

Philadelphia Continuum of Care (CoC) Advisory Committee

Monday, March 5, 2018, 9 – 11 am

Meeting Minutes

Present Committee Members

Habibah Smith – ACF/RHY/FYSB
Tina Pagotto – Bethesda Project
Nick Clemens – CARIE
Mark Jones – CATCH, Inc.
Natalie Proud – Covenant House PA
Sandra Guillory – Depaul USA
Vanessa Tercero – Dignity Housing
Jason Miller – Families Forward
Terrine Anthony, S. Sok Sarom – FRP
Marsha Cohen – Homeless Advocacy Project
Carla Williams – Horizon House, Inc.
Mary Ellen Graham – My Place Germantown

Brenda Dawson – PathWays PA
John Lambert – Pathways to Housing PA
Rachel Falkove – PIHN
Rachel Yoder – Project HOME
Shirley Robinson – PHMC/HELP
Susan Brotherton – Salvation Army
Robert McGann – Sunday Breakfast
Virginia Sims-Riley – UESF
Charlie Forshee, Kathy Salerno – VMC
Elise Scioscia – Women Against Abuse
Tim Massaquoi – Youth Service Inc

Absent Committee Members

ACHIEVEability
ACT UP
The Attic Youth Center
Broad Street Ministry
Catholic Social Services
Center City District
Center for H.O.P.E.
Community College of Philadelphia
Drueding Center
Eddie's House
Episcopal Community Services
Forget Me Knot Youth Services
Free Library of Phila
Gaudenzia
Hahnemann Hospital
Homeless Assistance Fund, Inc.
JEVS Human Services
Juvenile Law Center
Lutheran Settlement House
Men & Women for Human Excellence

Mental Health Partnerships
PCRC/TURN
People's Emergency Center
Philadelphia Department of Human Services
Philadelphia FIGHT
Potter's House Mission
Raise of Hope
Resources for Human Development
School District of Philadelphia
The SHARE Food Program, Inc.
The Sheller Family Foundation
The Village of Arts and Humanities
Valley Youth House
West Chester University
Whosoever Gospel Mission
Women of Excellence
Women's Community Revitalization Project
Youth Build Charter School
Youth Transition Center

Present Office of Homeless Services (OHS) Staff:

Roberta Cancellier
Kataney Couamin
Sara Pagni
Gina Ruggieri

Jessica Sones
Leah Staub
Lauren Whitleigh

Background Materials: The following background materials were sent to Committee members on Monday, February 26, 2018: the meeting agenda; November 6th Meeting Minutes; CoC Renewal Evaluation Process, Role Expectations, Program Values; HUD Youth Homelessness Demonstration Program Fact Sheet; February 12th Strategic Planning Update.

Materials Distributed at Meeting: Meeting agenda; Office of Homeless Services Report dated “March 2018.” During the discussion, each group received three copies of the questions on which to take notes.

Materials to be Distributed with Minutes: Meeting PowerPoint presentation.

Welcome and Introductions: Vanessa Tercero (Advisory Committee Vice Chair) began the meeting at 9:05 am with a welcome and introductions. Those present broke up into small groups for community meetings.

Approval of November 6th Meeting Minutes: Vanessa Tercero moved to approve the November 6th meeting minutes as distributed via email. Kathy Salerno seconded the motion, which passed unanimously.

HUD Funding Processes: 2017 Continuum of Care Program Funding Awards: Tina Pagotto, Chair of the Quality Improvement & Evaluation Subcommittee (QIES), reported on the 2017 Continuum of Care Program Funding awarded to Philadelphia CoC in January:

	Amount Awarded
Renewal Projects	\$31,014,860
New Projects	\$1,855,973
CoC Planning Project	\$979,975
TOTAL CoC Award	\$33,850,808

ALL of Philadelphia CoC’s 99 renewal projects were funded, representing over 2,700 units of permanent and transitional housing, and the Homeless Management Information System (HMIS). Six new projects were funded with \$1,662,485 in reallocated funds and \$193,488 in bonus dollars:

