

CONTINUUM OF CARE (CoC) BOARD

NOVEMBER 16, 2022 | 3:00-5:00PM

ZOOM MEETING (LINK WILL BE SHARED VIA EMAIL)

Board members present: A. Carlisle, A. Patiño, J. Hieftje, T. Lee, K. Wyatt (for WCSO), R. Kraut, J. Hall, J. Mogensen, J. Epps, N. Adelman, P. Cornell-Allen (for Ozone House), R. Smith, D. Kelly, S. Moffat (for MAP), L. Alexander (for SOS Community Services), T. Gillotti, K. Montgomery, Z. Fosler, M. Tasker (for CMH), B. Goodwill

Board members not present themselves or by proxy: R. Adorjan (DHHS), J. Monahan (WISD), S. Dowling (VA), J. Rosen (AACF), G. Dill, T. DeGiusti (YPD), J. Forsberg (AAPD)

Community members present: M. Behnke, R. Mahdi, C. Price, K. Rutledge, V. Daffin

OCED staff present: M. Boydston, K. Kunes, A. Kraemer, N. DuBois

TIME	AGENDA ITEM
3:00pm	1. Call to Order J. Hieftje called the meeting to order at 3:04.
3:03pm	2. Welcome/Introductions
3:05pm	3. Public Comment None.
3:10pm	4. Approval of Agenda (ACTION) T. Gillotti moved to approve the agenda. T. Lee seconded. There was no further discussion and the motion carried with no opposition.
3:12pm	5. Approval of Minutes (ACTION) Z. Fosler moved to approve the minutes. R. Smith seconded. There was no further discussion and the motion carried with no opposition.
3:15pm	6. 2023 Point-In-Time (PIT) Count Methodology and Updates – <i>Andrew Kraemer, Office of Community & Economic Development (OCED)</i> (ACTION) A. Kraemer moved to discuss item. J. Epps seconded. A. Kraemer provided an overview of the proposed Point-In-Time Count Methodology, a summary of which is contained in the Board packet. The only thing that has changed this year is that HUD expanded the gender options we can use. The County is also exploring using an App instead of a paper copy of

	the survey and will have more details about that in January. A. Carlisle said the app would be very cool to do electronic surveys but remembered the year it was -16 degrees outside and everyone's phones died. A. Kraemer said that we wouldn't fully move away from paper surveys – everyone would have backups. The motion to approve the 2023 Point-In-Time County Methodology carried without opposition.
3:20pm	7. FY 2022-2023 Funding Changes – <i>Kristin Kunes, OCED</i> (ACTION) N. Adelman moved to discuss item. J. Mogensen seconded. K. Kunes said the Board previously approved ESG funds from HUD. Salvation Army is no longer doing the prevention work they were allocated funding to do. We are proposing that the funds are reallocated to SOS Community Services who is doing prevention work currently and is interested in continuing that. The Board also approved MSHDA ESG funds. OCED intends to subcontract with SOS Community Services, Avalon Housing and the Shelter Association of Washtenaw County for coordinated entry related services. Traditionally we would have a budget to share to show the new amounts, nothing is changing about the total, it's simply a matter of which agencies are receiving the new funds. It is still going through the contracting process. A. Carlisle asked about the wording of the motion to approve the reallocation. K. Kunes said that this plan is our intention but that it is not a formalized partnership yet. M. Boydston seconded this opinion. A. Carlisle asked about the funds for RRH for individuals, K. Kunes said it is the intent to continue to fund those activities and retain the work that they're doing, but that is also not formalized yet. The motion to approve the FY2022-2023 funding changes carried without opposition. A. Patino and D. Kelly abstained from the vote.
3:30pm	8. Housing Access for Washtenaw County (HAWC) Call Center Data & Updates – <i>Andrew Kraemer, OCED</i> A. Kraemer shared data from the new call center. The dashboard shared in the meeting is available at https://www.washtenaw.org/3698/HAWC-Monthly-Data. No one had any questions.
3:35pm	9. Coordinated Entry System Changes – <i>Morghen Boydston, OCED</i>

M. Boydston said this is intended to be a collaborative discussion. We are still in transition, contracts are not yet finalized, so want to know what we folks are thinking about as we continue to transition the system.

M. Tasker asked if there was a goal for the % of calls that we would want the call center to take? The data showed that 65% calls were answered, what is the expectation?

