CoC Membership Meeting
September 9, 2016
Charcot Training Center
2310 N. First St, Suite 2310
San José CA 95131

Attendees: Lili Padilla (Bill Wilson Center), Darius Brown (County Office of Education), Rachael Wegener (LifeMoves), Bob Dolci (Office of Supportive Housing), Kelly Hemphill (City of San Jose Housing Department), Lynn Morison (Abode Services), Katherine Finnigan (LifeMoves), Elizabeth Medina (Family Supportive Housing), Greg Kats (Housing Authority of the County of Santa Clara), Jenn Ong (Bitfocus), Consuelo Collard (Catholic Charities), Lynn Magruder (South County Collaborative), Beth Leary (Family Supportive Housing), Amy Hayes (Abode Services), Jennifer Loving (Destination: Home), Kelly Sumner (HomeFirst), Alejandra Herrera (Destination: Home), Victor Lecha III (Office of Congresswoman Zoe Lofgren), Liz Lucas (Abode Services), Janbir Sandhu (HomeFirst), Anthony King (Sacred Heart Community Service), Nikka Rapkin (HomeBase), Erin Stanton (Office of Supportive Housing), Ky Le (Office of Supportive Housing), Hilary Barroga (Office of Supportive Housing)

Minutes

1. **Welcome and Introductions**

Hilary Barroga welcomed the CoC membership and meeting participants introduced themselves.

2. **Administration: CoC Quality Assurance Standards/Policies Update**

Nikka Rapkin provided an update on the CoC Quality Assurance Standards. The CoC recently completed a process to update the Standards. The goal of the Quality Assurance Standards is to support provision of standardized services to persons experiencing homelessness. Community feedback was gathered at community meetings in April and May and through one-on-one calls and emails with stakeholders. The Quality Assurance Standards apply to all programs in the CoC, not just those that are funded by HUD CoC or ESG funds. Ms. Rapkin highlighted two of the significant changes:

- **Education:** HUD expects the CoC to ensure that homeless individuals and families are aware of and have access to services for which they are eligible. The Quality Assurance Standards related to education include the following policies:
    - Take the educational needs of children into account when placing families in housing and place families with children as close as possible to their school of origin.
    - Inform families with children and unaccompanied youth of their educational rights, including providing written materials, help with enrollment, and linkage to McKinney-Vento liaisons as part of intake procedures.
    - Do not require children and unaccompanied youth to enroll in a new school as a condition of receiving services.
    - Allow parents and unaccompanied youth to make decisions about school placement.
    - Do not require children and unaccompanied youth to attend after school or other educational programs that would replace or interfere with regular school activities or prevent the child/youth from staying in their school of origin.

- o Post notices of students' rights at each program site that serves homeless children and families.
    - o Designate staff that will ensure that homeless children and youth are in school and receiving all educational services to which they are entitled and to coordinate with educational stakeholders.

- **Involuntary Family Separation:** HUD expects that CoC programs do not deny admission or separate any family members based on age, sex, gender, or disability. The Quality Assurance Standards include the following family separation policies:
    - o CoC and ESG providers may not use the age or gender of a family member under age 18 as the basis for denying admission to a family. Family member means any member of a household as defined or identified by the household and is not limited to persons related by birth, adoption, or marriage.
    - o The CoC will work closely with providers to ensure that placement efforts are coordinated to avoid involuntary family separation.
    - o The CoC will continue efforts among cold weather shelters to ensure families are not separated.

The full Quality Assurance Standards will be available on the CoC website.

3. Administration: 2016 HUD CoC Notice of Funding Availability (NOFA) Update

Nikka Rapkin provided an update on the 2016 HUD CoC NOFA. The NOFA was released on June 29, 2016. Project applications were submitted to the local Rank and Review process in early August. A Rank and Review panel met to review and rank all of the project applications and the final priority list was approved by the CoC Board on August 29, 2016. Ms. Rapkin thanked everyone for their contributions, including completing project applications, serving on the Rank and Review and Appeals panels, and providing information for the community application. The CoC application will be submitted early next week in advance of the deadline of September 14, 2016. The total request for CoC funding for Santa Clara County is $20,530,606.

Ms. Rapkin provided an overview of HUD Priorities in this year's CoC application, including:
- Advancing System Performance Measures
- Reducing Homelessness for Priority Populations, including chronically homeless, veterans, youth, survivors of domestic violence, and families with children.

It is expected that future CoC NOFAs will increasingly emphasize the use of data, including the system performance measures.

4. Program Highlight: Project Welcome Home

Amy Hayes provided an update on Project Welcome Home (PWH). PWH is a Pay for Success project focused on housing people who are chronically homeless in Santa Clara County. The project uses a triage tool to identify "superusers" of emergency services to target for housing. PWH provides wraparound service coordination, harm reduction specialists, peer wellness specialists, and psychiatric services. The project focuses on getting people housed as quickly as possible. PWH has 112 spots, including 80 units at

Curtner Studios, Onizuka, and Donner Lofts. The remaining 32 units are scattered site. PWH is part of a research study with UC San Francisco to evaluate its effectiveness. The success of the project is judged on how long and how consistently people remain housed and reductions in utilization of services, including emergency psychiatric services and jail. The project launched in July 2015 and currently has 105 participants, including 101 people that are housed.