Organization	Project Name	Project Type	Population	Households Served	Award
Office of Homeless Services	CEA-BHRS mobile assessors	Supportive Services Only (SSO) for Coordinated Entry	NA	NA	\$184,800
Families Forward Philadelphia	Families in Transition	Rapid Re-Housing (RRH)	Households with Children	Min. 15	\$364,270
Veterans Multi-Service Center	Edison64	Permanent Supportive Housing (PSH)	Chronically Homeless Households without Children	Max. 20	\$360,100
Women Against Abuse, Inc.	Safe at Home	RRH	Households fleeing Domestic Violence	Min. 12	\$244,490
PHMC	First Foundation	RRH	Young Adults ages 18-24	Min. 25	\$508,825
TBD via RFP	Back on Track	RRH	Households without Children	Min. 10	\$193,488
TOTAL NEW PROJECT FUNDING					\$1,855,973

HUD Funding Processes: Report from CoC Quality Improvement & Evaluation Subcommittee (QIES) on Local 2018 CoC Renewal Funding Competition: Tina Pagotto reported that having reconvened for weekly meetings beginning in January, the QIES was finalizing the 2018 local competition materials for a mid-March launch. Because the committee spent so much time rethinking the evaluation tool for 2017, they have only made small changes for 2018:

- Component 3 has been revised to comport with HUD’s revision of the Annual Performance Report (APR).
- The Housing First question will be moved to component 1 and will be unscored, as the QIES does not believe that the question sufficiently gauges application of a Housing First approach. Organizations will be asked to submit additional Housing First attachments with renewal applications.
- The application will include a bonus question to allow providers to share accomplishments that are not indicated elsewhere.

The application will launch via email during the week of March 12th, followed by a mandatory briefing on March 20th from 3–5pm. Recruitment for reviewers will begin shortly thereafter, with a focus on including more non-providers. Advisory Committee members who have Board members, partners, etc. who want to review applications should have them contact [Gina Ruggieri](#).

Moving forward, the QIES is looking at training needs and recommendations and will work on developing a mechanism for better evaluating adherence to Housing First for scoring next year.

HUD Funding Processes: Youth Homelessness Demonstration Program (YHDP): [Jessica Sones](#), Youth System Coordinator, lead contact for Philadelphia’s application for the second round of the HUD Youth Homelessness Demonstration Program (YHDP). HUD will select 11 communities for this \$43 million grant opportunity, including 5 rural communities, providing an opportunity to create new and innovative housing and service projects for youth ages 24 and under. If funded, we will work with a wide array of partners to plan and implement a “Coordinated Community Plan” outlining use of the funds. In preparation, a “YHDP Planning Team” including a wide variety of stakeholders has been meeting about this grant specifically since December. The Young Adult Leadership Committee is also giving input on the application, helping ensure that we center our planning process and use of funds on youth voice and input. Applications are due April 17th! Projects funded through YHDP, if awarded, will have 2-year grant terms and may be renewed under the CoC Program if they meet certain HUD requirements.

Despite the existing breadth of the stakeholders engaged in our youth system work, we continue to seek new partners, especially from the justice system, higher education, early childhood education, workforce development, and the faith-based community. The planning process strengthens our local work whether or not we are awarded funds.

HUD Funding Processes: Annual Action Plan: The Office of Homeless Services is working on writing narratives and finalizing a plan for Emergency Solutions Grant (ESG) spending for the 2018-2019 *Annual Action Plan* that will be submitted to HUD in June. When completed, these will be circulated to the Advisory Committee and CoC Board for review. Additionally, the Division of Housing & Community Development will hold a hearing on the *Preliminary Plan* on April 24 at 2pm and City Council will have a hearing on the *Proposed Plan* on June 6.

Reduction in Transitional Housing Units for CoC-funded project: People's Emergency Center (PEC) has a 26-unit transitional housing project (Rowan House) that recently began targeting its services to families fleeing domestic violence. The project has 2 units on the ground floor in which PEC does not feel it can adequately protect these survivors from the violence that they are fleeing. Because of the project's location in West Philly and work that its Director has done previously, PEC knows that CHOP keeps children in the hospital longer than necessary if their families have nowhere to go and would like to use

the two ground-floor units to house such families. These households may or may not meet CoC eligibility requirements, so PEC would reduce the capacity of this CoC-funded project from 26 to 24 units. Because the Board will be voting on this on March 12th, Homeless Services wanted to notify the Advisory Committee.