M. Boydston said we're still looking into the data in terms of what it means. It doesn't always mean that the call wasn't answered, it also includes when caller dropped the call, etc. Our goal is 100% answering, but that might not be the right data point. We have also returned every single voicemail that is left day of, so we are no longer carrying over voicemails day to day.

A. Patino said this is amazing to hear. The question that comes up for folks who call our front desk is the length of time people are waiting, it doesn't necessarily align with the dashboard. I'm hearing that people are being told they can't get assistance until January. In a couple of cases we've been able to help with direct problem solving, would it be helpful to tell you? Like we directed a caller to Legal Services yesterday.

M. Boydston said we are booked out for assessments until January but that's without the additional staff that having the MSHDA contract will allow us to bring into the system. We expect the appointments to be quickly moved once we have that in place. We are also tracking everyone who is calling and communicating with the courts for people who are involved in the courts about how much funding we will hopefully be able to provide, so courts can assure the landlords that the funding is coming, while we figure out how to mass case manage the inspections. We know we have money to support them, so we're communicating with the courts on that. For folks who have identified a unit to move in, we're using barrier busters to support them immediately. We're trying to create workarounds and work with other entities to prevent folks from losing their housing knowing this transition is affecting people. We're checking in with the folks on the list weekly to see if their case has gotten any worse. On the second part, yes it would be great if you could loop in with us about families you've had contact with. The appointment slots we do have, we'd rather them go to people who still need that so if you have any information that would be helpful.

M. Tasker said, if a family calls, and they are literally homeless... we know that people might call and get an appointment in three weeks for an assessment. Is that right? We have a number of families who are living in their cars and we put them in hotels, and they're just waiting for an appointment with HAWC. We find ourselves in that situation every week.

It's hard.

M. Boydston said I can appreciate how hard this is. Another thing we're not talking about is that we don't have openings for family shelter right now, even if they were assessed, they wouldn't be guaranteed a bed. We have a gap there right now for sure. We have talked with and created a policy for families were afraid to call HAWC because there was a policy in place that warrants a CPS call, and we have discussed that and it is no longer a policy. Homelessness is not a crime and we do not want to punish families who are experiencing homelessness for no fault of their own.

R. Kraut asked if we could follow with Melissa's example of this family. As you said, it's not like there's a ton of family shelter beds, so after the assessment... the assessment happens, and everyone agrees that this family of four people is homeless and does qualify, what happens then and who pays?

M. Boydston said that if they are determined eligible for RRH, depending on where they are on the list, they would also be eligible for IHN or SafeHouse sheltering if the resource was available. Another thing that could potentially happen is that they could be signed up for a voucher, if there was a miracle and a lot of vouchers that might be a possibility too.

R. Kraut said, during this whole time, is CMH still paying?

M. Boydston said that we don't have the funding to take over hotel funding from another organization but that they would be put into the queue for homelessness response system resources.

A. Carlisle was under the impression we have an abundance of hotel resources, so wondering why we're not moving folks over and be able to provide more immediate shelter for someone who is in their car?

M. Boydston said we have FEMA dollars that are also part of the contracting that will be going to SOS, it's a reimbursement so different than current hotel structure, and we have one case manager who can support 10 families. It's not an abundance of resources, but it is 10 hotel rooms, so hopefully by next week we can start moving people in by order of who is on the waitlist.

J. Mogenson observed that we've transitioned HAWC and have worked to cobble together solutions to immediate needs, and the system is currently under the stress with the cold weather. The challenge moving forward is to strategically plan to find ways to more adequately fund the system as a whole. Some of the stopgaps, you have MSHDA and FEMA, that might go away. We're moving forward and that makes sense in the interim but in the end, where is this money coming from? Seems like it needs to be figured out in the next budget cycle if not before.

J. Hall said that we're seeing it get way worse, even folks with vouchers cannot lease up. I think the next couple of months are going to be the worst for families. Can we get some funds from the county for hotel vouchers as an alternative to adding more shelters? That would be the quickest way to do it. I'm very worried about what's going to happen in the next couple of months.

J. Hieftje asked, why are these next couple of months going to be worse?

M. Boydston said that we're having an influx of families experiencing homelessness, more so this year than last year. A. Kraemer said right now families make up 55-60% of people experiencing homelessness, over the past three months we've averaged 58 families on the By-Name List, and it was the same last year. I do think anecdotally we've heard at the warming center that there's more people there, including individuals experiencing homelessness. Because we have the assessments backdated out a month, we're not going to have those families reflected in these numbers yet.

