

Indianapolis Continuum of Care meeting

April 29, 2014

Meeting was called to order at 9:15 by Phil Smith who asked for the participants to introduce themselves.

Phil Smith then reviewed the agenda. Items to be covered included:

- NOFA application process and community review
- Gaps Analysis review and Performance Metrics
- Interactive exercise for participants
- Centralized assessment

Continuum Business: Action Required

- **Presentation of NOFA Community Ranking Process**

Mary Jones from the Program Application and Technical Assistance committee presented the recommendations on the Community Review Process and NOFA application process.

The following questions were asked about the proposed processes.

- Is there a set number of rankers?
 - No there is no predetermined number of rankers.
- Can you please review who and who cannot rank, again and specifically address why members of the Program Application and Technical Assistance Committee cannot rank?
 - Because the PATA committee is responsible for oversight of the process, it would pose a conflict of interest to be overseeing a process in which they participate. This is also a best practice that has been observed by other communities.
- Does this application and process apply to other funding sources like CDBG?
 - No, this is solely for projects funded under (or seeking funding from) the Continuum of Care.
- Comment to put info on website beforehand so that everyone has access and can review prior to
 - Motion to accept,
 - Motion 2nd
 - So moved and accepted
- **Presentation of the Performance Measures, Gaps Analysis with input from completed provider surveys: Laura Littlepage**
 - Question – housing availability affected by past felony – yes

- Recommendation by Blueprint Council to adopt Baseline Performance Measures for the CoC
- Phil Smith discussed need to get measures as categories passed not numeric goal recommendations so that targets can be set.
 - Motion moved to Discussion:
 - Need to vote on things after items are posted
 - Get better at having pieces on website
 - Motion to approve the performance measures as presented
 - 2nd motion to approve
 - Consensus approved, 2 noted opposition votes
- **Implementation plans in line with Blueprint strategies 2014-2015: Kelly Frank Social Legends**
 - Need to develop a structure that can be maintained by volunteers
 - Implementation plans will be developed in concert with the committees, committee chairs and Blueprint Council
 - Need to have access to all the data points that are currently being gathered—Charrette, Provider Survey, Gaps Analysis
 - Timeline for completion is August 2014

Project Updates: No Action Required(10:20-10:30)

- Coordinated Access work to date: *Christy Shepard*
 - Introduction of Steering Committee
 - Overview of work to date
 - Charrette process in May

Community Round-tables: Interactive Exercise

CoC Members were invited to discuss topics at community roundtable meetings. There were two rounds of discussions with the following topics:

- **Housing Spectrum: Karin Thornburg**
 - *Based on the information that was presented today, do we need more information on our current housing stock before we start building the implementation strategies for the housing committee?*
 - Housing Authority needs to be at table
 - Unknown transitions
 - Sex offender housing
 - Private landlords
 - Veterans services
 - Large families
 - Persons w/level of need issues (frostbite, can't take care of self)
 - Non-traditional families

- *What information is missing from the Gaps Analysis?*
 - Case management within housing to reduce recidivism rate
 - Homeless preventions – how to prevent relapse
 - Early, quick, short intervention
 - Identify prevention needs
 - Data re: recidivism (relapse), lose housing to identify critical time periods
 - Develop training/relationship w/landlords – educate on services available
 - Truly coordinate a continuum of housing
 - Housing inventory

- *How do the Baseline Performance Measures drive our work? How can we align the targets to further our work?*
 - Concern re: increasing income
 - Limited funds to prevent
 - More expensive to bail out than get housed
 - Rehousing is often putting band aid on it
 - Nothing addresses service needs
 - Housing first model imploding – too light on services

- *What should our 2014-2015 Committee implementation plans & Blueprint strategies be around Housing?*
 - Relook at VI
 - Develop comprehensive housing inventory
 - Community education programs – service and service providers
 - Look at data to see which are most successful
 - Concern over movement to lower transitional and increase PSH
 - Need increase transitional for families
 - Who will pay for services, need to keep persons housed

