

Continuum of Care Board

October 23, 2019

Stakeholder Meeting Minutes

Meeting called to order at 3:06 PM.

Attendance

- **Stakeholders/Board Members Present:** Dave Richardson, Joe Ader, Shauna Sampson, Angela Chapman, Lyndea Wilson, Mark Mattles, Tim Crowley, Shannon Boniface, Julie Honekamp, Kristine Meyer, Arne Woodard, Jennifer Haynes, Kim McCollim, Sally Pritchard, Rae-Lynn Baiden, Pam Tietz, Julie Garcia, Tyrell Palomino, Justice Sun, Jen Morris, Dale Briese, Chrystal Alderman, Arielle Anderson, Bob Lutz, Bridget Cannon, Edi Rice-Sauer, Kim Longhofer
- **Staff Present:** Kelly Burnett, Tija Danzig, Matt Davis, Becky Tuno, Teague Griffith, Niki Madunich, Cecily Ferguson, Daniel Ramos III, David Lewis

Introduction

Pam Tietz and Tija Danzig welcomed attendees and outlined meeting agenda:

- The 2020-2025 Five Year Strategic Plan to End Homelessness is for the first time a regional plan, rather than localized.
- Relevant Dates for Strategic Plan outlined and included: County Commissioners update November 4th with approval to follow November 18th, feedback from Stakeholder Meeting will be due to Tija Danzig by November 8th, submission to Department of Commerce December 2nd and Continuum of Care (CoC) Board will review on November 20th.
- Plan draft meets all Commerce Department requirements and will be revisited minimally each year for expansion and updating as needed.
- Meeting handouts specifically reviewed including the Draft 2020-2025 Five Year Strategic Plan To End Homelessness Feedback Form, Terminology, Definitions and Resource Guide, Compassion Spokane Infographic, Youth Action Board Infographic, CoC Governance Chart/Board Composition
- Attendees were instructed that four of the five Strategic Plan Objectives would be discussed and facilitated in small groups, each of which would rotate through each of the four stations for 15 minute discussion with overall group discussion of Plan Objective Four to follow.

Small Group Breakouts

Five Year Strategic Plan to End Homelessness, Objective 1:

Quickly identify and engage people experiencing homelessness

Group Notes:

- SPD program not listed
- First Call 4 Help now “24 Hour Regional Crisis Line”
- Better marketing of system needed (larger community/all around).
 - Could business leadership help?
 - Would it be helpful to have a central website/app?

- Population specific homeless peer navigators (outreach)
- County-wide app to provide real-time data, i.e. beds available and location
- Prevention - outreach to homes
- Turf wars
- Kiosks
- Coordination with schools and shelters
- Outreach to other complimentary organizations in community (integration)
- Lutheran Sexual Assault Line
- Quantify 'Quickly'
- Rural outreach / satellite sites
- One stop shop with across systems bed availability (behavioral health treatment)
- Positive Youth development
- Kaiser sponsorship to "#B4Zero"

Five Year Strategic Plan to End Homelessness, Objective 2:

Prioritization of homeless housing for people with the highest needs

Group Notes:

- Truly have a regional approach to Coordinated Entry System (CES)
- Adjust prioritization based on community needs (more flexibility)
- More staffing/capacity for growth of CES
- Use Housing Inventory Chart (HIC) to inform project/program/referral development
- How is 'highest need' defined?
- Continue to reevaluate processes in prioritization
- Strength-based approach to CES
- Effectively engage communities of color as it relates to prioritization
- Separate pipeline for youth
- Move to youthful Service Prioritization Decision Assistance Tool (SPDAT)

Five Year Strategic Plan to End Homelessness, Objective 3:

Effective and efficient homeless crisis response housing and services that swiftly move people into stable and permanent housing

Group Notes:

- Skills > Employment > Higher Income
- Childcare > all individuals
- Transportation
- Measurable date to determine necessary resources
- References to what we are doing well
- All system data (callout HMIS directly)
- Legislative assistance to break down barriers to data sharing
- Wraparound services with all social services to people with barriers
- Participant voice > how it impacts the system?