A. Carlisle said that CERA is gone, and that's probably why.

B. Goodwill agreed, CERA was millions of dollars helping families stay in their homes and that's no longer available.

J. Hall said that U of M added 1500 more students, and we're hearing that they're moving out to Ypsilanti too, and that's displacing residents there. McKinley just bought a big property there and is rescreening hundreds of tenants who have been there for years, and they're being displaced by students.

J. Hieftje said we need an alert for our policymakers, there's a chance we'll be headed into a recession, can we start stepping things up now to get emergency funding? It may be something we need to get on the agenda for the County and other units. Let's start thinking about that.

A. Patino wanted to clarify, is it the case with families if we know that they're literally homeless, are they prioritized for assessment more quickly? M. Boydston said yes. Do we know how many families are literally homeless right now waiting for an assessment? M. Boydston said there are 49 families on the shelter assessment waitlist.

T. Lee wanted to contribute to the discussion about the increase in homelessness, we have data from state courts that evictions are up back to pre-pandemic levels. It's going to be a lot worse than the previous couple of years. I was also wondering, you said you were waiting on approval for hiring to do appointments, what's the timing of that?

M. Boydston said that's subcontracted out with different organizations and I'm told that the organization that will be contracted already has staff in line to do this work, so it's a matter of giving them the offer and training them. It's not a recruiting for the positions, it's more of an administrative task of getting them on board and trained for this work. T. Lee said, the

people who are currently scheduled for December, do you know how much sooner they might be seen? M. Boydston said no, we can't estimate a date. T. Lee asked what happens if a unit fails inspection. M. Boydston said we understand it rarely happens, and if it does, landlords are given opportunity to make corrections and usually do so quickly. Currently there is a waiver so that inspections can be done virtually. We use HQS standards for the inspections. T. Lee said that we've heard of units that are really awful and even if it does pass inspection the tenants should know that they have rights to get these conditions addressed.

M. Tasker asked if there are any other organizations that have funding to provide for hotels? Can that be explored? There is a huge need, CMH is filling that gap for folks we're working with who have mental health need, mostly because we don't want to open someone to our system if their only need is housing... I would really like to see something available or know what to tap into. If we've paid for a month, where else can this funding come from? I'm thankful we have some funding to do this, but if we didn't exist, what would be the options for these families?

D. Kelly said I'm glad we're having this conversation. On the individuals side we're hiring two more people that can get us to very close to real-time assessments for individuals, we're posting those positions next week and will go through the hiring process, hopefully quickly, to help on the individuals side. Secondly, to reiterate – I agree with what people have been saying, I had a call with MISSION who has been in contact with others, and they've been doing some hoteling. They have some funding for that but that their numbers are going up, there's a worry that the formal and informal systems won't be able to handle everything.

J. Hieftje said that we don't meet again until January. I am more familiar with the City of Ann Arbor. The new Council members will start their budget process in December that they will be voting on in May. That's a ways off, the budget will actually start in July. Is it something that this Board is interested in doing to go out to the local units of government to get funds? We could sign a letter. I don't think people are aware of what's going on if they're outside of this Board. All of us are more plugged into this. I don't think people in local governments are aware of what's going on, 49 families on the waitlist for assessments, that's a lot, and predictions that will get worse. Let me know if you think that's a good idea.

J. Mogensen said as a representative of the faith community, some things that happen in the faith community got siloed due to the pandemic. People have been coming into congregations too, and that safety net is not as robust as some may think and it's a real challenge to figure that out.

P. Cornell-Allen has a question, the statewide Salvation Army has a specific funding source for hoteling... are there providers that have that funding? There are points in the year where they look at what agencies have been spending and reallocate the dollars. It would just be one of many potential strategies but I'm not sure if there are providers who are available. M. Boydston said that that is the funding to support the 10 families. They are FEMA DHHS ESP funds.

A. Carlisle said that a letter is absolutely needed, I support that idea. WHA's staff has also been confused about a point of contact for HAWC and if there could be an org chart about who is doing what? There have been questions about the CHP process. I'm sure it's changing but if it could be sent out for folks, we have the community relations staff person at HAWC previously who would interface with Barrier Busters and others... we don't know who is doing what and it seems like there might be a need to have clarity.

