

Heading Home Governance Board
November 15, 2018 from 1-3pm at Cotton Town Hall

Present: Mary Bishop, Kate Bradley, Cynthia Finley, Shelly Holmes, Pat Leary, Heather Lindula, Tracey Montgomery, David O'Leary (phone), Stacy Radosevich, JoAnn Solin, Nathan Thompson, and Kate Van Daele (phone).

Welcome/Introductions: Name and position on the board.

Terms/Open Seats/Applications/Recruiting: The City and County staff will be attending the December 12th HHGB meeting to discuss issues with open seats, HHGB By-Laws and Charter with the HH Governance Board.

5-year Plan: Heather is working on the 5 year plan. Please get any initiatives to Heather in the next two weeks. We would like to make the plan robust. Also, the plan needs to be realistic and achievable. Listed in the NOFA where a number of initiatives (AICHO DV; Garfield Square; CES; HIMIS, Tribal Youth, Tax Credits, and plan for DV facility on the Range).

Discharge Planning – Although there was previously an effort to develop a Discharge Plan, it fell through because of lack of funding. We want to rekindle the effort to create and implement a Discharge Plan. Kate Van Daele offered to share the City of Duluth's Discharge Plan and will send a summary to Heather. It was suggested to reach out to those who already do some of this work (i.e. SOAR). This should be a part of the 5 year plan.

State Report by Pat Leary: Working on the State Opioid Response (SOR): The main purpose of this funding is to reduce American Indian deaths due to opioids. The State helped with the Wilder Survey at Bois Forte.

CES Issues – The issues concerning the 211 process were discussed. It was decided to invite State staff to the CES meeting on the 2nd Wednesday meeting in February at Cotton.

SLC Report: Jensina Rosen has been hired for the Homeless and Housing Program Specialist position (Housing Support Monitoring/Compliance). Her first day will be December 3rd.

Social Service Specialist position is in the hiring process and will be filled soon.

* CoC Coordinator position: One SLC internal candidate was interviewed, but this position will be posted for external applicants. Half of the interview panel will be made up of Community Partners.

ICA Report – ICA is in the process of cleaning up data, which should improve data quality. Our CoC is pretty good in most areas, but could use some improvement in Exit data and Social Security numbers. The HIC will be done through the HMIS data this year. In the new HDX 2.0 there will be better reporting for analyzing data. There was some discussion of friendly competition and a traveling trophy to help improve data clean-up.

Committee Actions:

* **Housing Response Committee** - Housing Response Committee (HRC) report: The HRC submitted a letter to the Governance Board requesting changes to United Way 2-1-1 role with the Coordinated Entry System. There are ongoing issues with United Way 2-1-1 staff providing the housing prescreen and scheduling the VI-SPDAT assessments. The CES Coordinator has documented multiple cases of scheduling errors and reports of poor customer service, refusal to schedule VI-SPDATS, sending households in need to agencies rather than complying with the process of scheduling appointments, long periods of time (up to 2 weeks) to get a return call when leaving a message. United Way response is that they have made some improvements such as a new lead-in message for housing calls, internal request to record calls for clear documentation of customer service and a plan for staff to attend trauma informed care training. Housing Response Committee discussion acknowledged that there were four available CoC Trauma Care trainings in the past year and 2-1-1 staff did not attend. Group discussed whether some callers would hang up if call was recorded.

The letter states: “The Housing Response Committee is seeking to change the Coordinated Entry System within St. Louis County. There has been extensive marketing of 2-1-1 as being the first call. The committee would request that calls still be made to 2-1-1 as the Information and Referral. However, the request is to change the process for the completion of the Pre-Screen. The committee is requesting that there be staff in the north and staff in the south to complete the pre-screens. The committee is reviewing funding opportunities to pay staff to complete the pre-screens. The remainder of the Coordinated Entry System would remain the same. Households will be scheduled appointments for assessments and entered on the Prioritization List in the area they chose to be housed.

The Housing Response Committee is requesting the Governance Board approval to make these changes and is further requesting the Governance Board request that St. Louis County cancel contracts with United Way 2-1-1 from doing the pre-screens.”

* **Evaluation Committee** - Kate Bradley invited the board members to consider joining the Evaluation Committee.

* **Advocacy Committee** – none.

* **Youth Board** – tabled.

* **RHC/AHC** – none.

Funding updates:

* **CoC – NOFA** – none.

* **ESG – City** – none.

* **ESG County** -none

* **FHPAP** – Good structural and procedural work done at the Housing Response Committee to identify voting members, funding allocation categories (deposits/rent/utilities) and compliance with MHFA site visit response such as Release of Information forms and case file management. Stacy will send out SLC Letter of Intent in November to determine which agencies will apply for the 2019-2021 biennium. St. Louis County will request additional funding to help with Board and Lodging clients (currently not FHPAP eligible) to move into rental units. Fifty-five percent of the budget has been spent. Stacy expects no problem expending funds especially as ESG funds in Duluth have been depleted and will not be replaced until April! Landlord Incentive Program is fully implemented and is working well.

* **SUD** - Mary just finished the quarterly report, which shows the SUD team is working above and beyond to make this grant very effective. Mary sent out the contract language to the grant participants, which says the client’s deposit and first month’s rent are to be one time usage.

* **HSASMI** – Site visit with Gary Travis went well. There are some complications with working with two data bases (HMIS and MHIS), but Heather says that HSASMI grant tracking is being done through an Excel data base to extract data from both of these large data bases. Patty Beech is working on the HSASMI Reporting and Evaluation.

NEXT MEETING: December 20, 2018, 1- 3 pm. Cotton Town Hall