

# CONTINUUM OF CARE (CoC) BOARD

JULY 19, 2023 | 3:00-5:00PM

VIRTUAL MEETING

| TIME   | AGENDA ITEM                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 3:00pm | 1. Call to Order                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 3:03pm | 2. Welcome/Introductions                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 3:05pm | 3. Public Comment                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 3:10pm | 4. Approval of Agenda <b>(ACTION)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 3:12pm | 5. Approval of Minutes <b>(ACTION)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 3:15pm | 6. Virtual Voting on the FRT's ESG Recommendations <b>(ACTION)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 3:20pm | 7. Washtenaw County Funding Processes – <i>Andrew DeLeeuw, County Interim Deputy Administrator</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 3:30pm | 8. Public Hearing: Amended HOME-ARP Allocation Plan– <i>Morghan Boydston and Tara Cohen, Office of Community and Economic Development (OCED)</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 3:50pm | 9. Coordinated Entry System (CES) Updates: <ul style="list-style-type: none"> <li>a. HAWC Call Center <ul style="list-style-type: none"> <li>May and June Data – <i>Andrew Kraemer, OCED</i></li> <li>Agency Updates – <i>Morghan Boydston, OCED</i></li> </ul> </li> <li>b. HAWC Individual Assessment Agency – <i>Dan Kelly, Shelter Association of Washtenaw County (SAWC)</i></li> <li>c. HAWC Family Assessment Agency – <i>Rhonda Weathers, SOS Community Services</i></li> <li>d. HAWC Prevention Assessment Agency – <i>Rhonda Weathers and Kara Painter, SOS Community Services</i></li> <li>e. Housing Assessment and Resource Agency (HARA) – <i>Morghan Boydston, OCED</i></li> <li>f. Oversight &amp; Evaluation Committee– <i>Kristin Kunes, OCED</i> <ul style="list-style-type: none"> <li>ESG Community Standard and Prevention Data</li> <li>Committee Charter</li> </ul> </li> </ul> |
| 4:10pm | 10. All Membership Meeting Recap – <i>Kristin Kunes, OCED</i> <ul style="list-style-type: none"> <li>a. Governance Charter Changes</li> <li>b. Compensation Plan: CoC Membership Fee</li> <li>c. State Action Plan and USICH Plan: Objectives and Measurable Outcomes</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 4:40pm | 11. HUD CoC Notice of Funding Opportunity (NOFO) – <i>Andrew Kraemer, OCED</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 4:50pm | 12. Public Comment                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 5:00pm | 13. Adjournment                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |

## Key Terms

FRT: Funding Review Team

ESG: Emergency Solutions Grant

ARP: American Rescue Plan

| Board Position                                            | Board Member                                                                               |
|-----------------------------------------------------------|--------------------------------------------------------------------------------------------|
| WHA Director                                              | Amanda Carlisle, Director, Washtenaw Housing Alliance (WHA)                                |
| CoC At-Large                                              | Aubrey Patiño, Avalon Housing                                                              |
| Homeless or Housing Program                               | Dan Kelly, Shelter Association of Washtenaw County (SAWC)                                  |
| Homeless or Housing Program                               | Jan Little, Michigan Ability Partners (MAP)                                                |
| Faith Community                                           | Jim Mogensen, Religious Action for Affordable Housing (RAAH)                               |
| Domestic Violence Provider Representative                 | Kim Montgomery, SafeHouse Center Services Director                                         |
| WHA Board Member                                          | Rhonda Weathers, SOS Community Services                                                    |
| Police/Sherriff                                           | Sheriff Jerry Clayton, Washtenaw County Sheriff OR Kathy Wyatt                             |
| OCED Director                                             | Director OR Morghan Williams Boydston, Human Services Manager                              |
| Housing Commissions                                       | Jennifer Hall, Director of Ann Arbor Housing Commission (AAHC)                             |
| Workforce Development                                     | Johnny Epps, Michigan Works Southeast                                                      |
| CMH Director                                              | Katie Hoener, Community Mental Health OR Melisa Tasker, Community Mental Health (CMH)      |
| Housing Access for Washtenaw County                       | Morghan Boydston, HAWC Supervisor                                                          |
| Substance Abuse Coordinating Agency Director              | Nicole Adelman, Community Mental Health Partnership of Southeast Michigan (CMHPSM)         |
| Another Township or City Highest Elected Official         | Renee Smith, City of Ypsilanti                                                             |
| Public Health Director                                    | Ruth Kraut, Deputy Health Officer                                                          |
| CoC At-Large                                              | Tish Lee, Legal Services of South Central Michigan (LSSCM)                                 |
| Housing Commissions                                       | Zachary Fosler, Director of Ypsilanti Housing Commission (YHC)                             |
| City of Ann Arbor Mayor                                   | John Hieftje, Former Mayor                                                                 |
| McKinney Vento Liaison                                    | Kellie Rutledge, Ozone House Director OR Pam Cornell-Allen, Ozone House Associate Director |
| Currently/Formerly Homeless                               | Jennifer Monahan, Washtenaw Intermediate School District (WISD)                            |
| Michigan Department of Health and Human Services Director | Renee Adorjan, MDHHS Director OR Alice Seipelt, Community Coordinator                      |
| Veterans Administration                                   | Gabriel Parra, Health Care for Homeless Veterans Coordinator                               |
| Washtenaw County Board Chair                              | Greg Dill, County Administrator OR Andrew LaBarre, County Commissioner                     |
| Private Funder                                            | Jillian Rosen, VP for Community Investment for Ann Arbor Area Community Foundation         |
| Police/Sherriff                                           | Vacant                                                                                     |
| Police/Sherriff                                           | Deputy Chief Jason Forsberg, Ann Arbor Police Department                                   |
| WHA Board Member                                          | Vacant                                                                                     |
| CoC Non-Funded Agency                                     | Vacant                                                                                     |
| Institute of Higher Education                             | Vacant                                                                                     |

**CONTINUUM OF CARE (CoC) BOARD  
MEETING MINUTES:**

MAY 17, 2023 | 3:00-5:00PM  
VIRTUAL MEETING

**ATTENDANCE:** E. TENNISWOOD, K. KUNES, A. CARLISLE, A. PATINO, D. KELLY, J. LITTLE, J. MOGENSEN, K. MONTGOMERY, R. WEATHERS, K. WYATT, M. BOYDSTON, J. HALL, N. ADELMAN, R. SMITH, R. KRAUT, T. LEE, Z. FOSLER, J. HIEFTJE, K. RUTLEDGE, J. MONAHAN

| TIME   | AGENDA ITEM                                                                                                                                                                                                                                                                                                                                                                                      |
|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 3:00pm | <p>1. Call to Order</p> <p>K. Kunes welcomed attendees. J. Hieftje asked if there had been any changes to the agenda. J. Hieftje called the meeting to order.</p>                                                                                                                                                                                                                                |
| 3:03pm | 2. Welcome/Introductions                                                                                                                                                                                                                                                                                                                                                                         |
| 3:05pm | <p>3. Public Comment</p> <p>J. Hieftje asked if anyone would like to address the Board. Hearing none, there will be another opportunity at the end of the meeting.</p>                                                                                                                                                                                                                           |
| 3:10pm | <p>4. Approval of Agenda <b>(ACTION)</b></p> <p>R. Smith and J. Hall moved and seconded the approval of the agenda. All were in favor.</p>                                                                                                                                                                                                                                                       |
| 3:12pm | <p>5. Approval of Minutes <b>(ACTION)</b></p> <p>A. Seipelt and R. Smith moved and seconded the approval of the minutes. No corrections were shared. All were in favor.</p>                                                                                                                                                                                                                      |
| 3:15pm | <p>6. 9<sup>th</sup> Annual Breakfast of Champions –<i>Kelli Beavers, Michigan Coalition Against Homelessness (MCAH)</i></p> <p>K. Beavers said I am here to provide an update. Each year we host a gathering. Our celebration will be in-person in Wayne County. They will receive an award valued at \$500 for their work. We are passing along the invitation. The link is in the chat if</p> |



you are interested: <https://www.mihomeless.org/empower/breakfast-of-champions/>

3:20pm

7. Coordinated Entry System (CES) Updates:

a. HAWC Call Center

March and April Data – *Andrew Kraemer, Office of Community and Economic Development (OCED)*

A. Kraemer said you might remember last time that we had seen higher call volume. This continued into March. As call volume goes up, the percent of calls answered in five minutes goes down. Still seeing lots of calls on diversion and on case status. Still seeing calls about CERA, going to try to address that by possibly messaging the community since the program is no longer running. April topped March in the number of calls. If we continue seeing the increase, we may need to think about additional staffing. The numbers are looking a lot better on assessments. Questions?

A. Carlisle said I wanted to mention that we have been talking with OCED staff about if there is a way for clients to receive updates about their case status, so that they do not have to continue calling in via HAWC for the updates. In other communities there is an electronic way.

A. Kraemer said we are starting by talking to our HAWC call center staff. We are considering web or text options to make that process easier for folks.