CoC Strategic Planning: Lauren Whitleigh, Director of CoC Planning, reported that the Office of Homeless Services has been working with several volunteer committees and the Corporation for Supportive Housing (CSH) on a community planning process for Philadelphia's Homeless Assistance System. After gathering community input from the November Advisory Committee discussion, 21 group sessions with 245 people during late November and early December, an OHS staff survey, and a large all-day December gathering of representatives of 55 organizations, OHS and the committees have been focused on synthesizing the feedback and recommendations received to produce concrete next steps for a plan. A summary of input was distributed widely in mid-February, identifying six main themes:

1. Collaboration
2. Communication
3. Resources and Funding
4. Training and Technical Assistance
5. Accountability and Performance
6. Employment

Once the plan is drafted, it will be released and followed up with public comment forum.

Advisory Committee members asked questions about cross-system collaboration, specifically about engagement with the Department of Behavioral Health and disAbility Services (DBHIDS) regarding training and support for persons with severe mental health concerns and with the PA Department of Human Services/County Assistance Offices.

Leah Staub, CoC Board Program Manager, asked the Advisory Committee members to help with honing in on strategic priorities by focusing on the theme of Communication. Small group discussions focused on the following questions:

1. How are you kept informed about what is happening at your organization, internally and as part of system-wide efforts? How are you kept informed about changes in other parts of the system?
2. How are program participants kept informed about what is happening at your organization and in the homeless assistance system more broadly?
3. What is most effective about these methods of communication (e.g., medium, frequency, regularity, level of details, clarity of implications, etc)?
4. In your experience, what gets in the way of effective communication?
5. What strategies would you recommend for improving communication of our homeless assistance system? To what area of communication would they best apply?

The discussions focused on how hard everyone has to work to communicate effectively, especially in the age of information overload. Specific topics included who views whom as a partner and challenges both of continuity of communication in the context of staff turnover and of breaking down narratives built over extended time working together. Concerns including mismatch between the importance or type (early exploratory, requesting input on proposals, notification of decision) and the mode of communication, need for specific feedback mechanisms, lack of clearly defined roles, attention to tone (as people need to trust the messenger). Recommendations centered on making sure communication is regular, specific/targeted, concise, and consistently structured, in language that makes sense for its

audience and with links to learn more. Some discussed the utility of focus groups and other in-person settings in which people can learn from each other and receive follow-up information by email.

Coordinated Entry implementation: Sara Pagni, Senior Program Manager, Coordinated Entry & Special Projects, reported that implementation of the [Coordinated Entry & Assessment-Based Referral System](#) (CEA-BHRS) has begun, following CoC Board approval of the Policies & Procedures. As of March 2nd, 305 people from 37 organizations had been trained, with the [next set of trainings](#) focused on Transitional, Rapid, Permanent Supportive Housing Providers and DBHIDS-funded Safe Haven and Journey of Hope programs. Youth Access Points at Valley Youth House and the Attic began operating with a soft launch on March 6. As of March 1st, 477 coordinated entry assessments had been input into HMIS. As TH/RRH/PSH providers are trained in HMIS, they will begin entering housing vacancies and receiving referrals. Additional HMIS configuration is ongoing, focused next on prevention/diversion and on addressing concerns about records of persons fleeing domestic violence who enroll in a non-DV specific program. Homeless Services has 3 interns helping with CEA-BHRS communication and evaluation. The flag review process began during the week of March 5th.

Point-in-Time Count: Gina Ruggieri, CoC Program Manager, reported out on the 2018 Philadelphia Point in Time (PIT) Count, which took place from Wednesday, January 24th 10:30pm through Thursday, January 25th 7:00pm. Philadelphia conducted an overnight count 12am-4am targeting adults 25+ and a youth-specific count on Thursday, January 25th 6am-10am and 3pm-7pm targeting youth 24 and under.

Adult Count: 40 teams of volunteers set out to canvass the entire city from midnight to 4:00am with maps of their designated zone with hotspots identified, hygiene kits ready for distribution, and tablets designed to survey those encountered. Flyers were also distributed by teams to those sleeping on the street that night, offering the option to go to one of four different drop-in center locations around the city at various timeslots throughout Thursday in order to complete a survey with a PIT Count volunteer. Teams consisted of invested and curious community members, staff of local homeless service providers, government employees, and people with lived experience of homelessness. There were 50 slots available specifically for those with lived experience, offering a stipend for their participation. Homeless service providers in the community assisted to get the word out and recruit people with lived experience who were interested and able to volunteer.

