meeting.

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 3/11/25 Microsoft Teams Video Meeting

In Attendance:

Shannon Dunkin
Kimberly Nguyen
Amanda Martinez
Sarah Cargill
Brandon Giesel
Halie Akre
Jarell Daniels
Chris Dorcheus
Jon Klapp

Cailin Carpenter
Arielle Anderson
Phil Swistak
Jami Warner
Cyrus Campos

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:

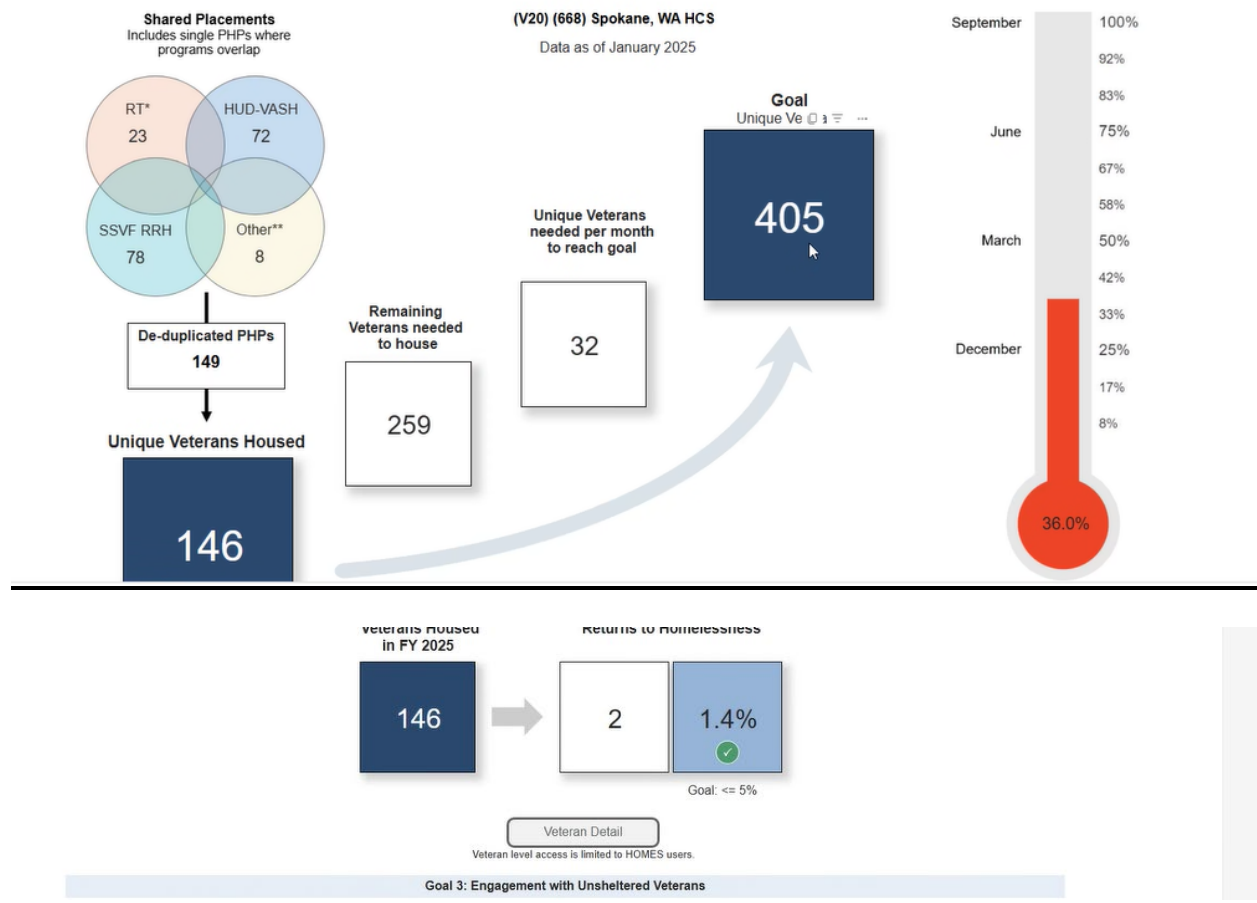
1. **Call to order.**
 - Shannon Dunkin

Meeting Agenda:

Kimberly Nguyen & Sarah Cargill – USICH Benchmarks & BNL Update: Still waiting for new report

Shannon Dunkin- VA Goals (As of end of January)

Permanent Housing: VA has made a commitment to permanently house (PH) at least 46,000 unique Veterans in FY 2025. De-duplicated permanent housing placements (PHPs) for unique Veterans made during FY 2025 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 (MHRRT), 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).