Agency Updates – *Veronica Brandon, OCED*

b. HAWC Individual Assessment Agency – *Dan Kelly, Shelter Association of Washtenaw County (SAWC)*

D. Kelly said we are scheduling out a few weeks. We just hired a new case manager. We will be able to do more. We have one more hire to do for an assessment team manager. We continue to do assessments every day. We worked through some data quality issues a few weeks ago.

c. HAWC Family Assessment Agency – *Rhonda Weathers, SOS Community Services*

R. Weathers said we were able to get through assessing the people in hotels. We are scheduling out two weeks on family assessments. Working on getting it down to the same week. On the prevention side, we are scheduling two weeks out for

|        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|        | <p>prevention appointments. We are going to have staff turnover on the prevention side, so we will be training a new person.</p> <p>d. Housing Assessment and Resource Agency (HARA) – <i>Morghan Boydston, OCED</i></p> <p>M. Boydston said OCED took on the role as HARA with coordinated entry changes. We are overlooking the coordinated entry committee. We found some data quality areas that we have amended. We are excited to look more closely with partners on any issues. Feel free to pass on any information we should be looking at.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 3:40pm | <p>8. CoC All Membership Meeting and All Staff Training – <i>Kristin Kunes, OCED</i></p> <p>K. Kunes said I wanted to bring your attention to community meetings. Next Thursday is the All Membership at the Women’s Health Center at St. Joes, and we will be voting. 60 people have registered. No virtual option is available. The All Staff Training is Wednesday June 14<sup>th</sup>, the email went out today to RSVP. We chose the two most popular topic choices from the survey we sent out. Any questions? Both are 100% open to the public.</p> <p>A. Carlisle said I did not think you mentioned the charter.</p> <p>K. Kunes said yes, the Governance Charter will be voted on. It had not been updated since 2020. It gives an overview of our CoC. Exhibit One is the first part of the MSHDA ESG funding application, and it will also be voted on. These will be presented.</p> <p>J. Mogensen asked if there was a sub-group that worked on the charter? Is there a major change or is this housekeeping?</p> <p>K. Kunes said mostly housekeeping but there are areas I flagged for community dialogue like who should have voting power, how many should be on the Board. There was not a formal committee that met for this, it was mostly me and asking people about aspects.</p> |
| 3:50pm | <p>9. HUD CoC Notice of Funding Opportunity (NOFO) – <i>Andrew Kraemer, OCED</i></p> <p>A. Kraemer said since the fall funding competitions, we have gotten the feedback. For the main CoC Program Competition, it allocates around 7 million dollars. 95% of the funding is guaranteed, and the remaining 5% and potential for bonus is what the scoring has to do with. We scored 153.5/173, so we got the 5%, so we maintained current amount with no bonus. We were above the median but below the weighted mean score. We were just two points below it, which is frustrating because that’s who gets bonus funds. We are reviewing to see where we can get</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |

more points: coordination/engagement, project capacity/review/ranking (so going to look over our rubric, we got feedback from the Funding Review Team that it is confusing, hoping to have a draft out in the next few weeks). We scored well in HMIS. There is a special Domestic Violence bonus, and historically we have been successful. We got it again: over 200,000 dollars. This is needed given family homelessness right now. We are scoring about the median here and that is what gets us bonus funds. We lost some quality of project applicant points. We know SOS is top notch, so how can we better show them that to get more points? Also for the SNOFO, we did not score very well: only 54.25/100. It was mostly poor in system performance and CoC plan for serving people with severe service needs. We don't know if this will ever be an option again, seems like a one-off program from HUD. So that is how we did on these three funding competitions.

A. Patino said I do not understand what is in Project Capacity/Review/Ranking. I am curious what falls within.

A. Kraemer said leveraging housing resources, landlord recruitment...

A. Patino asked are we going to use third party consultation to improve?

A. Kraemer said we had an organization come in and gave us pointers before. I do not know that it was successful with our score moving up that much. Historically, we were dropped by the consultants that we used to use every other year.

A. Patino said I would support us figuring out what they are looking for.

J. Hieftje said it sounds like there is a plan to do better in these competitions. We want us to be winners.

A. Kraemer said the hope is that HUD gives us the time to put steps into action.

A. Carlisle said I sat in on SNOFO debriefing and they talked about being very specific in answers to the questions and addressing all parts of questions. I think we should really dive into our narrative part of our application. I noticed the housing and healthcare points lost, and I am wondering if there is a workgroup that could dive into the questions more deeply. HUD staff were clear that they are looking for all parts. We were far off on SNOFO (70 points needed to get funds). There are several NOFOs that will be released in the next few weeks. If there are planning dollars, it might be worth using on consultant time to help us choose where to spend time. I serve on the Funding Review Team, and last year we had members who did not participate as much as we hoped. It ended up being left to very few. I push us to put a resolution or recommendation to get number to at least 5 or 6 people for the funding review process. It is helpful to have people accessing our system in the process. Last year we did have someone, but it was too much for

|        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|        | <p>them. In Detroit, they separate into teams. OCED is good about getting us the documents but because it is so much to do, it is a barrier for people to participate. We can separate out some of the review processes.</p> <p>D. Kelly said I would be happy to be in any group looking at scoring. For healthcare, it is happening so do we need to bring in any other CoC adjacent workgroups?</p> <p>A. Kraemer said we plan to get more aggressive in people reading over the NOFO. Thank you for the offer.</p> <p>J. Little said regarding the Funding Review Team, is it also reviewing collaborative or just the renewal application?</p> <p>A. Kraemer said typically the renewal. Collaborative would add another level to an overworked group. Collaborative is sent to this body, reviewed internally, discussed with agencies. We are looking for it to be more built up from community and less by our office.</p> <p>J. Little said she would be glad to help with the collaborative application.</p> <p>R. Kraut said one challenge for the Funding Review Team is that there has been conflict of interest. In the sense of fighting for every point, it is like the difference between a B or B+. I looked at the line about Covid, and I want to say even if people are not on the Funding Review Team, I would be happy to look at a section I have expertise on. Others should be willing, too. I don't know how much capacity you have to think "oh, we should ask so and so to look at these three paragraphs." I am thinking could we have gotten an A- because I do think these things are happening in our CoC and it is about articulating those things. Even if someone is not on the Funding Review Team because of conflict or time, we can still reach out to them.</p> <p>J. Mogensen said people with conflict of interest understand the system because they are within the system. I am outside of it so I could participate on the Funding Review Team but it is not like my job. For A. Carlisle, it is adjacent to her job. Maybe there is a way to think about paying people with lived experience and the effects that that can have. They would have to update the government that they got income and there can be issues with that. One reason we may not be scoring as well is due to our demographics or capacity. We can't get landlords recruited because they are like "we don't need them in our apartments," so it is harder here to recruit them.</p> |
| 4:00pm | 10. MSHDA Shelter Diversion Pilot Application– <i>Rhonda Weathers, SOS Community Services</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |

|        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|        | <p>R. Weathers said there was an opportunity to apply for shelter diversion monies and after moving things around, SOS became the applicant for that. Program to add diversion specialist at SOS and SAWC to divert folks. Grant written as two years with 250,000 dollars each year. One Full Time Employee at SOS and one at SAWC. Also funding for rental, administrative... The grant is submitted and we are not sure when we will hear back. Hopefully can add diversion efforts to our coordinated entry system.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 4:10pm | <p>11. CES Peer Learning Opportunities – <i>Kristin Kunes, OCED and Amanda Carlisle, Washtenaw Housing Alliance (WHA)</i></p> <p>K. Kunes said we have CoC participation in workshops, we are hoping to bring insight back. For this spring through HUD, we picked the coordinated entry prioritization and assessment topic. In the Board Packet, there are the goals of workshops and the other topics. Myself and E. Tenniswood are regularly attending, K. Painter and B. White are also attending. They have been going well. It started with foundational content on equity to ground everyone’s understanding on how we got to where we are as a nation. Happy to bring back what we learn to the Board. Tennessee, Florida, and other communities are all there. Goal of learning from one another.</p> <p>A. Carlisle said in a similar vein, WHA signed up for a coordinated entry systems mini-series for reimagining an equitable process. We will bring the information to the coordinated entry committee, too. With the HAWC transition, we talked about re-envisioning what our system could look like. We have not gotten there yet on delivering on promises. I have taken away so far: many communities also in transitions, prioritizing lived experience, many moving away from VI-SPDAT for more racial equity, prioritizing street outreach partners (which we currently don’t allow the PATH team to conduct assessments, but it could be one thing that the coordinated entry committee could discuss in moving in a good direction for more accessibility). We have four more sessions and will bring back information.</p> |
| 4:25pm | <p>12. Improving Family Homelessness – <i>Morghan Boydston, OCED</i></p> <p>M. Boydston said I am giving an update on the Family Emergency Shelter program. The county has officially taken it over, there are still families in 5 hotels. 4 hotels are in Washtenaw, 1 in Wayne because we had to move them out there due to graduation demand for hotels here. We are working on a process to contract directly with hotels. For the \$700k for homelessness efforts, I said some funds should go to case management for the Emergency Hoteling Program. I hope to</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |

|        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|        | <p>have the money, then someone staffed in a temporary position to keep triaging families.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 4:50pm | <p>13. Public Comment</p> <p>J. Hieftje asked for updates from Board members and the public.</p> <p>J. Mogensen shared that Religious Action for Affordable Action is winding down. We have had trouble with Board capacity. The other thing happening is the AATA Board packet has a Fair Deal program that is currently assessing based on if people have a Medicaid card. So they are depending on non-profits to get people on Medicaid. We are finding out if social workers need bus tokens and working on raising funds. One of ours is a Dean at the University of Michigan and we need a formal thing to apply.</p> <p>A. Carlisle said the housing alliance and member coalition has been working on a source of income discrimination protection. In good news, the Senate Housing Committee held a hearing on the bills, introduced 205/6/7 Senate bills. We were able to get a Washtenaw landlord to provide testimony in support of protections. If passed, it would protect folks with HCV and other types of assistance to get housed, so landlords can't blanketly discriminate against them. We are hoping the House will have a similar process, then hopefully they will vote, and it will be signed into law.</p> <p>J. Hall said the \$305,000 City of Ann Arbor allocated in March is down to \$70,000 and will probably be spent by end of this month. We hope County allocated funding will be up and running in June. There could be a gap between funding. City Council approved \$250,000 for Ann Arbor in July, so we may have a gap in June. City Council also approved money for human service-related contracts which is going directly to the shelter, youth program.... You are welcome to reach out to me about this and I will be reaching out to many of you, as well.</p> <p>K. Kunes said circling back to funding applications, at the All Membership meeting next week one of the voting items is that Exhibit One. It is part of the funding application Washtenaw County submits to MSDHA for MSHDA ESG funding. We do this every year. There are a lot of new questions that I am hoping to lean on community for. If you cannot come next week, email me any feedback on the drafts. It is due to MSDHA June 2<sup>nd</sup>. Any questions?</p> <p>R. Kraut said great news, J. Hall! The Public Health Emergency ended last week. For those working with shelters, there are still lots of ways to access test kits. For those who need them, reach out to me. The guidance around staying out for five days is still there.</p> |

|                                                                                 |                 |
|---------------------------------------------------------------------------------|-----------------|
|                                                                                 |                 |
| 5:00pm                                                                          | 14. Adjournment |
| J. Hieftje said not seeing anyone else wanting to share, it is time to adjourn. |                 |