M. Boydston said we can do that, and there is a central mailbox where different staff take on different requests but all emails go to the same place. We'll send that out and the HCV coordination piece is a temporary system right now that we are working on for the strategic planning process.

K. Kunes said I know that it's not an individual person's email address, but it helps to have a lot of eyes on it to be able to track it and being able to see. It makes sure that if someone is off that day or something, it can still be triaged.

J. Hall asked about the letter, we should also have a solution and a dollar amount. I was about to do some math... if we ask for half a million dollars, which agencies could facilitate folks getting into hotels? A. Patino said if you're talking about management of the dollars yes, but if you're talking about case management no, but also it might be worth it to give up on case management in order to serve anybody more immediately. Can we figure out which municipalities have unallocated ARPA funding? J. Hall agreed, this is urgent, we have to do it in the next month or two. Who are the people in this room who are the first point of contact? We could potentially put some people in hotels. M. Tasker said I think ideally that would be HAWC. J. Hall agreed if you have the staffing. M. Boydston said that of all of the pieces of coordinated entry, the call center is the only thing that is staffed properly, so we could create a pathway. M. Tasker asked if there was adequate staffing on the assessment part, what would be the length of time between intake and assessment? M. Boydston said that the system we're working towards is that it would be almost

	immediate. If that is the case, they could get a warm handoff to the assessment agency. If they wanted to be assessed later they could also schedule a time. That is the system we're in the process of building. J. Hieftje said that we could do this casually and not a formal action item. Does anyone on the CoC Board object to a letter being sent out from the Board about this crisis? [no objections]. Can staff work on putting that together? Then we can sign it. M. Boydston said yes, staff can get that done. J. Hieftje suggested Executive Board members can review the letter. R. Smith concurred with this idea.
3:50pm	10. CoC Change Process: Next Steps – <i>Morghan Boydston, OCED and Amanda Carlisle, Washtenaw Housing Alliance (WHA)</i> A. Carlisle shared that the follow-up to the CSH work included a facilitated mediation with the organizations that were impacted by coordinated funding, and a couple of weeks ago a few CoC Board members, service providers, and CoC staff convened with a leadership professional for a couple of hours to talk through what's been happening with funding and our commitment to ending homelessness. We anticipate potentially having another meeting to build off of this meeting. M. Boydston said that follow-up will occur as need be. J. Mogensen said it makes sense to move forward on that particular part of the workplan. If things are happening on other parts of the workplan, can you push that into the system? For example, to better integrate people with lived experience? I have thought about this a lot. ICBJ used to do poverty simulations and we would give cash stipends, and then it moved to the University of Michigan, and they had a lot more money but then it came with a lot of strings. So I bring that up as this process moves forward, keep in mind some of those other parts of the workplan which I hope is still happening. And the restructuring of the Board, too. The workplan is a huge project to do. I hope we're going to do that work in the spring. A. Carlisle said that yes, the facilitated discussions is just one small part. It felt like we couldn't move forward with the other parts of the work because of the trust lost due to decisions that have negatively impacted the system. But yes, there's certainly much more of the workplan to move forward and I would invite others to champion those parts. It really should be the whole CoC Board and others beyond that to be a part of the work moving forward. It will take all of us to move forward this work.
4:10pm	11. Hunger & Homelessness Awareness Week Announcement – <i>Dan Kelly, SAWC, and Amanda Carlisle, WHA</i> A. Carlisle shared there are a series of events being held throughout this