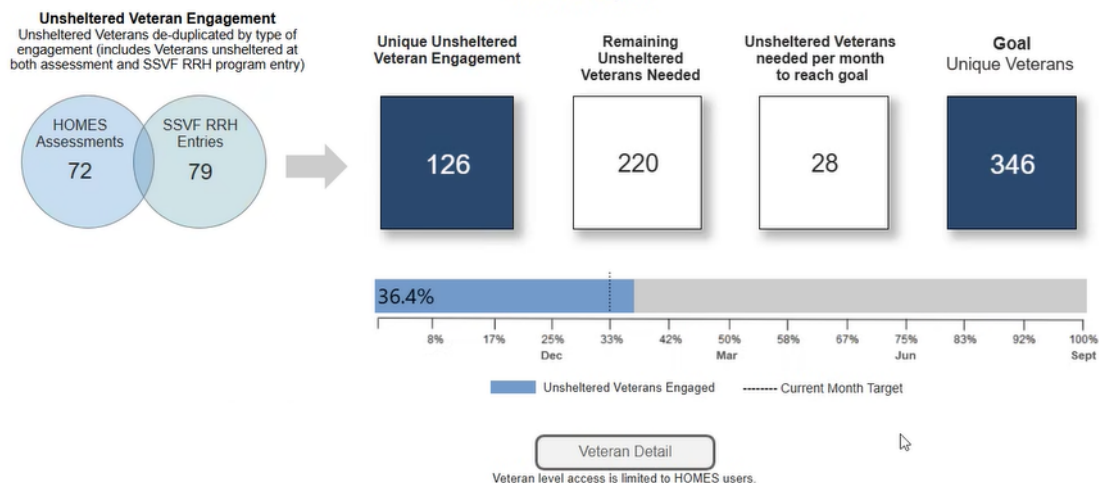


Goal 3: Engagement with Unsheltered Veterans

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 January 2025



Halie Akre – CoC 5 year goals

- HMIS Vet confirmation- pause until May.
- BNL's will meet with Data specialists to try and get BNL up and running.
- Addressing racial disparities- Equity dashboard has now been locked down.
- Working on creating a template to see if we can collect data through HMIS instead.
- No movement yet on Veteran PLE.

Partner Updates:

Shannon Dunkin- Not hiring right now. Needs to step away from the Chair (cannot be public facing due to requirements through the VA).

Other updates: Housing Authority- Working on increasing a project-based portfolio- 5 new units opening in the next months. Also working with Catholic Charities and Housing Authority on 46 other project-based vouchers. Dedicated units to meet standards and pass inspections. Scattered throughout the community not only in the downtown corridor.

Chris Dorcheus- Waiting for the budgets to see what will happen with funding.

Cyrus Campos-

- Veterans by names list- confirmation data is needed. The vendor created a report.
- Projects will be on the HMIS website for Quarter 2 and will be closing in on Quarter 3

Jon Klapp- Will have a better resource and knowledge if any reallocation needs to occur with federal funding. Trying to be really intentional to make the best use of what we have in terms of fundings. Reviewing performance measures will assist.

Amanda Martinez- Overview of LSA (Longitudinal Systems Analysis) report- will be posting it on the HMIS site as well.

Next Meeting: [April 8th, 2025](#)

Policy and Procedure: Sliding Fee Schedule for CHHS HMIS Fees

Policy Statement

The Department of Community, Housing, and Human Services (CHHS) is committed to equitable access to the Homeless Management Information System (HMIS) for organizations of varying sizes and capacities. To increase accessibility and affordability, CHHS has established a sliding fee schedule for HMIS-related costs based on the annual revenue and services provided of participating nonprofit organizations. To qualify for a reduced fee under the sliding scale, nonprofits must provide documentation demonstrating their annual revenue and documentation demonstrating the agency provides “necessary support for the poor and infirm.”

Purpose

To outline the policies and procedures for assessing and applying HMIS fees, ensuring compliance with financial sustainability while maintaining affordability for smaller organizations.

Scope

This policy applies to nonprofit organizations entering data into HMIS as required by an agency other than City of Spokane or Spokane CoC. This fee schedule will impact only those HMIS user accounts and technical assistance provided by the CHHS team for those projects.

Sliding Fee Schedule Framework

The sliding fee schedule is structured based on the organization’s annual revenue as follows:

1. **Nonprofits with annual revenue under \$5 million:** Pay 50% of base fees.
2. **Nonprofits with annual revenue between \$5 million and \$10 million:** Pay 80% of base fees.
3. **Nonprofits with annual revenue over \$10 million:** Pay 100% of base fees.