| Board Position                                            | Board Member                                                                               |
|-----------------------------------------------------------|--------------------------------------------------------------------------------------------|
| WHA Director                                              | Amanda Carlisle, Director, Washtenaw Housing Alliance (WHA)                                |
| CoC At-Large                                              | Aubrey Patiño, Avalon Housing                                                              |
| Homeless or Housing Program                               | Dan Kelly, Shelter Association of Washtenaw County (SAWC)                                  |
| Homeless or Housing Program                               | Jan Little, Michigan Ability Partners (MAP)                                                |
| Faith Community                                           | Jim Mogensen, Religious Action for Affordable Housing (RAAH)                               |
| Domestic Violence Provider Representative                 | Kim Montgomery, SafeHouse Center Services Director                                         |
| WHA Board Member                                          | Rhonda Weathers, SOS Community Services                                                    |
| Police/Sherriff                                           | Sheriff Jerry Clayton, Washtenaw County Sheriff OR Kathy Wyatt                             |
| OCED Director                                             | Director OR Morghan Williams Boydston, Human Services Manager                              |
| Housing Commissions                                       | Jennifer Hall, Director of Ann Arbor Housing Commission (AAHC)                             |
| Workforce Development                                     | Johnny Epps, Michigan Works Southeast                                                      |
| CMH Director                                              | Katie Hoener, Community Mental Health OR Melisa Tasker, Community Mental Health (CMH)      |
| Housing Access for Washtenaw County                       | Veronica Brandon, HAWC Supervisor                                                          |
| Substance Abuse Coordinating Agency Director              | Nicole Adelman, Community Mental Health Partnership of Southeast Michigan (CMHPSM)         |
| Another Township or City Highest Elected Official         | Renee Smith, City of Ypsilanti                                                             |
| Public Health Director                                    | Ruth Kraut, Deputy Health Officer                                                          |
| CoC At-Large                                              | Tish Lee, Legal Services of South Central Michigan (LSSCM)                                 |
| Housing Commissions                                       | Zachary Fosler, Director of Ypsilanti Housing Commission (YHC)                             |
| City of Ann Arbor Mayor                                   | John Hieftje, Former Mayor                                                                 |
| McKinney Vento Liaison                                    | Kellie Rutledge, Ozone House Director OR Pam Cornell-Allen, Ozone House Associate Director |
| Currently/Formerly Homeless                               | Jennifer Monahan, Washtenaw Intermediate School District (WISD)                            |
| Michigan Department of Health and Human Services Director | Renee Adorjan, MDHHS Director OR Alice Seipelt, Community Coordinator                      |
| Veterans Administration                                   | Gabriel Parra, Health Care for Homeless Veterans Coordinator                               |
| Washtenaw County Board Chair                              | Greg Dill, County Administrator OR Andrew LaBarre, County Commissioner                     |
| Private Funder                                            | Jillian Rosen, VP for Community Investment for Ann Arbor Area Community Foundation         |
| Police/Sherriff                                           | Vacant                                                                                     |
| Police/Sherriff                                           | Deputy Chief Jason Forsberg, Ann Arbor Police Department                                   |
| WHA Board Member                                          | Vacant                                                                                     |
| CoC Non-Funded Agency                                     | Vacant                                                                                     |
| Institute of Higher Education                             | Vacant                                                                                     |



# ACTION ITEM SUMMARY

CONTINUUM OF CARE (CoC) BOARD | July 19, 2023

## Approve Virtual Voting for FY23-24 Emergency Solutions Grant (ESG) Funding Recommendations

Fiscal Year 23-24 ESG allocations have not yet been released by the U.S. Department of Housing and Urban Development (HUD) or Michigan State Housing Development Authority (MSHDA). Annually appropriated ESG funds typically support staff at the various coordinated entry points, along with rapid re-housing and homelessness prevention programming. The CoC's Funding Review Team (FRT) is scheduled to meet on July 28<sup>th</sup> and August 4<sup>th</sup> to review performance of current ESG-funded agencies and evaluate community need to identify appropriate funding recommendations for the next fiscal year. The FRT's recommendations will not be finalized until August 4<sup>th</sup> at the earliest. The MSHDA ESG funding application is due August 18<sup>th</sup>. As the CoC Board does not meet until September 20<sup>th</sup>, Virtual Voting is required on ESG funding to meet MSHDA's deadline. The CoC Board can expect to receive the Virtual Voting Poll no later than August 11<sup>th</sup>.

### Current Action Needed:

Approve the proposal to Vote Virtually on the FRT's FY23-24 ESG Recommendations

### Motion:

*The CoC Board approves the proposal to vote virtually on the FRT's FY23-24 ESG Recommendations*



**Substantial Amendment to the  
HOME-American Rescue Plan (HOME-ARP) Allocation Plan**

**Overview of Proposed Changes & Public Participation Process**

July 2023

# What is HOME-American Rescue Plan Funding?

- Part of President Biden's American Rescue Plan (ARP) signed into law on March 11, 2021 to address ongoing impact of COVID-19 pandemic
  - Over \$1.9 trillion in relief funds
- \$5 billion in ARP funds appropriated by Congress to be administered through U.S. Department of Housing & Urban Development's (HUD) HOME Program to perform 4 types of activities:
  - (1) development of affordable rental housing;
  - (2) tenant-based rental assistance (TBRA);
  - (3) provision of supportive services; and
  - (4) acquisition and development of non-congregate shelter units.
- Funds must be spent down by September 30, 2030.
- More details available in [HUD Notice CPD-21-10](#)



OFFICE OF COMMUNITY &  
ECONOMIC DEVELOPMENT  
*Collaborative solutions for a promising future*

[www.washtenaw.org/oced](http://www.washtenaw.org/oced) | Phone Number

# Washtenaw Urban County's HOME-ARP Allocation: Steps Taken To Date

- \$4,562,230 allocated in HOME-ARP funds to Washtenaw Urban County
- Five percent (\$228,111.50) of the total grant was previously released to OCED for administration and planning purposes
- To access the other 95% of the grant, Washtenaw Urban County was required to submit a document to HUD called a HOME-ARP Allocation Plan by March 31, 2023, to explain how we propose to use the funds. HUD provided a standard template for submitting the Plan.
- After completing a public participation process (15-day comment period and public hearing), OCED on behalf of the Washtenaw Urban County (the grantee) submitted the HOME-ARP Allocation Plan to HUD by March 31, 2023. HUD approved the Plan a few weeks later.
- Due to a tight timeframe for submitting the Allocation Plan, and to accommodate existing meeting calendars, the Plan went before the Board of Commissioners (BOC) for approval *before* going to Urban County Executive Committee (the order for approvals is normally the reverse)
  - **On March 15, 2023 the BOC:**
    - Authorized the Board Chair to sign the HUD-required grant application and certifications for OCED to be able to submit the HOME ARP Allocation Plan successfully by March 31<sup>st</sup> deadline
    - The same BOC resolution also stated:

*The Washtenaw County Board of Commissioners directs the County Administrator and the Washtenaw County Office of Community and Economic Development to:*

- (1) Jointly develop a recommendation to leverage HOME-ARP funds for the most critical housing needs in the community;*
- (2) Bring these recommendations back to the Washtenaw County Board of Commissioners for approval at the earliest possible meeting, no later than September 6, 2023;*
- (3) Not award or spend HOME-ARP funds (with exception of administration and planning) until an updated Allocation Plan is approved by the Washtenaw County Board of Commissioners.*

- **On March 22, 2023 the Urban County Executive Committee:** Approved the HOME-ARP Allocation Plan and corresponding grant application/certifications to HUD with the understanding that the Plan would undergo an amendment process after receiving HUD approval.
- County administration subsequently extended the timeline for the current amendment process, allowing an amended Allocation Plan to be presented in October 2023 (instead of September as stated in the BOC resolution noted above).

[www.washtenaw.org/oced](http://www.washtenaw.org/oced) | 734-544-6748

# Amendment Process & Public Participation

- Process is based on the Urban County's local [Citizen Participation Plan](#) and in compliance with HUD guidance
- Proposed Amendments to HOME-ARP Allocation Plan were made available on OCED website by July 5<sup>th</sup>
- Public notices were printed in the June 29th Ann Arbor News and online in mlive legal ads, and on OCED website and social media
- 30-day Public Comment Period: July 5 – August 4, 2023
  - Comments can be directed to [cohent@washtenaw.org](mailto:cohent@washtenaw.org) or (734)544-3039
- Four public hearings scheduled within the 30 days (see next slide)
- All comments received within 30-day period will be considered by the County and included in the Substantial Amendment that gets submitted to HUD
- At conclusion of comment period, OCED and County Administration will review all public comment and determine any needed changes to the final Substantial Amendment
- August 30, 2023: OCED will post the finalized Amended HOME-ARP Plan on OCED website
- Sept 6, 2023: Urban County Executive Committee (UCEC) will vote to approve the finalized Amended Plan and recommend BOC approval
- October 4, 2023: BOC will do a 1<sup>st</sup> reading to consider approval of the finalized Amended Plan and authorization of spending the HOME-ARP funds
- October 18, 2023: BOC will do a 2<sup>nd</sup> and final reading to consider approval of the finalized Amended Plan and authorization of spending the HOME-ARP funds
- Once approved by UCEC and BOC → OCED will submit the final Amended Plan to HUD for approval. If Plan is not approved, must undergo another amendment process.