- *What is key for the Indianapolis Coordinated Access Design to work?*
 - A more specific
 - HMIS barriers – cost, staff time, AmeriCorps Vista
 - Coordination – no wrong door, can HMIS manage wait list
 - Whose outcomes are they – if ESG funds from Agency A house X but Agency B is service provider, case conferencing will be needed for ESG

- **Investment Strategy and Performance Auditing: Jeremy Turner**
 - *Based on the information that was presented today, is there more information needed on current funding streams/sources and performance measures before we start building the implementation strategies for the investment committee?*
 - *How do we use the Baseline Performance Measures to move us toward a High Performing Community?*
 - *Is there something else we need to measure? Why?*
 - *What is missing from the discussion?*
 - *What should our 2014-2015 Committee implementation plans & Blueprint strategies be for Investment and Performance?*

- *Discussion items from roundtables:*
 - Appears we have funding; but vulnerability is going up. No supportive services in place for highest risk process.
 - Performance auditing – knows who is accomplishing the goals and where is the potential for new projects
 - Where is the minority representation?
 - How do we know if “length of time homeless” is accurately reported? Need context about numbers
 - Educate community about program match requirements
 - Be careful about investment – do not chase shiny new things; programs
 - 2 types of performance – outcomes vs. organization strength and efficacy
 - When does TA kick in?
 - How do we know clients destination ????????
 - Is there a national expectation of what is a reasonable amount of exit data from clients exiting shelters? (How many clients are completing exit interviews vs. refuse to give leaving data or disappear?)
 - Prevention is not being discussed. Role it plays on shelter availability and strain on services from newly homeless.
 - Do not increase data burden on agency – need to be able to be 100% generated by HMIS

- **Coordinated Access Design and Charrette: *Christy Shepard***
 - *Based on the information that was presented today, how do you perceive our current access points for intervention and prevention services?*
 - Too few
 - Fragmented
 - Not streamlined
 - Exclusive because of agency guidelines
 - What we can do vs. what you need
 - Confusing to access
 - Getting better but it’s spotty
 - Agencies may have connections but it’s not consistent

 - *What pieces of the system are working? What pieces of the system could work better? How?*
 - Limited access for urgent issues or same day
 - Limited access for prevention services
 - Communication or knowledge of who does what and how to get help
 - Lack of knowledge and info with those that help and clients

 - *Are there significant gaps or barriers for clients to access long-term housing?*
 - Barriers for helping as a provider
 - Overwhelming for us to navigate, how are clients expected to navigate, mental health, SA

- No immediate access to services
 - Struggle w/understanding community center process, trustees
 - Needs to be client intuitive – client focused not provider focused, not overcomplicated, eliminates barriers
 - Client denial of need/embarrassment, not ready to deal with it
 - Families don't want to be labeled
 - Move availability, families
 - Lottery to get in
 - 24 hour intake
 - RRH vs Shelter
 - Evictions, application fees
 - One way to access or one place?
 - Some communities are more accepting of individuals with spotty histories
 - “Credit Recovery” – landlord that will rent to house who are high risk
 - House someone and overlook barriers
 - Recovery for all homeless
 - Not enough family shelter beds in Indy
 - 18-24
 - Unaccompanied youth 15-17
- *What are key elements for the Indianapolis Coordinated Access Design to work?*
- Job/employment hours
 - Transportation
 - Communicated, well-known
 - We need a comprehensive housing inventory
 - All of the referral points
 - Housing specialist, ihopesocialserve.com
 - Agreed upon flow of response
 - What is an up-stream indicator of risk of homelessness
 - Eligibility but not jump through hoops
 - Link up with housing providers, property managers
 - Hook up with Chamber – info for employees, landlords, clients, no access for help
 - Changing definition of homelessness
 - Doubled up
 - Is this an intervention? Civil responsibilities
 - Who do you target first?
 -
- *What would Coordinated Access strategies look like between over the next 3 months, 6 months, 12 months?*
- Safe environment, immediate needs → shelter, then move to TH or PH
 - Low barrier are better fit for immediate housing