Base Fees

1. **HMIS User Fee:** \$27.00 per user per month. (Billed quarterly.)
2. **HMIS Technical Assistance:** \$70.00 per hour for services such as:
 - Project setup and onboarding.
 - Customization to meet HUD requirements.
 - Data quality monitoring and issue resolution.
 - End-user training and documentation support.

- The table below provides averages of the hours the HMIS team spends providing Technical Assistance.

Average of HMIS Technical Assistance Hours			
Technical Assistance Category	Average Hours Spent	One Time or Recurring	Notes
Project Setup	2 Hours Per Project	One-Time Cost	
Customization and Compliance	3 Hours Per Project*	One-Time Cost	*If the project requires custom HMIS elements to be built, then additional hours will be needed per customization. If custom reporting is needed for the project, then additional hours will also be needed.
Day-to-Day System Support	7.5 Hours	Recurring	*Please note this is an average of all our projects and can vary greatly depending on the project.
Training and Development	2 Hours Per User* 2 Hours Per Group Training (As Needed) **	Recurring	*Please note this would only be for each users initial training. **The HMIS team is always happy to provide additional training as needed, the amount of training would be dependent on project requests.

Procedure

Step 1: Eligibility Verification

- Participating organizations must submit their most recent audited financial statements or IRS Form 990 to verify their annual revenue.
- Organizations must provide documentation or certification demonstrating the organization provides necessary support for the poor and/or infirm. CHHS will verify compliance through submitted program descriptions, service reports, or other official documentation.
- CHHS will review documentation to determine the appropriate fee percentage.

Step 2: Fee Calculation and Notification

- Once the organization's revenue category is confirmed, CHHS will calculate applicable fees based on the sliding schedule.
- CHHS will send a formal notification to the organization, detailing the fees, payment schedule, and any supporting documentation.

Step 3: Quarterly Billing

- HMIS User Fees will be billed quarterly, with invoices sent to the organization's primary contact.
- Fees for HMIS Technical Assistance will be billed on an as-needed basis following the completion of services.

Step 4: Adjustments for Changes in Revenue or Mission

- Organizations are required to notify CHHS of any significant changes in revenue or services provided that could impact their fee category.
- CHHS will reassess fees upon receipt of updated documentation.

Step 5: Dispute Resolution

- Organizations disputing their assigned fee category or invoice must submit a written appeal to CHHS Director within 30 days of the invoice date.
- CHHS Director will review the appeal and provide a response within 15 business days.

Compliance and Monitoring

Organizations utilizing HMIS are required to comply with the terms and payment schedules outlined in this policy.

Spokane Continuum of Care Sub Committee Monthly Report April 2025

Name of Subcommittee: Diversion

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

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

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

Date & Location of Meeting(s) Held: Microsoft Teams meeting April 14th, 2025

In Attendance:

1. Jasmine Bower, SHA, Committee Chair
2. Gidget Willoughby- Revive
3. Brandon Giesel- City/HMIS admin
4. Keri Cederquist- CHHS
5. Henry Walker-VOA
6. Emma Noland- SNAP
7. Connie Nelson-SNAP
8. Jen Morris- Spokane Workforce Council, CoC Board Member

Absent:

1. HEN-Goodwill
2. Chandler Dean- YWCA

We have also invited additional partners to the table:

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:

Spokane Continuum of Care Sub Committee Monthly Report April 2025

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 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: April 14, 2025

Name of Sub-Committee: Diversion

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

Those in attendance: Jasmine Bower-Spokane Housing Authority, Gidget Willoughby-Revive, Brandon Giesel-City/HMIS, Jen Morris- Work Source & CoC Board, Henry Walker-VOA, Emma Noland- SNAP, Connie- SNAP, Brandon Giesel-Coty/HMIS, Keri Cederquist-CHHS

1. Meeting started	10:05am	Meeting was started via Microsoft Teams
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Spokane Continuum of Care Sub Committee Monthly Report April 2025

2. Introductions, agency updates	10:05 am-10:08 am	Keri Cederquist introduced herself to the group.
3. 5-year plan	10:08-10:15	5-year plan was voted forward during the last CoC board meeting. The final draft will be sent out to committee members soon.
4. Draft Flex funding	10:15-10:20	Keri discussed Draft Flex funding to the group for review. Draft provided via email to all attendees for review.
5. Diversion training update	10:20-10:25	No update on Diversion training.
6. Open for discussion	10:25-10:30	Offered up space for any program updates or other items. VOA is applying for adult Diversion program to add to their youth program. Has YDIP and waiting for YHPDF funding. HMIS sliding fee going to the board for agencies using HMIS but not funded by city projects. Jen provided the flyer for Career Expo.
7. Meeting Adjourned	10:30 am	Meeting adjourned until May 12, 2025