[www.washtenaw.org/oced](http://www.washtenaw.org/oced) | 734-544-6748

# Amendment Process & Public Participation: Schedule of Public Hearings

## Wednesday, July 12, 2023 at 2:00 PM

Urban County Executive Committee Meeting

Location: <https://zoom.us/join> or dial 1-470-381-2552, enter Meeting ID: 875 1414 8686  
Passcode: 036269

## Thursday, July 13, 2023 at 6:30 PM

City of Ann Arbor Housing & Human Services Advisory Body Meeting

Location: <https://zoom.us/join> or dial 1-470-381-2552, enter Meeting ID: 837 8496 2121  
Passcode: 758842

## Wednesday, July 19, 2023 at 3:00 PM

Continuum of Care Board Meeting

Location: <https://zoom.us/join> or [1-470-250-9358](https://zoom.us/join), enter Meeting ID: 834 6342 5465  
Passcode: 255167

## Wednesday, August 2, 2023 at 7:00 PM

Washtenaw County Board of Commissioners Meeting

Location: Zoom and In-Person Options  
<https://zoom.us/join> or [1-470-250-9358](https://zoom.us/join), enter Meeting ID: 820 7250 8586, Passcode: 491940  
OR Attend in Person: Washtenaw County Administration Building  
Board of Commissioners Board Room  
220 N. Main  
Ann Arbor, MI 48104

[www.washtenaw.org/oced](http://www.washtenaw.org/oced) | 734-544-6748

# HOME-ARP Allocation for Washtenaw County

- Based on the County's housing inventory compared to the Level of Need, we see the following gaps:

## Homeless Population

- Shelter -- Families: Need additional 44 units (178 beds)
- Permanent Housing -- Families: Need additional 70 units (266 beds)
- Shelter -- Individuals: Need additional 43 units (43 beds)
- Permanent Housing -- Individuals: Need additional 150 units (150 beds)

## Non-Homeless Population

- Need at least 4,805 additional affordable rental units for renters at or below 50% Area Median Income

[www.washtenaw.org/oced](http://www.washtenaw.org/oced) | 734-544-6748

# Data Used for the Draft HOME-ARP Allocation Plan

- OCED utilized the following data within the Plan:
  - Point-In—Time Counts from 2019-2022
  - Housing Inventory Charts from 2019-2022
  - Washtenaw County Homeless Management Information System (HMIS)
  - Washtenaw County By-Name-List Data, 2018-2022
  - 2022 Washtenaw County Gaps Analysis (CSH System Modeling Report)
  - Washtenaw County McKinney Vento Data
  - Stella P Data (System modeling provided by HUD)



[www.washtenaw.org/oced](http://www.washtenaw.org/oced) | Phone number



# Use of HOME-ARP Funds: What is changing?

- Shift in strategy to fund supportive services (homelessness prevention and direct support) instead of affordable housing development
- Increase to the maximum allowable for administrative/planning line item to ensure sufficient resources for County implementation/oversight

| Original Use of HOME-ARP Funds (included in Allocation Plan submitted to HUD in March 2023)                                                             |                     |             |                 | Proposed Use of HOME-ARP Funds (in Draft Substantial Amendment)                                                                                         |                     |             |                 |
|---------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|-------------|-----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|-------------|-----------------|
|                                                                                                                                                         | Funding Amount      | % of Grant  | Statutory Limit |                                                                                                                                                         | Funding Amount      | % of Grant  | Statutory Limit |
| <b>Supportive Services</b>                                                                                                                              | \$514,762           | 11%         |                 | <b>Supportive Services</b>                                                                                                                              |                     | (80% total) |                 |
| Rapid Rehousing                                                                                                                                         |                     |             | --              | Rapid Rehousing                                                                                                                                         | \$1,500,000         | 33%         | --              |
| Transitional Housing                                                                                                                                    |                     |             | --              | Transitional Housing                                                                                                                                    | \$449,784           | 10%         | --              |
| Eviction Prevention/Rental Assistance                                                                                                                   |                     |             | --              | Eviction Prevention/Rental Assistance                                                                                                                   | \$1,500,000         | 33%         | --              |
| Move-in Costs                                                                                                                                           |                     |             | --              | Move-in Costs                                                                                                                                           | \$100,000           | 2%          | --              |
| Income stabilization Services (e.g. life skills training, child care, transportation, food, employment assistance and job training, education services) |                     |             |                 | Income stabilization Services (e.g. life skills training, child care, transportation, food, employment assistance and job training, education services) | \$100,000           | 2%          | --              |
| <b>Non-Profit Operating</b>                                                                                                                             | \$ 228,112          | 5%          | 5%              | <b>Non-Profit Operating</b>                                                                                                                             | \$ 228,112          | 5%          | 5%              |
| <b>Administration and Planning</b>                                                                                                                      | \$319,356           | 7%          | 15%             | <b>Administration and Planning</b>                                                                                                                      | \$ 684,334          | 15%         | 15%             |
| Acquisition and Development of Non-Congregate Shelters                                                                                                  |                     |             | --              | Acquisition and Development of Non-Congregate Shelters                                                                                                  |                     |             | --              |
| Tenant Based Rental Assistance (TBRA)                                                                                                                   |                     |             | --              | Tenant Based Rental Assistance (TBRA)                                                                                                                   |                     |             | --              |
| <b>Development of Affordable Rental Housing</b>                                                                                                         | \$3,500,000         | 77%         | --              | Development of Affordable Rental Housing                                                                                                                |                     |             | --              |
| Non-Profit Capacity Building                                                                                                                            |                     |             | 5%              | Non-Profit Capacity Building                                                                                                                            |                     |             | 5%              |
| <b>Total HOME ARP Allocation</b>                                                                                                                        | <b>\$ 4,562,230</b> | <b>100%</b> |                 | <b>Total HOME ARP Allocation</b>                                                                                                                        | <b>\$ 4,562,230</b> | <b>100%</b> |                 |

[www.washtenaw.org/oced](http://www.washtenaw.org/oced) | Phone number



We now open the public hearing for any comments and/or questions.

Those on Zoom, please raise your Zoom hand to be unmuted and called on.

Before giving your comment, please state your name and your organization (if applicable).

Note: Questions will not be answered during the public hearing itself, but responses will be made available following the meeting.

[www.washtenaw.org/oced](http://www.washtenaw.org/oced) | Phone number



# Thank you!

To learn more about the Washtenaw County Office of Community & Economic Development, visit us at [washtenaw.org/oced](https://washtenaw.org/oced)

Follow on social media:





# HAWC CALL CENTER DATA

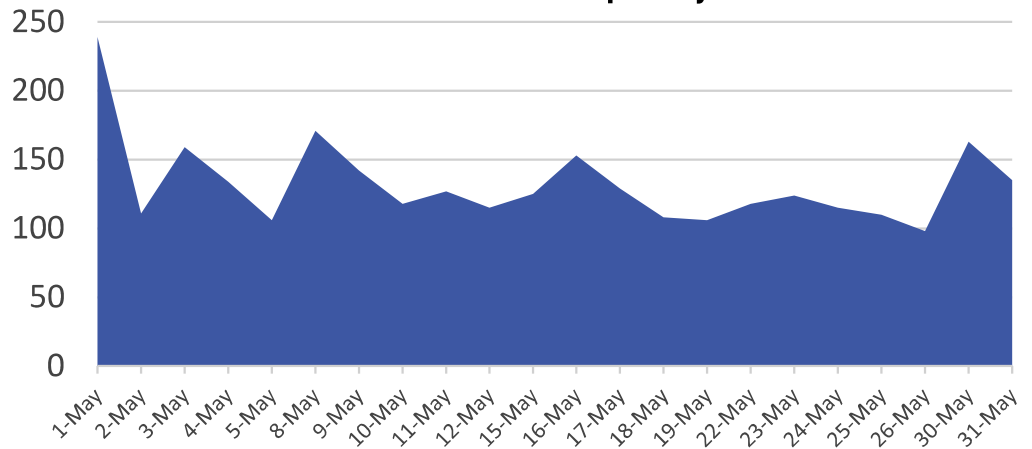
## APRIL 2023



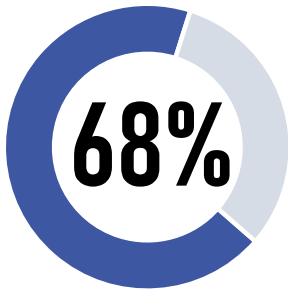
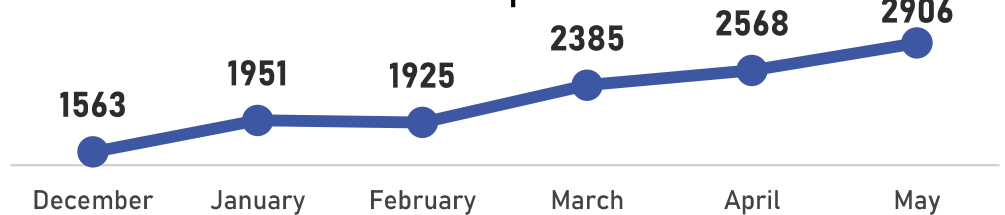
**2,906**  
Total Calls

**132**  
Calls per day

HAWC Call Volume per Day



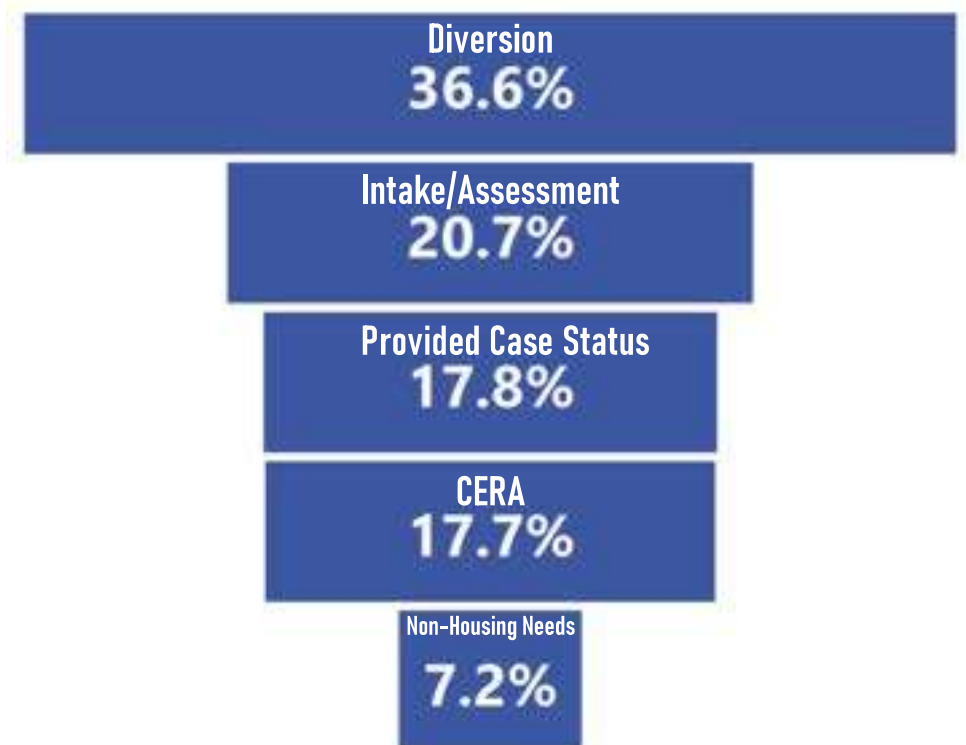
Calls per Month



Of Calls Answered in  
less than 5 minutes

**1:05** Minutes  
Average Wait Time

Types of Calls





# ASSESSMENTS & REFERRALS

## APRIL 2023



### INTAKE & SCHEDULING



**60**

Prevention  
Appointments  
Scheduled

Current openings  
in July

**16**

Family Assessments  
Scheduled

Current openings  
in June

**83**

Individual  
Assessments  
Scheduled

Current openings  
in June

### FAMILIES



**121**

Prevention  
Assessments  
Conducted

**46**

Family  
Assessments  
Conducted

### INDIVIDUALS



**36**

Individual  
Assessments  
Conducted

We continue to see high numbers for family assessments and prevention appointments.