- Not good at working among ourselves
 - Decision model for all needs
 - Coordinated assessment
 - Common waitlist
 - Waiting place
 - Triage – shelter is immediate, long vs. short term needs

- Intervention and Prevention Services: *Laura Alvarado*
 - Based on the information that was presented today, is there more information on our current intervention and prevention services before we start building the implementation strategies for the intervention and prevention committee?
 - What information is missing from the Gaps Analysis?
 - How do the Baseline Performance Measures drive our work? How can we align the targets to further our work?
 - What should our 2014-2015 Committee implementation plans & Blueprint strategies be around Intervention and Prevention?
 - What is key for the Indianapolis Coordinated Access Design to work?

Discussion Items from Roundtable:

- Great goal to reduce shelter stays and to stop chronic homelessness but in some ways we are putting the cart before the horse. A 30 day goal is a bit unrealistic to exit from shelter stay to permanent housing especially when there is just not enough supportive housing.
- We have to address resources, can't decrease these stays in shelters until more resources are in place.
- Residential re-entry with support services are in place but only if you fall into a category- DV, Veteran and so on.
- There are so many barriers-
 - Need a more intensive list of the barriers
 - Need to work with affordable housing groups
 - If these affordable housing groups had an outreach person to help those in transition it would benefit the housing group too.
 - This person could be the person who make sure they get the support services.
 - Unaccompanied youth that are homeless presents even more barriers
- Families are not mentioned
 - Under 18
 - Education
 - School perspective: lots of families that are doubled/tripled up that do not qualify for services
 - If there are services, they do not extend out to township areas
- Maybe we need to break down the population into 3-5 umbrella areas
 - Families
 - Situation and so on?

- As a community we need to be more aware of this hidden homeless population that are couch surfing. We downplay that # but in many shelters that is the audience that is on the waiting list or eventually going to the shelter.
 - HUD definition used to count those hidden homeless and now it doesn't
- Churches are often providing services to this hidden homeless group
- It was recommended that the Neighborhood Alliance for Child Safety should sit on our committee as well.
 - The NACS is put in place before DCS is called in
- There is a huge stigma associated with being homeless and accessing services in the shelter
 - This should be an area that we focus on
- Could we work more with community centers to create a more intensive support system for these individuals who are not under the HUD definition of homelessness
- Currently through the COC prevention is at the door of the shelter
- Look at data associated with the HPRP program
 - How many of the housing unstabled actually become homeless?

- Research, Planning, and Evaluation: *Mary Jones*
 - Based on the information that was presented today, what information do we still need before we start building the implementation strategies for the committee?
 - What information is missing from the Gaps Analysis?
 - How do the Baseline Performance Measures drive our work? How can we align the targets to further our work?
 - What should our 2014-2015 Committee implementation plans & Blueprint strategies be around Research, Planning, and Evaluation?
 - What is key for the Indianapolis Coordinated Access Design to work?

Discussion Items from Roundtable:

- a. Need to ensure that there are common, agreed upon definitions that are used across the Continuum. For example – Supportive Housing
- b. Clearly define what is being measured and acknowledge not all are included.
- c. Bring Best Practices that are being discussed in other committees to this committee so we are aware for planning purposes.
- d. Best Practices need to be incorporated into the strategies
- e. WE need to work on a strategy to pull in more of the faith based community (I suggested the reach out and bring a friend method.)
- f. There stills seems to be gaps in the data, ensure those are lifted up and discussed.
- g. Need to ensure we are looking at the full range of homelessness across ALL of HUD's definitions, not just the literally homeless definition.
- h. Need to include more universities in the research piece.
- i. Need to figure out a way to do a summer homeless count next year to compare