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:

Spokane Continuum of Care Sub Committee Monthly Report March 2025

Name of Subcommittee: Diversion

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

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

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

Date & Location of Meeting(s) Held: Microsoft Teams meeting March 10th, 2025

In Attendance:

1. Jasmine Bower, SHA, Committee Chair
2. Gidget Willoughby- Revive
3. Brandon Giesel- City/HMIS admin
4. Heather Eddy-CCEW
5. Kevin Garalis- CCEW
6. Henry Walker-VOA
7. Arielle Anderson- CHHS Director

Absent:

1. HEN-Goodwill
2. SNAP
3. Jen Morris- Spokane Workforce Council
4. Chandler Dean- YWCA

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:

Spokane Continuum of Care Sub Committee Monthly Report March 2025

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
- 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 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: March 20, 2025

Name of Sub-Committee: Diversion

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

Those in attendance: Jasmine Bower-Spokane Housing Authority, Chandler Dean-YWCA, Gidget Willoughby-Revive, Brandon Giesel-City/HMIS, Kevin Gavalis-CCEW

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:

Spokane Continuum of Care Sub Committee Monthly Report March 2025

1. Meeting started	10:05am	Meeting was started via Microsoft Teams
2. Introductions, agency updates	10:05 am-10:10 am	Everyone introduced themselves due to having new members. Gidget updated that Revive FCS is working on their waiting list, CCEW updated about rental assistance, and Henry stated Homeward Bound was out of funding.
3. 5-year plan	10:10-10:15	Jasmine emailed out the 5-year plan final draft to committee members. Short discussion on Diversion outcomes.
4. Diversion training discussion	10:15-10:45	Robust discussion on Diversion training as Building Changes will be restarting the Youth trainings. Decided on holding off on Diversion training until fall to develop a centralized training module and potential symposium. Discussion on CHHS taking the lead on the training so they can keep that data for better tracking purposes so that information doesn't get lost. Potential yearly training with quarterly recertifications. More discussion in future committee meetings.
5. Meeting changes	10:45-11:00	Arielle requested CHHS to be the host for future Diversion sub-committee meetings. A meeting invite will be sent out soon.
6. Meeting Adjourned	10:30 am	Meeting adjourned until April 15, 2025

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:



HMIS Committee Minutes

I. MEETING DETAILS

Chairperson: TBD

Co-Chair: Matthew B. Anderson, PhD

Co-Chair: Mark Michaelis

Date: March 12, 2025

Time: 2:00 PM

Location: Virtual (Microsoft Teams)

II. AGENDA

- Committee attendance (5 minutes)
 - a. Discussion regarding who from the community should in attendance at HMIS committee meetings.
- Monthly Data Quality Reports (20 minutes)
 - a. Briefly review the current MDQR process.
 - b. Gather feedback from the providers in attendance. (Additional providers invited to provide feedback).
 - c. Committee consensus achieved on the MDQR process.
- Longitudinal Systems Analysis (LSA) (20 minutes) – Moved to next meeting.
 - a. Review and analyze the FY2024 LSA report.
- Review of the Governance Charter (15 min.)
 - a. Link: <https://static.spokanecity.org/documents/ending-homelessness/coc/spokane-city-county-coc-governance-charter-20223-01-11.pdf>
 - b. Sections 6.3.1.c and Section 6.3.2.b

III. NOTES

- Committee Attendance
 - a. Discussion regarding who from the community should in attendance at HMIS committee meetings. Based on the result of the discussion a new meeting invite will send out for the HMIS Committee.
- Monthly Data Quality Reports (MDQR)
 - a. The HMIS team has received mixed feedback on the error report sent around the 5th of the month as part the MDQR. It is important to remember the MDQR can and should be used as training tool as well.
 - b. As a committee it was decided to maintain the error report to be sent out of the 5th of the month. The HMIS team will work to see if it is possible to send out the report earlier in the month.
 - c. It would be helpful to expand the MDQR guide to include the most common error and a glossary of key HMIS terms. A glossary of key HMIS terms should also be included in the HMIS Policies and Procedures Manual.