On the individuals side, we see a large difference between scheduled appointments and walk-ins (83) and completed appointments (36). We are continuing to monitor this number and learning about what is behind the gap.



# HAWC CALL CENTER DATA

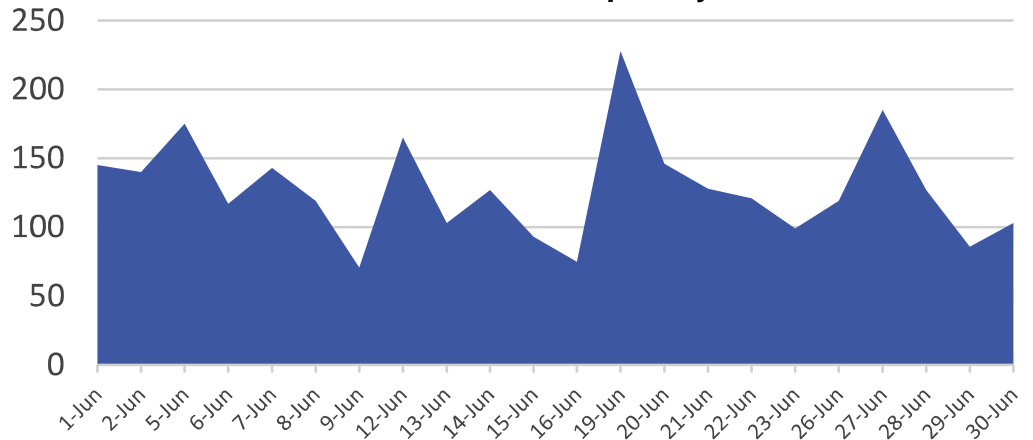
## JUNE 2023



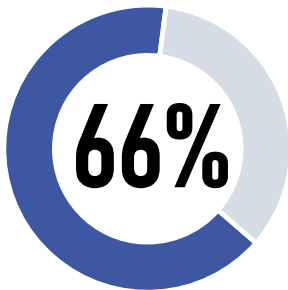
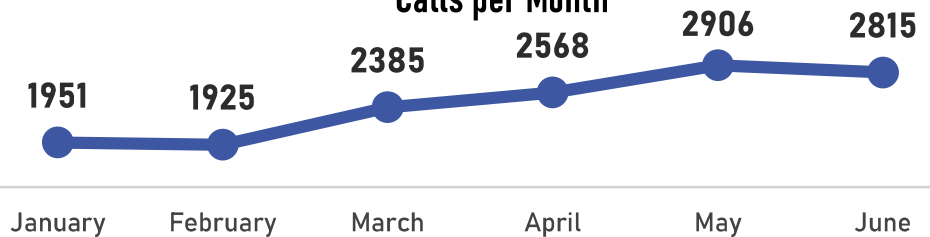
**2,815**  
Total Calls

**128**  
Calls per day

HAWC Call Volume per Day



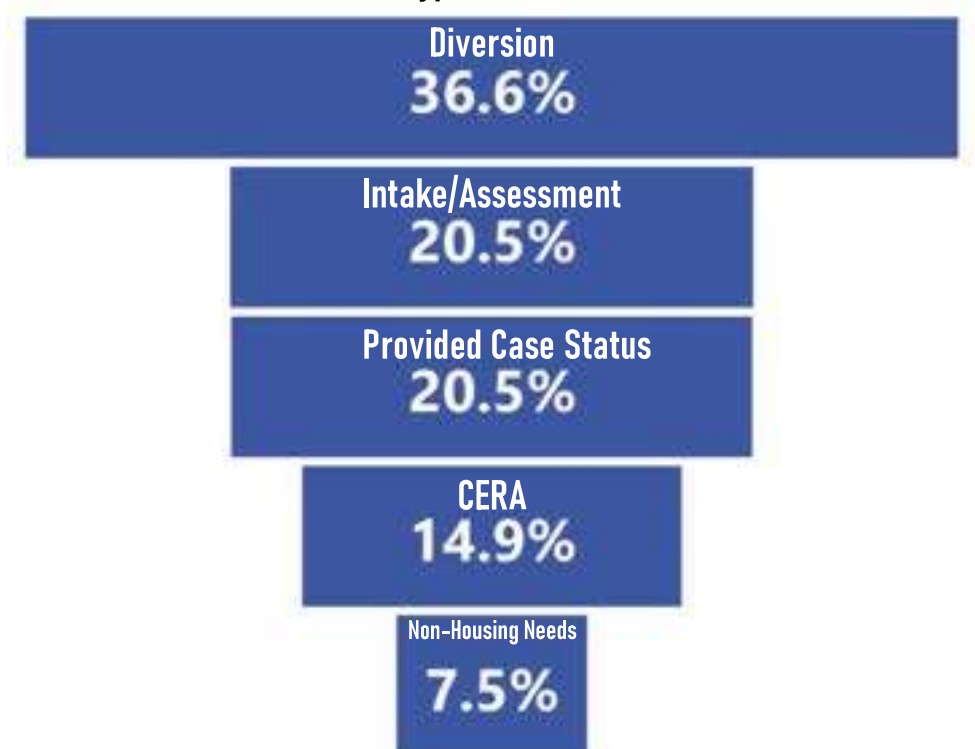
Calls per Month



Of Calls Answered in  
less than 5 minutes

**1:40** Minutes  
Average Wait Time

Types of Calls





# ASSESSMENTS & REFERRALS

## JUNE 2023



### INTAKE & SCHEDULING



**67**

Prevention  
Appointments  
Scheduled

Current openings  
in August

**21**

Family Assessments  
Scheduled

Current openings  
in August

**103**

Individual  
Assessments  
Scheduled

Current openings  
in August

### FAMILIES



**90**

Prevention  
Assessments  
Conducted

**23**

Family  
Assessments  
Conducted

### INDIVIDUALS



**59**

Individual  
Assessments  
Conducted

Family assessments dropped by about half since May 2023—a very good sign!

Prevention appointments remained high throughout the month.

On the individuals side, the assessment completion rate rose to 60%.



# Washtenaw County Continuum of Care (CoC) Community Standard on ESG Homelessness Prevention Direct Assistance Brief

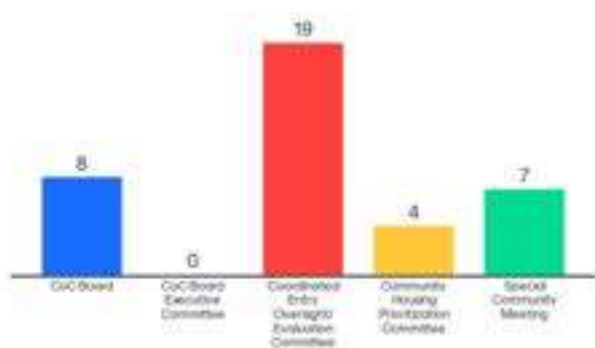
## Background

Washtenaw County CoC established standards on how much Homelessness Prevention Direct Assistance could be provided to a household per grant term under the Michigan State Housing Development Authority (MSHDA) Emergency Solutions Program (ESG). This standard has been in place since before the COVID-19 pandemic and was intended to ensure the long-term sustainability of MSHDA ESG funds over the course of the fiscal year associated with each grant term (October 1<sup>st</sup> through September 30<sup>th</sup>).

The current community standard is more restrictive than MSHDA ESG policy permits. With the rise in rent and inflation, most households at imminent risk of homelessness (Category 2) have a higher amount of rental arrears than traditionally seen before. To prevent a household's imminent eviction, SOS Community Services (Prevention Assessment Agency) supplements ESG with other funds to fully address the household's rental arrear balance. Unfortunately, local funds such as Barrier Busters are depleting at a rapid rate and other state/federal funds (such as Community Supported Block Grant CARES and MSHDA ESG-COVID) were time sensitive and no longer available.

SOS and OCED have been closely tracking this steady increase in community need. On May 25<sup>th</sup>, 2023 this topic went before the [CoC All Membership Meeting](#) as an action item to be voted on. The goal was to seek a majority vote on a CoC Committee that would be tasked to review and reassess our community standard. The Coordinated Entry Oversight & Evaluation Committee was appointed. Below you will find the Survey results.

## Which CoC meeting space should be responsible for reassessing our community's standard on ESG Prevention Assistance?





## What else would you like to talk about regarding the Community Standard?

4 Answers

Utilize CERA data to inform standards. While funds will not be as plentiful as CERA, we can learn from the needs of CERA participants.

projections for current alternative funding sources being leveraged how far could that take us?

While we want to help prevent evictions and homelessness, we also should be mindful of landlords who are getting paid despite overcharging and raising rents without providing improvements to housing.

How to prevent recently incarcerated individuals homelessness. How to get these group of individuals permanent housing

## Current Community Standard

Category 2 Households seeking Prevention Assistance can receive up to \$3,000 in ESG for their Rental Arrears per grant term. You will find that based on the below Data, most households needed double that amount to prevent their eviction.

## MSHDA ESG Policy

According to the [MSHDA ESG Policy Manual](#), payment of rental arrears can consist of a one-time payment for up to **six months of rent in arrears**, including any late fees on those arrears.