PWH uses a database program called Slate that was developed by Palantir to look at data from HMIS and County databases. The program provides easy user friendly data and visualization of program demographics. The program also tracks the services that participants utilize, including changes in service utilization before and after housing, and cost savings due to changes in utilization.

5. Operations Update: Coordinated Assessment

Erin Stanton provided an update on the implementation of coordinated assessment in Santa Clara County. The coordinated assessment system for making referrals to permanent supportive housing (PSH) and rapid rehousing (RRH) began operation within the last year. Access point agencies began conducting VI-SPDATs in November 2015 and the Office of Supportive Housing began making referrals to PSH and RRH programs from the community queue in January 2016. As of July 1, 2016, over 3,000 VI-SPDATs had been completed and over 300 referrals had been made to PSH and RRH programs.

The Coordinated Assessment Work Group continues to evaluate implementation of coordinated assessment and make process improvements as needed. In addition, the Work Group is in the midst of the planning process for integrating emergency shelter and transitional housing into coordinated assessment. Over the summer community input was collected via participant surveys and focus groups (covering people staying in emergency shelter or participating in transitional housing and people who are unsheltered), a community meeting, and one-on-one meetings with emergency shelter and transitional housing providers.

All CoC members are invited to participate in the Coordinated Assessment Work Group. Meetings are held on the second Thursday of each month from 1:00pm-3:00pm at The Health Trust.

6. Operations Update: System Performance Management

Erin Stanton provided an update on the implementation of communitywide performance measures in Santa Clara County. The CoC created the Performance Management Work Group to develop and implement our community's performance management process, including monitoring progress toward community benchmarks. The goal for these measures is that they will help us assess the effectiveness of our entire system of care and how it operates as a system, not just evaluate each program independently.

The group reviewed the System Performance Measures dashboard for July 1, 2015-June 30, 2016, including the annual HMIS shelter count, number of first time homeless people, returns to homelessness, and exits to and retention of permanent housing.

All CoC members are invited to participate in the Performance Management Work Group. The next Work Group meeting will be Thursday, November 17 from 1:00pm-3:00pm at The Health Trust.

7. Operations Update: HMIS

Jenn Ong provided an update regarding HMIS. This year was the first year that HUD required CoCs to submit the System Performance Measures (SPM). We submitted the SPM report on August 13th for the report period of 10/1/14-9/30/15. The primary goal for this year's submission was to make sure all CoCs are able to successfully run the report and submit it to HUD. This year's report will also be used as a baseline for comparisons in future years. Bitfocus worked with HMIS partner agencies in advance of the submission to review data for completeness and accuracy. Agencies were proactive and responsive to requests – thank you to everyone involved!

The CoC is also launching a Continuous Data Quality Improvement Process to ensure high quality of data in HMIS. This process will launch in October. As part of this process, Bitfocus will provide training, data quality reports, and technical assistance. HMIS partner agencies will run and distribute data quality reports and correct data quality issues. The COC also set data quality standards to define what good data quality is:
- Timeliness: Establishes standards for how quickly data is entered into HMIS.
- Data Completeness: Sets standards for "don't know", "refused", and "data not collected" responses in HMIS.
- Accuracy: Sets standards for how often agencies should monitor their data accuracy to ensure that responses entered into HMIS are accurate.

Agencies will be expected to review data quality reports monthly and make data corrections as needed. A quarterly cycle will include focusing on data completeness in the first month, focusing on accuracy in the second month, and focusing on workflow and process improvements in the third month. The cycle will repeat quarterly.

8. Community Plan to End Homelessness

Ky Le provided updates related to the Community Plan to End Homelessness. All of the information reviewed today represents a significant amount of work on the part of the CoC and all of its members. We are building on the successes we've had in the past to improve our work for the future.

The bottom line goal of the Community Plan is to add 6,000 new housing opportunities in Santa Clara County. Housing opportunities include both permanent supportive housing and rapid rehousing and both units and subsidies. The County and the Cities are investing more funding in housing and we are doing well on our goal to implement more scattered site rapid rehousing opportunities. However, to reach the total goal of 6,000 new housing opportunities we need new units of affordable housing that are available to people with extremely low incomes and people with special needs. Three initiatives underway in the community may contribute to reaching this goal:

- The City of San José, the County of Santa Clara, and the Housing Authority recently released a joint RFP for $48 million. This joint NOFA is important because the local agencies are streamlining their processes to make the application process easier for developers.
- The State will be issuing $2 billion in MHSA housing bonds for housing for people with a serious mental illness, including those who are homeless. Santa Clara County's portion may be around $90-110 million.

- In June the Board of Supervisors voted to put Measure A on the November ballot. If approved, this measure would create a $950 million general obligation bond to develop affordable housing. The majority of funds would be for individuals who are homeless or with special needs.

9. **Announcements**

The next Point-in-Time Count will be held in January 2017 and will include sheltered and unsheltered counts. This year the Count will include a countywide youth count and the creation of regional reports highlighting homelessness in the City of San José, South County, and North County. Please get involved by participating in planning meetings and recruiting volunteers and homeless guides. Your participation is needed to ensure a strong count!

The Binational Health Week Conference will be held on October 13 and will focus on Latino mental health issues and trauma informed care.