- Review of the Governance Charter
 - a. Link: <https://static.spokanecity.org/documents/ending-homelessness/coc/spokane-city-county-coc-governance-charter-20223-01-11.pdf>
 - b. Sections 6.3.1.c HMIS and Evaluation Committee:
 - i. The HMIS and Evaluation Committee focuses on data collection, HMIS coordination, and program evaluation. This Committee provides recommendations to the HMIS Lead Agency on HMIS issues, including project participation, policies and procedures for participant privacy, data security, data quality, and HMIS governance. This Committee also performs program evaluation.
 1. Using Point-In-Time Count data to conduct an annual gap analysis that is presented to the Board.
 2. Develop a tool to evaluate performance of CoC-funded projects.
 - ii. Notes
 1. Clarity is needed on “program evaluation”. It could be related to the performance of an agency in HMIS. However, the HMIS committee believes they should not be evaluating how a program is performing related to funding decisions.
 2. Does the committee have the ability based on “project participation” language to approve agencies join HMIS? The consensus reached was that if it is required for funding, the agency should be granted access. It would be helpful to add language regarding the need for committee conversation regarding the onboarding non-essential agencies (funding does not require the use of HMIS) into HMIS and its impact on the HMIS team.
 3. There are more tools available for gap analysis that just the Point-In-Time. The committee should review the methodology and logic behind the data and reports provided to the CoC. In addition, it should review and assess the data related elements of the 5 Year Plan.
 - c. Section 6.3.2.b Data and Performance
 - i. Evaluate system performance, research best and future practice solutions to address changing needs in the region and make data-driven recommendations for project shifts. This Work Group will work closely with the Chair of the HMIS and Evaluation Committee on its deliverables. The Work Group will lead the Board in monthly discussions about performance and help in the design of tools to improve evaluative mechanisms.
 - ii. Notes:
 1. The “Evaluation Committee” needs to be changed to the “Funding and RFP Committee”.
 2. These roles can be included within the HMIS committee and do not need to be a separate workgroup.
 - d. The committee needs to determine the voting structure and make a recommendation to the CoC Board.

IV. NEXT MEETING:

- Next scheduled HMIS committee meeting is April 9th, 2025, at 2:00PM.
- Location: Virtual (Microsoft Teams)

03/12/2025 HMIS Committee Attendace

Summary					
Meeting title	HMIS Committee				
Attended participants	44				
Date	3/12/2025				
Start time	3/12/25, 1:55:31 PM				
End time	3/12/25, 3:03:25 PM				
Meeting duration	1h 7m 53s				
Average attendance time	55m 16s				
Participants					
Name	First Join	Last Leave	In-Meeting Duration	Email	Role
Martinez, Amanda	3/12/25, 1:56:47 PM	3/12/25, 3:01:32 PM	1h 4m 45s	amartinez@spokanecity.org	Organizer
Campos, Cyruz	3/12/25, 1:57:07 PM	3/12/25, 3:01:35 PM	1h 4m 27s	ccampos@spokanecity.org	Presenter
Vanessa Hoyt	3/12/25, 1:57:20 PM	3/12/25, 3:01:20 PM	1h 4m	vhoyt@revivespokane.com	Attendee
Sharyl Brown	3/12/25, 1:57:22 PM	3/12/25, 3:01:24 PM	1h 4m 1s	sharyl.brown@jewelshelpinghands.com	Attendee
Micaela Sepulveda	3/12/25, 1:57:23 PM	3/12/25, 3:01:14 PM	1h 3m 51s	MicaelaS@giin.org	Attendee
Jackson Williams	3/12/25, 1:57:24 PM	3/12/25, 3:01:23 PM	1h 3m 59s	JacksonWilliams@giin.org	Attendee
Catherine Smith	3/12/25, 1:57:25 PM	3/12/25, 3:01:24 PM	1h 3m 58s	csmith@voaspokane.org	Attendee
Gage Spicer	3/12/25, 1:57:44 PM	3/12/25, 3:01:23 PM	1h 3m 39s	gage.spicer@cceasternwa.org	Attendee
Klapp, Jon	3/12/25, 1:58:17 PM	3/12/25, 3:01:25 PM	1h 3m 7s	jklapp@spokanecity.org	Presenter
Tina Skibitski	3/12/25, 1:58:26 PM	3/12/25, 2:57:17 PM	58m 51s	tina@consistentcare.org	Attendee
Joshua Leach	3/12/25, 1:59:08 PM	3/12/25, 3:01:26 PM	1h 2m 18s	Joshua@revivespokane.com	Attendee
Pink (Unverified)	3/12/25, 1:59:37 PM	3/12/25, 3:01:24 PM	1h 1m 46s		Attendee
Teresa (MiA) Ella/She/Her (Unverified)	3/12/25, 1:59:45 PM	3/12/25, 2:02:01 PM	2m 15s		Attendee
Giesel, Brandon	3/12/25, 1:59:51 PM	3/12/25, 3:01:25 PM	1h 1m 34s	bgiesel@spokanecity.org	Presenter
Masjoan, Lucas	3/12/25, 1:59:58 PM	3/12/25, 3:01:23 PM	1h 1m 25s	lmasjoan@spokanecity.org	Presenter
Lori Levers	3/12/25, 2:00:10 PM	3/12/25, 3:01:27 PM	1h 1m 17s		Attendee
Byron Haworth	3/12/25, 2:00:23 PM	3/12/25, 3:01:28 PM	1h 1m 5s	Haworth@snapwa.org	Attendee
Dena Carr	3/12/25, 2:00:31 PM	3/12/25, 3:01:30 PM	1h 58s	dena.carr@cceasternwa.org	Attendee
Hanna Berkoff	3/12/25, 2:00:33 PM	3/12/25, 3:01:25 PM	1h 52s	hanna.berkoff@cceasternwa.org	Attendee
Sherman, Michelle R. (External)	3/12/25, 2:00:34 PM	3/12/25, 3:01:25 PM	1h 50s	MSHERMAN@SpokaneCounty.org	Attendee
Rebekah Fortin	3/12/25, 2:00:36 PM	3/12/25, 3:01:26 PM	1h 50s	rebekah@grifco.com	Attendee
ConnieN	3/12/25, 2:00:41 PM	3/12/25, 3:01:30 PM	1h 48s	Connie.Nelson@snapwa.org	Attendee
Anderson, Arielle M.	3/12/25, 2:00:42 PM	3/12/25, 3:01:25 PM	1h 42s	arielleanderson@spokanecity.org	Presenter
Teresa Sorroche (She/Her/) (Unverified)	3/12/25, 2:00:45 PM	3/12/25, 3:01:29 PM	1h 44s		Attendee
Karen Whitman	3/12/25, 2:00:48 PM	3/12/25, 2:21:42 PM	20m 54s	Karen.Whitman@usw.salvationarmy.org	Attendee
Aaron Riley	3/12/25, 2:00:49 PM	3/12/25, 3:01:24 PM	1h 35s	Aaron.Riley@snapwa.org	Attendee