## Data

Homelessness Prevention Direct Assistance (Rental Assistance) Expenditures from October 2021 through September 2022:

Total under MSHDA ESG: \$40,068

- Monthly Mean: \$1,738.19
- Monthly Median: \$3,065.75
- Monthly Range: \$1,145.75 - \$9,197.22

Total under MSHDA ESG-CV: \$83,368.48

- Monthly Mean: \$7,194.15
- Monthly Median: \$4,919
- Monthly Range: \$1,625 - \$17,263.80

According to ESG Prevention cases SOS Community Services has handled since Fall 2022:

- Average Ledger Balance: \$2,985
- Maximum ESG Prevention Assistance provided: \$8,878.44

Disclaimer: In May, the ESG Community Standard was temporarily lifted by executive decision on behalf of OCED in collaboration with SOS Community Services. Flexible local funds were no

longer available to supplement ESG which meant that many tenants would still have a balance remaining and their eviction would not have been prevented.

- Minimum ESG Prevention Assistance provided: \$576  
Disclaimer: Tenant was also a voucher holder

See Attachment for information from the Homeless Management Information System (HMIS)

## Considerations

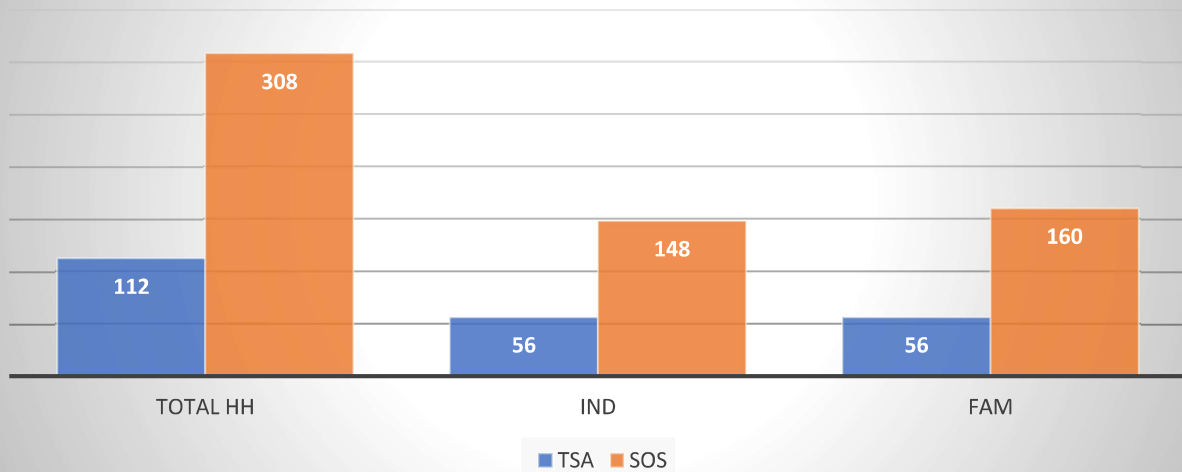
---

- Six months of rental assistance equates to a large amount in Washtenaw County. Based on current trends, aligning with MSHDA ESG Policy would likely mean that Prevention Assistance under the MSHDA ESG grant would deplete well before the end of the grant term.
- Maintaining the current community standard continues to put strain on the more flexible local funds.
- If \$3,000 in Prevention Assistance is not sufficient to truly address a household's rental arrears and prevent their imminent eviction, does Community want to reconsider which household's are prioritized for ESG Prevention Assistance?

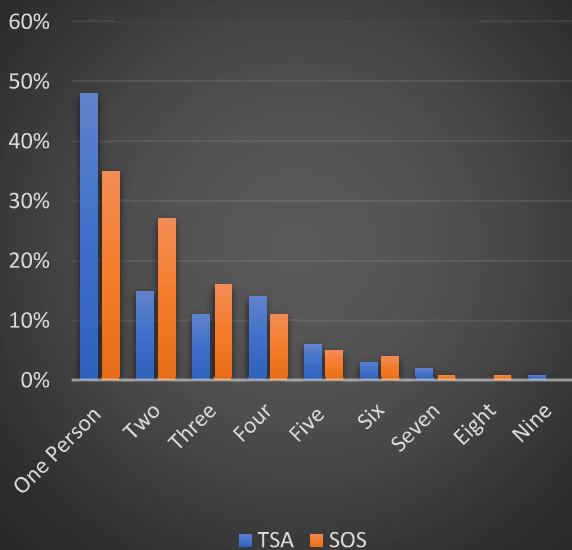
## Comparison of Prevention Data

| Total Clients Served | TSA<br>(21-22) | SOS<br>(22-23) |
|----------------------|----------------|----------------|
|                      | 262            | 747            |

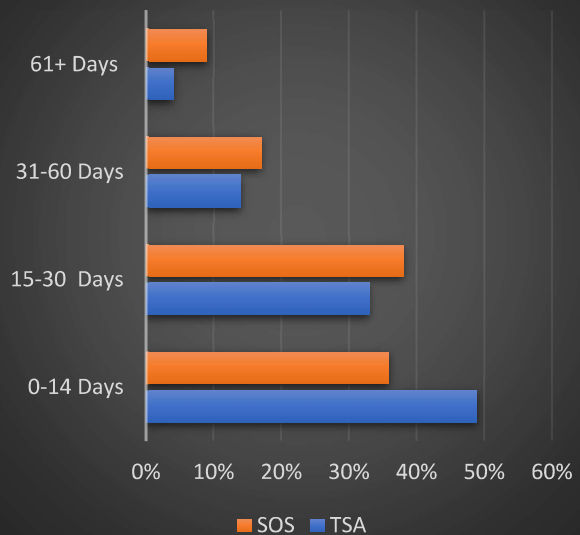
### Total Households Served



### Household Size



### Length of Participation





# Washtenaw County Continuum of Care (CoC) Coordinated Entry Oversight & Evaluation Committee Charter

## Purpose

---

The Coordinated Entry Oversight & Evaluation Committee is responsible for monitoring the implementation and effectiveness of Washtenaw County's centralized intake process, Housing Access for Washtenaw County (HAWC), and the Coordinated Entry System (CES). The central intake is the single point of entry for all emergency shelters and housing resources that are available to serve people experiencing homelessness in the county. The Committee reviews outcome data and evaluation results, HAWC and Community Housing Prioritization (CHP) policies and procedures, and marketing materials (such as the HAWC website) to make recommendations for improvement. HAWC follows a community process, this provides a checks and balances for HAWC and seeks guidance from other service providers.

Washtenaw County CoC has operated a CES since 2011. HAWC is largely funded by the Michigan State Housing Development Authority (MSHDA) under their Emergency Solutions Grant (ESG). As of Fall 2022, HAWC is composed of a Call Center (Office of Community & Economic Development), Individual Shelter Assessment Agency (Shelter Association of Washtenaw County), and Family Shelter Assessment Agency (SOS Community Services). Each year, subgrantees funded under MSHDA ESG submit project applications to the Funding Review Team, a CoC committee that is responsible for reviewing, ranking, and recommending projects for funding. As such, designated service providers are subject to change each grant year.

## Responsibilities

---

- Meet Monthly or Bi-Monthly based on the needs of the committee
- Assign a Chair who is responsible for facilitating each meeting, supporting collaboration between this committee and other CoC committees, participates in the Executive Committee, identifies topics that should be surfaced with the CoC Board, and keeps committee aligned with identified purpose and goals
- Assign a Secretary who is responsible for collaborating with the Chair to create and distribute the agenda each month, completing and distributing the meeting minutes and supplemental materials, coordinating with presenters, and helps to manage tasks that are assigned during meetings
- Provide oversight and support to HAWC as the centralized intake for Washtenaw County and the CHP process
- Review HAWC and CES policies and procedures at least annually
- Identify appropriate methods for evaluating HAWC and CES that conform to best practices and are effective in assessing system operations (such as client and community member surveys, call center data, Homeless Management Information System data)

- Oversees the use of CES's common assessment tool. This includes identifying who and how many users should be responsible for administering the common assessment tool in Washtenaw County, creating a training methodology for new users, and identifying a new common assessment tool as needed
- Evaluate HAWC and CES each quarter aligning with the fiscal year
  - Quarter 1: October, November, December
  - Quarter 2: January, February, March
  - Quarter 3: April, May, June
  - Quarter 4: July, August, September
- Review HAWC grievances and appeals each quarter aligning with the fiscal year
  - Quarter 1: October, November, December
  - Quarter 2: January, February, March
  - Quarter 3: April, May, June
  - Quarter 4: July, August, September
- Discuss community and program concerns related to HAWC and CES
- Recommend improvements to HAWC and CES
- Provide updates to the CoC Board, including insights and feedback gained through evaluations
- Recruit members to the Committee who have previous management and evaluation expertise, and/or extensive knowledge of the CES in Washtenaw County, and/or have lived experience of homelessness or housing insecurity
- Review committee charter and membership at least annually
- Educate committee members about special populations (survivors of domestic violence, youth, veterans, etc.) through presentations (sharing relevant literature and other information) by provider agencies at least annually
- Evaluate CES fundings gaps and make recommendations to the CoC Board where needed

## Membership

---

This committee is open to the public and is staffed by HAWC provider agencies and housing partners. The Chair and Secretary of this committee are representatives from one or more of Washtenaw County's housing partners. Member Organizations must ensure that agency representation includes both management/leadership and direct client staff. This ensures that the oversight and evaluation of this committee is reflective of various programmatic lenses. To mitigate conflicts of interest, the committee Chair and Secretary must not be representatives of HAWC provider agencies.

## Representatives

### Housing Services Partners

- Washtenaw Housing Alliance (WHA)
- Legal Services of South Central Michigan (LSSCM)
- Interfaith Hospitality Network/Alpha House (IHN)
- Salvation Army of Washtenaw County
- Housing Bureau for Seniors
- PORT/Path Street Outreach
- Michigan Medicine
- SafeHouse Center

- Michigan Works
- M.I.S.S.I.O.N. A2
- Friends In Deed
- Unified Health
- Ozone House
- Avalon Housing

#### HAWC Provider Agencies

- Office of Community & Economic Development (OCED)
- Shelter Association of Washtenaw County (SAWC)
- SOS Community Services

### Housing Assessment and Resource Agency (HARA)

The Housing Assessment and Resource Agency (HARA) is a key component of the CES. Each CoC must designate a HARA as required by the MSHDA Emergency Solutions Grant. MSHDA defines HARA as the provider of centralized intake and housing assessment. The HARA is tasked with assuring a comprehensive communitywide service and housing delivery system. This is done by routinely reviewing and correcting HMIS data quality issues, submitting quarterly reports, assuring a strength-based case management to increase outcomes, and working closely with the CoC body. The Office of Community & Economic Development (OCED) assumed the role of HARA in October 2022 following the end of the MSHDA ESG subcontract with Salvation Army of Washtenaw County.