- Sequencing
- Set asides for youth
- Diversion - coordinated effort - pilot in Anchor Community Initiative (ACI)
- Identify and support new monetary resources
 - RFP: Strategic look at money
 - Recruit private philanthropy in RFP community
- Data driven solutions
- Housing stock with affordable options
- In-place services/scattered site > Rapid Re-Housing Model
- Client choice
- Landlord liaison
- Identify 'holding' - quicker movement for youth (no shelter options)
- Overtaxing lived experience
- Service intensive - trauma informed
- Same assessment system wide
- Consistent/transferable return on investment (ROI)
- Assess readiness for move-on
 - Landlord move out
 - System approach
 - Affordable capital investment (multifaceted approach to investment in capital of all kinds)
- How can we build affordable housing and create regional response?

Five Year Strategic Plan to End Homelessness, Objective 5:
Address racial disparities among people experiencing homelessness

Group Notes:

- Racial bias in Vulnerability Index SPDAT and implications for local work?
- Disaggregate HMIS data to see outcomes across populations
- Status of Racial Equity Tool/Analysis?
- CoC board reflect homeless population demographics <>tensions with goal of organizational decision-makers at CoC table
- Name trainings for CoC and providers as a strategy
- LGBTQ needs to be fully represented for fair housing
 - How are we addressing landlords?
- Clarity - what are the next action steps moving forward
- Assessments of service providers; are the providers a representation of the people served
- Address language and cultural barriers experienced by immigrant and refugee communities
- Track language in HMIS
- Identify and address documentation barriers to housing for immigrant and refugee populations
- Use NW Fair Housing as a resource

- Identify gender identification disparities
- Use staffing model from community court to connect people with culturally-specific organizations/advocates/resources
- Address other disparities as well as racial, i.e. gender identity, age, disability (implicit bias/micro aggressions)
- Training for providers (equity)
- Evaluate homeless response system - does staffing reflect populations served?
- Advocacy with landlord community (on issues such as race, single parents, mental health)
- Impacts of living in a racialized society > mental health issues
- Take racial equity tools and strategies to other systems i.e. police, courts, healthcare
- Develop simple client feedback tools (apps, smiley/sad face [e.g. SeaTac bathrooms/Uber]) for clients on whether they felt welcomed/treated well
- Evaluate draft policies with equity tool to determine impact on different populations
- Impact of local culture/attitudes/belief systems

Objective Four Discussion

Tija Danzig led group discussion of Plan Objective Four with review of the HIC and Department of Commerce's forecasting tool for measurement of achievement and progress of aforementioned objective. Projections currently shown in forecasting tool include projects reaching completion within the five year time period.

Five Year Strategic Plan to End Homelessness, Objective 4:

A projection of the impact of the fully implemented local plan on the number of households housed and the number of households left unsheltered, assuming existing resources and state policies

Attendee Comments:

Private funding is excluded from the forecasting tool provided by the Department of Commerce, which could skew five year projections.

Current conditions in regard to the metrics measured by the forecasting tool may need additional measurable numbers (regional interventions) in order to accurately project budgeting shortfalls.

Language used within the strategic plan should be adjusted from 'assessment' to 'entry' to clarify the stage at which community members access services.

Including further upstream data prior to state of homelessness (housing/rental trends for forecasting) could provide clarity in forecasting needs and is an example of how the tool may be adjusted to better meet local needs while still maintaining legal

requirements. Once the legal threshold is met, adding local context to flesh out community applicability could help tailor the plan locally and preemptively.

The Governor's office is currently reviewing and providing feedback to develop plans specifically addressing cost of living increases, housing shortfalls and affordable housing deficiencies.

Exact number of projected units needed to keep pace with projected population increases as estimated by the forecasting tool is yet to be tested and may prove to be inaccurate.

In regard to the HIC, transitional care costs include both housing and service dollars.

The HMIS could be improved by greater automation in order to improve functionality beyond data entry but would require targeted investment.

It would be helpful to coordinate data collection from schools and youth service providers in order to accurately track >18 homelessness, which could help stem the flow of youths into adult homelessness.

Zoning and trades issues limit the number of small housing units that can be built per year, which exacerbates the housing crisis. It may be helpful to encourage micro-housing utilization of increased density to address tightness of the housing market.

Meeting adjourned at 4:46 PM.