Cameo Muller	3/12/25, 2:00:58 PM	3/12/25, 3:01:46 PM	1h 48s	cmuller@voaspokane.org	Attendee
Rahmaty, Aziz	3/12/25, 2:01:02 PM	3/12/25, 3:01:23 PM	1h 21s	arahmaty@spokanecity.org	Presenter
Husler, Kurt (External)	3/12/25, 2:01:12 PM	3/12/25, 3:01:36 PM	1h 23s	KHUSLER@SpokaneCounty.org	Attendee
Mckinney, Chris (External)	3/12/25, 2:01:25 PM	3/12/25, 2:51:42 PM	50m 17s	CMCKINNEY@SpokaneCounty.org	Attendee
Pourzanjani, Paradis	3/12/25, 2:01:34 PM	3/12/25, 3:01:21 PM	59m 47s	ppourzanjani@spokanecity.org	Presenter
Kimberly Nguyen	3/12/25, 2:01:49 PM	3/12/25, 3:01:18 PM	59m 28s	KimberlyN@giin.org	Attendee
Elaine Mansoor	3/12/25, 2:02:13 PM	3/12/25, 3:01:14 PM	59m	elaine.mansoor@usw.salvationarmy.org	Attendee
Eric Robison	3/12/25, 2:02:47 PM	3/12/25, 3:01:25 PM	58m 37s	erobison@spokanevalleywa.gov	Attendee
Naydelin Olalde	3/12/25, 2:03:30 PM	3/12/25, 3:01:27 PM	57m 57s	naydelin.o@hbpaofspokane.org	Attendee
Sara Mack	3/12/25, 2:05:55 PM	3/12/25, 2:57:55 PM	52m	smack@voaspokane.org	Attendee
Carl Maxey Center (Unverified)	3/12/25, 2:06:20 PM	3/12/25, 3:01:23 PM	55m 3s		Attendee
Chris Harbert, FPS (Unverified)	3/12/25, 2:06:45 PM	3/12/25, 3:00:44 PM	53m 59s		Attendee
Wendy Alderson	3/12/25, 2:09:13 PM	3/12/25, 3:01:21 PM	52m 8s	WendyA@voaspokane.org	Attendee
Danielle Leicht	3/12/25, 2:09:59 PM	3/12/25, 3:01:27 PM	51m 28s	DanielleL@giin.org	Attendee
Erin Murphy	3/12/25, 2:10:10 PM	3/12/25, 2:34:46 PM	24m 35s	emurphy@voaspokane.org	Attendee
Tara Mugica	3/12/25, 2:10:28 PM	3/12/25, 2:47:49 PM	37m 20s	Tmugica@help4women.org	Attendee
Joe Ader (Unverified)	3/12/25, 2:12:56 PM	3/12/25, 3:01:25 PM	48m 28s		Attendee
Mark Michaelis	3/12/25, 2:46:36 PM	3/12/25, 3:03:25 PM	16m 48s	mark@IntelliTect.com	Attendee