### Evaluation

The Committee is committed to conducting quarterly evaluations of HAWC and its Coordinated Entry System (CES). The feedback gathered through evaluations is used to monitor system implementation, ensure adherence to requirements and policies, and provide stakeholder input to update and improve policies and procedures. Evaluations should include both quantitative and qualitative methods.

#### Quantitative Evaluation

Quantitative evaluations will be conducted and reported on quarterly. Metrics included will function as indicators of effectiveness and efficiency, and will include:

- **Outputs:** Output metrics will describe the services and work done by the CES during the period of measurement, but do not measure the impact of those services or work. They provide context to the size of the system and the number of clients served. Examples of output measures include the number of calls to HAWC, the number of referrals to shelter, or the number of CHP referrals to Permanent Supportive Housing (PSH).
- **Outcomes:** Outcome metrics will describe the impact of the CoC and its services, both for the individuals served and for the broader community. Examples of outcome measures include the number of clients housed and the number of people currently experiencing homelessness.
- **Benchmarks:** Benchmark metrics are used to compare Washtenaw County to specific, well-established outcome goals that exist at the national, state, or local level. Examples of benchmarks include the [HUD System Performance Measures](#).

The primary means for reporting these metrics will be the HAWC website at [www.housingaccess.net](http://www.housingaccess.net) and the CoC Dashboard at [www.washtenaw.org/CoC](http://www.washtenaw.org/CoC) , which will be updated according to the following schedule:

| Reporting Period                              | Reporting Deadline     |
|-----------------------------------------------|------------------------|
| <b>Quarter 1:</b> October, November, December | Last Friday of January |
| <b>Quarter 2:</b> January, February, March    | Last Friday of April   |
| <b>Quarter 3:</b> April, May, June            | Last Friday of July    |
| <b>Quarter 4:</b> July, August, September     | Last Friday of October |

#### Qualitative Evaluation

Qualitative evaluations will be performed and reported on quarterly, and will focus on the quality of service, fidelity to policies and procedures, and aspects of the system that aren't reducible to numbers.

#### Reporting

All evaluations will be reviewed and discussed by the Data and Performance Measurement Committee and/or the Coordinated Entry Oversight and Evaluation Committee who will make recommendations based on the feedback to HAWC, the CHP Committee, or the CoC Board as appropriate. Reports, including any recommended changes to policies or procedures, will be made available to the CoC, its service providers, and to the public through the CoC website.

#### Privacy Protections

No evaluation materials may be shared if they contain client names or any personally identifying information. If quotes or language from clients are used in reports, they should only be identified as an anonymous client, or with a changed name that could not be used to identify them.



Welcome! We are excited to hear from you.





**Please grab your device. We will be using Menti.com to gather your feedback!**

# How to Join In:

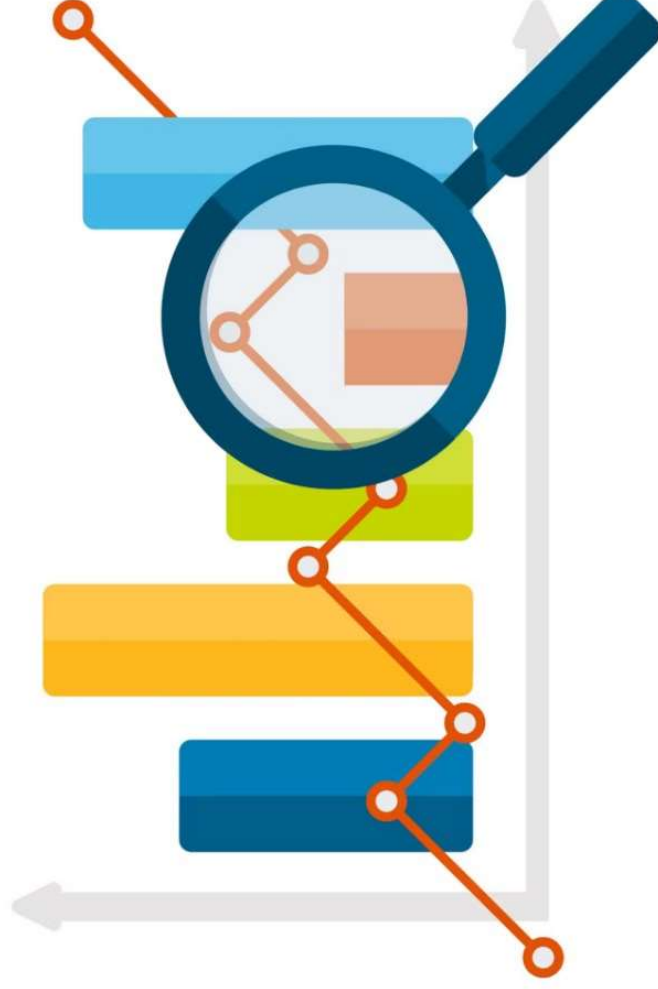
Go to

**[www.menti.com](https://www.menti.com)**

Enter the code



Or use QR code



We will see your anonymous responses on the screen!

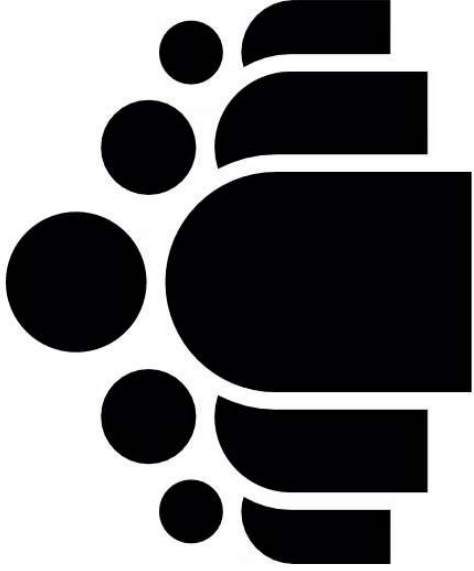
# Let's start with an easy one: How are you feeling today?

anxious  
relaxed  
pleasant  
hungry  
tired  
great  
good  
overwhelmed  
lost and found  
ok  
energized  
happy  
energetic  
cromulent  
here  
scattered

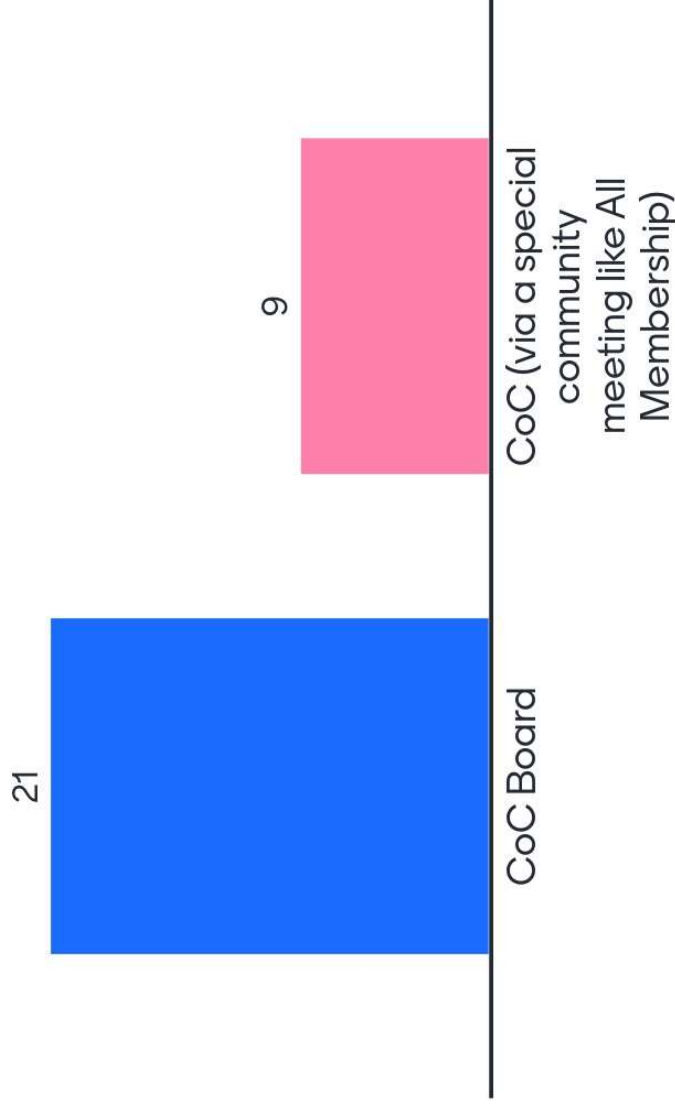
# Revised Governance Charter

## Section 3.2 CoC Committees and Workgroups

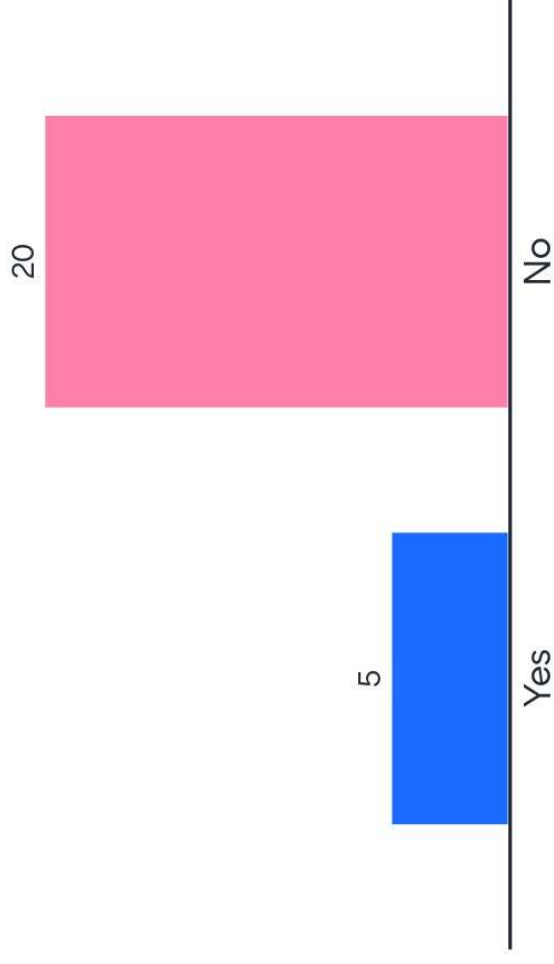
The 2015 CoC Policies and Procedures indicates that it is the responsibility of the CoC Board to appoint Committees. The 2020 Governance Charter indicates this is a CoC responsibility. This is a minor distinction but is worth clarifying.