Youth Count: Philadelphia utilized the University of Chicago Chapin Hall's Voices of Youth Count methodology for its youth count. Over 100 youth with lived experience served as "youth guides," leading teams of volunteers on the street as they canvassed the city. In addition to canvassing the streets from 6am-10am and then again from 3pm-7pm, the Youth Count also hosted 16 "Come and Be Counted" sites around the city for youth experiencing homelessness to go "be counted" and get surveyed throughout the day on Thursday, January 25. This served as an additional strategy to get a more accurate count of homeless youth and to better engage youth and refer to appropriate resources.

In total, there were over 400 volunteers for both the adult and youth counts. The adult count, managed by Project HOME, and the youth count, managed by Valley Youth House, had a joint registration page for these events, which included several options for training opportunities; training is a requirement for PIT Count participation in Philadelphia. Both counts ran successfully, were community-inclusive, and strategic in their approaches to obtain the most accurate number of unsheltered people experiencing homelessness in Philadelphia.

Local Policy Notes: Leah Staub, CoC Board Program Manager, noted that Mayor Kenney's [proposed FY19 City of Philadelphia budget](#) includes a \$3.3M increase to help expand low-barrier housing and

daytime services to address the opioid crisis. The [Eviction Task Force](#) held a public input session on Monday, March 5th and will release a draft report on April 10th for more public input. City Council held a hearing on Monday, March 12 on encampments, to assess the City's efforts to prevent and treat abuse, addiction, and disease related to the use of opioids.

Governance Update: Leah Staub, CoC Board Program Manager, explained that the strategic planning process provides a platform to look at the structure of our Continuum of Care: how it is defined, who participates and how, with whom we need to strengthen relationships and who we still need bring to the table to achieve our goals, and how we create opportunities to coordinate efforts more effectively. Our most immediate task to take action on all of the input received from the community will be devising a leadership structure that will support us to advance our strategic goals, which means that we will focus on rethinking CoC governance, specifically the CoC Board and Advisory Committee. Given that we will be working to reconfigure our collaborative decision-making in the very near future, OHS planned to recommend that the CoC Board temporarily suspend the term limits in the CoC Governance Charter. With regard to the Advisory Committee, this means extending the terms of the Advisory Committee Chair and Vice-Chair until a revised structure is in place.

Support for implementation of Nondiscrimination Policy: Lauren Whiteleigh, Director of CoC Planning, recalled that in November, the Board approved a CoC Nondiscrimination Policy effective in January. In preparation for the effective date, OHS convened a workgroup to support implementation; the workgroup is currently reviewing a resource guide that will be distributed broadly later this week. Training on the policy is in development.

UPDATE: *The CoC Nondiscrimination Policy approved in November contained procedures for reporting any experiences of discrimination to the Office of Homeless Services. Those procedures included the option of delivering a form in person to Appletree Center or Roosevelt Darby. As the role of these Access Points has shifted with the implementation of coordinated entry and the co-location of the Emergency Assistance and Response Unit, the Monitoring & Compliance Unit that was formerly located on-site has relocated to MSB, leaving no staff designated to receive these reports on-site. An updated policy, replacing the references to in-person delivery of the form with the option to email, fax, or mail the form to OHS, was brought to the CoC Board for approval on March 12th. Only the reporting procedures have been revised in the updated policy.*

Future agenda items: It was suggested that the June meeting include a CEA-BHRS check-in, with prompts for consideration sent out in advance.

Announcements:

- Reminder that Philadelphia's Homeless Advocacy Project's [SSI Outreach Access & Recovery \(SOAR\) Project](#) is ranked as the number 1 program in the country helping homeless disabled adults and youth aging out of foster care to obtain SSI/SSDI benefits on a rapid basis, with a 98% approval rate. The recent [2017 National SOAR Outcomes Brief](#) highlights the 10th anniversary of HAP's program.
- Youth Service, Inc. (YSI) is holding a conference on May 19th for teens aged 12-17 and invites participation in a youth homelessness bike ride on May 20th.
- Philadelphia Interfaith Hospitality Network's [Empty Plate Dinner](#) will be on April 14th at St. Dominic Parish in the Northeast.

Adjourn: The meeting adjourned at 11:03am.