HMIS Committee MINUTES

I. MEETING DETAILS

Chairperson: Amanda Martinez

Co-Chair: Vacant

Co-Chair: Mark Michaelis

Date: April 9th, 2025

Time: 2:00 PM

Location: Virtual (Microsoft Teams)

II. AGENDA

- General Information (1 min.)
 - a. New HMIS Committee Link
 - i. A new HMIS Committee meeting link has been sent out based on the responses received during the last meeting regarding interest in attendance.
 - b. Attendance
 - i. We are required to keep attendance.
 - ii. Attendance is included as part of meeting minutes.
 - c. HMIS website updated from CMIS to HMIS.
- HMIS Sliding Scale Fee Schedule (2 min.)
 - a. The current policy will be presented to the CoC Board for a vote.
- Governance Charter (20 min.)
 - a. Link: <https://static.spokanecity.org/documents/ending-homelessness/coc/spokane-city-county-coc-governance-charter-20223-01-11.pdf>
 - b. Sections 6.3.1.c and Section 6.3.2.b
 - c. Review suggested changes.
- Longitudinal Systems Analysis (LSA) (20 minutes)
 - a. Review and analyze the FY2024 LSA report.
 - b. Link: <https://static.spokanecity.org/documents/chhs/hmis/reports/2024-lsa-report.pdf>

III. NOTES

- A new HMIS Committee meeting link has been sent out based on the responses received during the last meeting. If there is anyone else who is interested in joining the committee, please let us know.
- The HMIS Committee is required to publish meeting minutes, which includes attendance logs.
- The website for the HMIS team has been transitioned from CMIS to HMIS.
 - a. <https://my.spokanecity.org/chhs/hmis/>
- The committee reviewed the attached HMIS Sliding Scale Fee Schedule (Attachment B) and agreed to present it before the CoC Board for a vote at the April 23rd, 2025, CoC Board Meeting.
- For the past several meetings a review of the CoC Governance Charter (link below) has occurred, and the Committee agreed to present the recommended changes (Attachment C) will be put before the CoC board for implementation.

- a. Link: <https://static.spokanecity.org/documents/ending-homelessness/coc/spokane-city-county-coc-governance-charter-20223-01-11.pdf>
- The Longitudinal Systems Analysis (LSA) was also reviewed and discussed by the Committee. The Youth Subcommittee will be reviewing the LSA at their next meeting specifically for Youth populations and has requested additional HMIS presence to answer additional questions as needed.
 - a. Link: <https://static.spokanecity.org/documents/chhs/hmis/reports/2024-lsa-report.pdf>

IV. ADJOURNMENT.

Next scheduled HMIS committee meeting is May 14th, 2025, at 2:00pm

Location: Virtual (Microsoft Teams)

V. ATTACHMENTS.

- Attachment A – HMIS Sliding Scale Fee Schedule
- Attachment B – HMIS Section of CoC Governance Charter Suggested Changes

Attachment A

Policy and Procedure: Sliding Fee Schedule for CHHS HMIS Fees

Policy Statement

The Department of Community, Housing, and Human Services (CHHS) is committed to equitable access to the Homeless Management Information System (HMIS) for organizations of varying sizes and capacities. To increase accessibility and affordability, CHHS has established a sliding fee schedule for HMIS-related costs based on the annual revenue and services provided of participating nonprofit organizations. To qualify for a reduced fee under the sliding scale, nonprofits must provide documentation demonstrating their annual revenue and documentation demonstrating the agency provides “necessary support for the poor and infirm.”

Purpose

To outline the policies and procedures for assessing and applying HMIS fees, ensuring compliance with financial sustainability while maintaining affordability for smaller organizations.

Scope

This policy applies to nonprofit organizations entering data into HMIS as required by an agency other than City of Spokane or Spokane CoC. This fee schedule will impact only those HMIS user accounts and technical assistance provided by the CHHS team for those projects.

Sliding Fee Schedule Framework

The sliding fee schedule is structured based on the organization’s annual revenue as follows:

1. **Nonprofits with annual revenue under \$5 million:** Pay 50% of base fees.
2. **Nonprofits with annual revenue between \$5 million and \$10 million:** Pay 80% of base fees.
3. **Nonprofits with annual revenue over \$10 million:** Pay 100% of base fees.