	week from a number of different partners. We at WHA hosted a state of homelessness and affordable housing event, had about 180 people there including elected officials. That event was great and we will share out a summary and pictures next week for folks. Ozone House is having an event tonight at 7pm, and then Groundcover News is doing an open mic night on Friday evening at 6pm. D. Kelly said that tomorrow night we have a comedy event, Friday is a donation drive, and then to round out our week we have Saturday at 10am at Liberty Plaza a march, Hustle for Housing, for housing as a human right. It will end at Delonis Center. Please come if you can or share the information.
4:15pm	12. Permanent Housing Updates a. <i>Rhonda Weathers, SOS Community Services</i> b. <i>Aubrey Patino, Avalon Housing</i> c. <i>Jan Little, Michigan Ability Partners</i> d. <i>Andrew Kraemer, OCED</i> L. Alexander (SOS) said that for our RRH grant from 10/1/21-9/30/22, we served 297 people, including 200 children and 97 adults (about 83 households in total). We are winding down with the pandemic, and our average participation was very good in that our average length of stay was about 325 days, within the calendar year projection for families. I also have ethnicity data as well if you're interested. A. Patino asked if there is RRH capacity for families? No. L. Alexander said that we pick up our families through the CHP process. A. Patino (Avalon) said that we have various developments in the pipeline, construction for the Grove will start in 2023 for 50 units mostly for families, lease up will probably happen in 2024. We have Hickory Way Phase III purchase agreement for that land, likely will do a PUD to do a few more units than originally anticipated, and then we have a development in the pipeline in Ypsi for 20 units there, and another partnership with the Housing Commission, we had a great article in MLive, referencing the work of our Community Leadership Council for the Catherine site. That's the pipeline. Year to date, we've housed over 100 (nearly 200?) people with 97% retention rate. We've been hearing increased concern from neighbors of our properties that there are more folks in and around Miller/West Park, and while it is not solely that reason alone, there is some concern. We had a neighborhood meeting in the 5th ward where there were a number of concerns raised, so we encourage neighbors who have any concerns to contact us directly. We're working hard with our partner organizations to support people who need care or support. I think that's it for an update.

S. Moffat shared high-level trends with PSH. We've served 137 individuals in PSH with a 97% retention rate. In general, I know this isn't a surprise to anyone on this call but the lack of available housing in Washtenaw County is so hard. Something that is getting progressively worse overtime is landlords who are willing to work with people with vouchers, they're getting burnt out. We have some landlords who are no longer willing to work with us because of past experiences. We're also finding that clients we've been serving have more dual diagnosis, significant physical health diagnoses, and that's manifesting in a number of ways including greater damage to units which we don't have funds to resolve that. Our clients typically don't have funding either for that. That's a barrier we're really coming up against a lot. We've been working to decrease caseload sizes by applying for more grant funding, and we have several postings to hire people, but hiring has been tough and turnover continues to be tough.

A. Kraemer shared updates from conversations around prioritizing for non-HUD funded PSH. A lot of PSH is funded by HUD, and we tend to follow HUD's rules for all of our PSH, but heard about the need for PSH for people who don't meet the chronic definition. The community discussions agree with that, we're going to start piloting that with Hickory Way. We're going to put together a survey about what exactly the prioritization criteria would be. We'll then circle back with the CHP Committee and this group.

4:25pm

13. Shelter Updates (Individuals)

a. *Dan Kelly, SAWC*

b. *Krista Girty, Ozone House*

D. Kelly said that winter shelter opened the beginning of last week. We have two day-time options (currently at Zion in Ann Arbor and Freighthouse in Ypsi). We have a few options for overnight shelter, people can come to Delonis first (same with daytime support). Numbers are higher, we're only two weeks in, but we're watching the trend. Weather is a big factor, so we'll continue to monitor that to see if the numbers are actually bigger than last year. We have COVID isolation available as well, we have one client right now who is staying there.

P. Cornell-Allen said that after a lull over the summer, demand for our emergency shelter has picked up, our transitional housing is operating near or at capacity and we are, especially as the weather is turning, we're getting the word out to the community. We're trying to have a presence at schools and different community events. The challenge is that we are continuing to struggle with hiring and staff turnover. Just when you think the end is in sight, we have another vacancy. That's continuing to be a challenge for us.

4:35pm	14. Shelter Updates (Families) a. <i>Rhonda Weathers, SOS Community Services</i> b. <i>Ellen Schulmeister, IHN at Alpha House</i> c. <i>Kim Montgomery, SafeHouse Center</i> K. Montgomery said that staffing levels in our emergency shelter at 24-hour help line are low, we're having some challenges. That has a direct impact on the number of people we're able to shelter, so we're doing everything we can to address this, but I think someone else mentioned that as soon as you think you're at a good point someone else leaves, so we're trying to deal with that and continuing to provide the services we provide. L. Alexander added that SOS recently expanded the site-based shelters to 5 homes. There are currently 10 adults and 21 children in shelter. Three out of five families in the shelter currently have or are in the process of being pulled for a voucher.
4:45pm	15. Board Member Updates/Issues None.
4:55pm	16. Public Comment None.
5:00pm	17. Adjournment J. Hieftje adjourned at 4:27pm.