Base Fees

1. **HMIS User Fee:** \$27.00 per user per month. (Billed quarterly.)
2. **HMIS Technical Assistance:** \$70.00 per hour for services such as:
 - Project setup and onboarding.
 - Customization to meet HUD requirements.
 - Data quality monitoring and issue resolution.
 - End-user training and documentation support.

- The table below provides averages of the hours the HMIS team spends providing Technical Assistance.

<i>Average of HMIS Technical Assistance Hours</i>			
Technical Assistance Category	Average Hours Spent	One Time or Recurring	Notes
Project Setup	2 Hours Per Project	One-Time Cost	
Customization and Compliance	3 Hours Per Project*	One-Time Cost	*If the project requires custom HMIS elements to be built, then additional hours will be needed per customization. If custom reporting is needed for the project, then additional hours will also be needed.
Day-to-Day System Support	7.5 Hours	Recurring	*Please note this is an average of all our projects and can vary greatly depending on the project.
Training and Development	2 Hours Per User* 2 Hours Per Group Training (As Needed) **	Recurring	*Please note this would only be for each users initial training. **The HMIS team is always happy to provide additional training as needed, the amount of training would be dependent on project requests.

Procedure

Step 1: Eligibility Verification

- Participating organizations must submit their most recent audited financial statements or IRS Form 990 to verify their annual revenue.
- Organizations must provide documentation or certification demonstrating the organization provides necessary support for the poor and/or infirm. CHHS will verify compliance through submitted program descriptions, service reports, or other official documentation.
- CHHS will review documentation to determine the appropriate fee percentage.

Step 2: Fee Calculation and Notification

- Once the organization's revenue category is confirmed, CHHS will calculate applicable fees based on the sliding schedule.
- CHHS will send a formal notification to the organization, detailing the fees, payment schedule, and any supporting documentation.

Step 3: Quarterly Billing

- HMIS User Fees will be billed quarterly, with invoices sent to the organization's primary contact.
- Fees for HMIS Technical Assistance will be billed on an as-needed basis following the completion of services.

Step 4: Adjustments for Changes in Revenue or Mission

- Organizations are required to notify CHHS of any significant changes in revenue or services provided that could impact their fee category.
- CHHS will reassess fees upon receipt of updated documentation.

Step 5: Dispute Resolution

- Organizations disputing their assigned fee category or invoice must submit a written appeal to CHHS Director within 30 days of the invoice date.
- CHHS Director will review the appeal and provide a response within 15 business days.

Compliance and Monitoring

Organizations utilizing HMIS are required to comply with the terms and payment schedules outlined in this policy.

Attachment B

HMIS Committee Review of Spokane City/County Continuum of Care Governance Charter

Link: <https://static.spokanecity.org/documents/ending-homelessness/coc/spokane-city-county-coc-governance-charter-20223-01-11.pdf> \

Current:

6.3.1.c HMIS and Evaluation Committee

The HMIS and Evaluation Committee focuses on data collection, HMIS coordination, and program evaluation. This Committee provides recommendations to the HMIS Lead Agency on HMIS issues, including: project participation, policies and procedures for participant privacy, data security, data quality, and HMIS governance. This Committee also performs program evaluation.

- Using Point-In-Time Count data to conduct an annual gap analysis that is presented to the Board.
- Develop a tool to evaluate performance of CoC-funded projects.

6.3.2.b Data and Performance Workgroup

Evaluate system performance, research best and future practice solutions to address changing needs in the region, and make data-driven recommendations for project shifts. This Work Group will work closely with the Chair of the HMIS and Evaluation Committee on its deliverables. The Work Group will lead the Board in monthly discussions about performance and help in the design of tools to improve evaluative mechanisms.

Proposed Changes:

6.3.1.c HMIS and Evaluation Committee

The HMIS and Evaluation Committee focuses on data collection and HMIS coordination. This Committee provides recommendations to the HMIS Lead Agency on HMIS issues including policies and procedures for participant privacy, data security, data quality, and HMIS governance.

If a non-essential agency (funding does not require participation in HMIS) wishes to participate in HMIS, the Committee is responsible for having discussions regarding the impacts of the agency's participation in HMIS, including the effects on the HMIS team.

It is also responsible for using available data to conduct gap analysis, as well as, reviewing and assessing the data related elements of the 5 Year Plan.

Evaluate system performance, research best and future practice solutions to address changing needs in the region and make data-driven recommendations.

The committee will work closely with the Chair of the Funding and RFP Committee on its deliverables. And will lead the Board in monthly discussions about performance and help in the design of tools to improve evaluative mechanisms.