# Who should appoint CoC Committees?



# Are the Roles/Responsibilities of each Committee clear?





## If you answered No, what would make the Committees more clear?

14

Answers

Org chart

more distinct members - when everyone is in (almost) all committees, it becomes unclear what the purpose of each space is

Who is on what and why

How committees support each other and the whole

It seems like "member" is used in different ways.

Succinctly stated vision and objectives for each committee to be read at the start of each meeting.

Easy to read breakdown of committees needed

How are others able to join committees.?

Purposes of each committee.

If you answered No, what would make the Committees more clear?

14

Answers

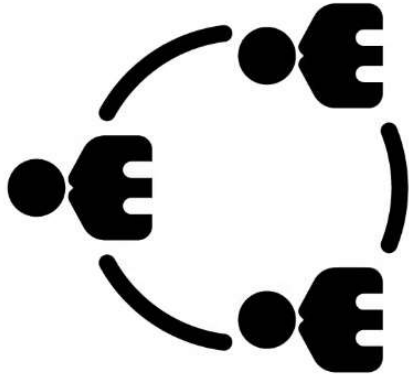
Relationship of committed to larger org goals

Use less acronyms

There seems to be some overlap and who is on these committees and how to participate or offer suggestions .

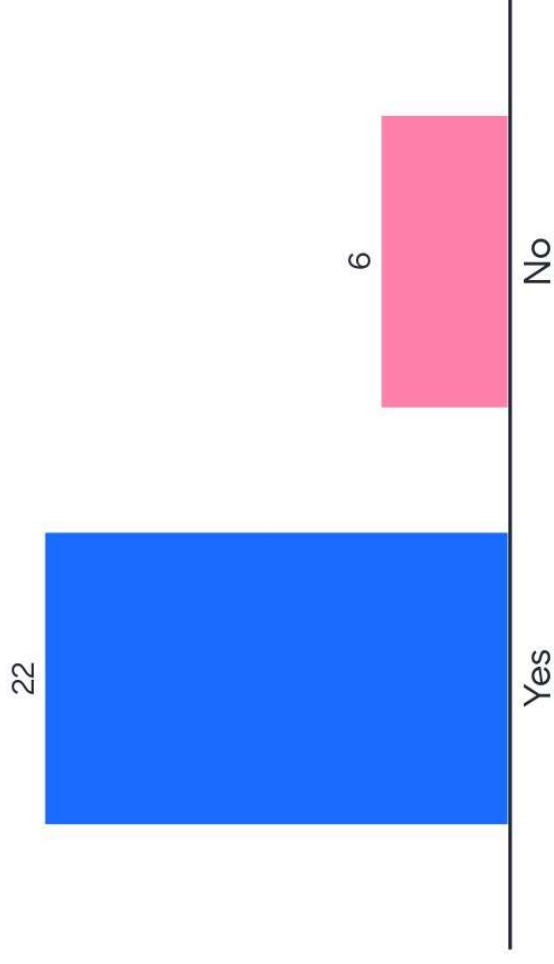
How do committees talk to eachother?

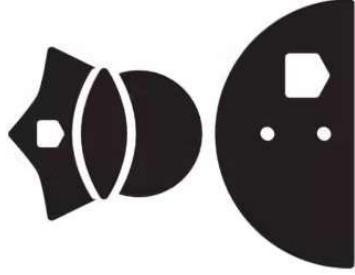
with such widespread turnover, not having these very clear roles/responsibilities leads to a never ending game of telephone



## Section 3.3 through 4: CoC Membership and Membership of the CoC Board

# Should Law Enforcement maintain membership in the CoC?

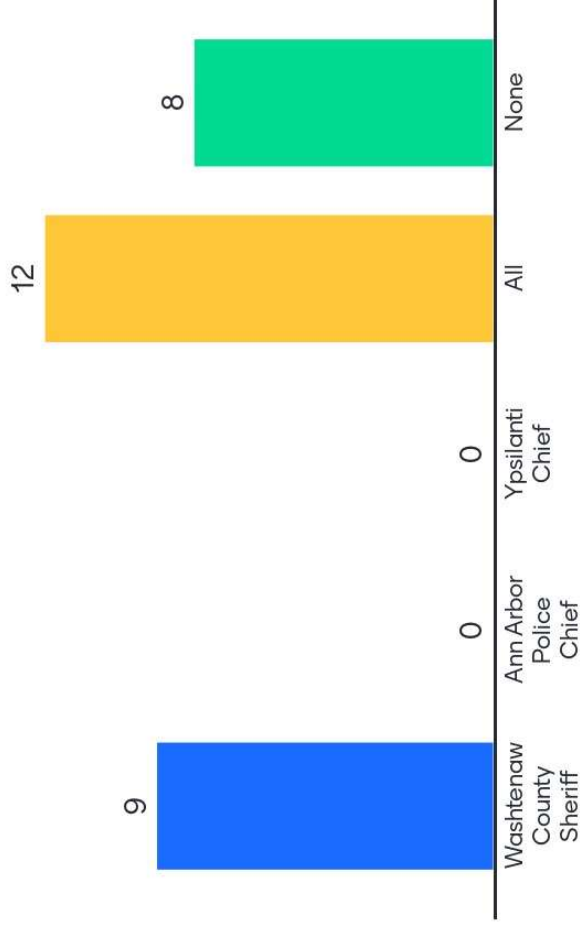




## Section 3.3

Currently, our Governance Charter designates 3 Board positions to Law Enforcement: Washtenaw County Sheriff or designee, Ann Arbor Policy Chief or designee, Ypsilanti Chief or designee.

# Which entities should maintain a Board seat?



# What considerations should our community have around Law Enforcement participation?

16

Answers

Conflicts of interest that law enforcement members can't vote on?

If there motivations are to truly help people or just to maintain order

It seems like an ex officio role would be more appropriate than full membership.

I think they should be viewed as a secondary resource to help with the human services needs of individuals in the county, not in a criminal or punitive sense

with continued concerns of the coc board around race equity and engaging in a meaningful way with folks with lived experience, the presence of these entities might be making these problems worse

If you want their behavior to change you have to include them in the conversation and help to shift their perspective.

Awareness of systemic racism and its historical and present impacts.

Equal access for representation on CoC for justice impacted individuals to balance perspective of law enforcement in community.

History of violence/racism making people not feel safe around them

# What considerations should our community have around Law Enforcement participation?

16

Answers

On the positive side, perhaps participating is an opportunity to shift perspective

Law enforcement entities are front doors to care and an entry point into our systems, their involvement is important

They enforce (including with violence) a particular viewpoint about people's right to have shelter (ie where they may and may not lay their bodies down). So they must participate.

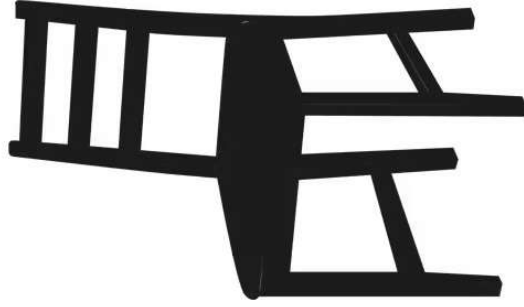
Client confidentiality and looking at treatment vs punishment options

Build a relationship with community members. What do they need from the CoC

Partners are needed in solutions to end homelessness.

We need law enforcement's perspective on the right to shelter (not housing) as that's a right we take away from people.

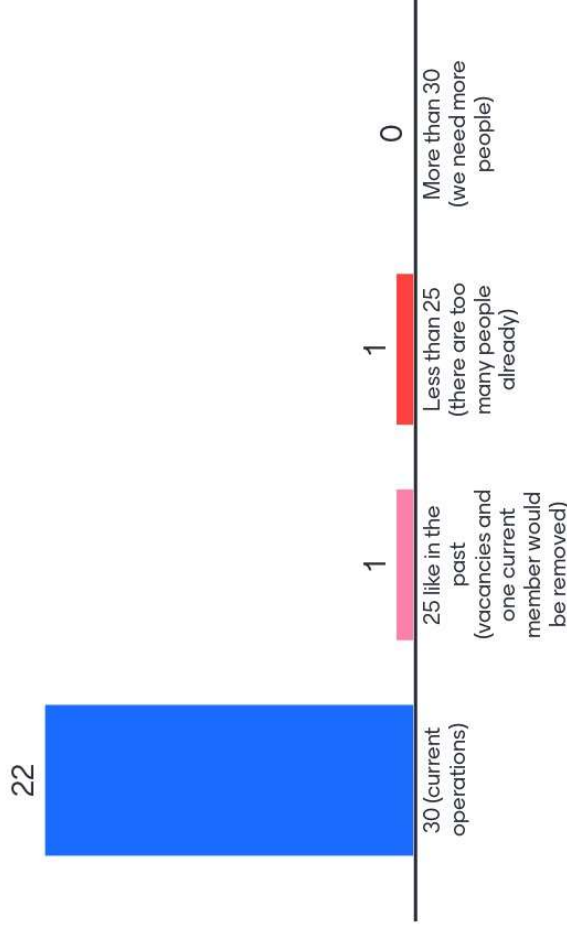


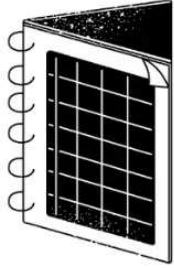


## Section 3.3

Currently, we have 30 CoC Board seats which includes 4 vacancies (Ypsilanti Police/Sheriff, WHA Board Member, CoC Non-Funded Agency, and Institution of Higher Education). Based on 2022 Board Attendance Tracker, we have roughly 25 Board Members regularly attend.

# How many seats should be on the CoC Board?

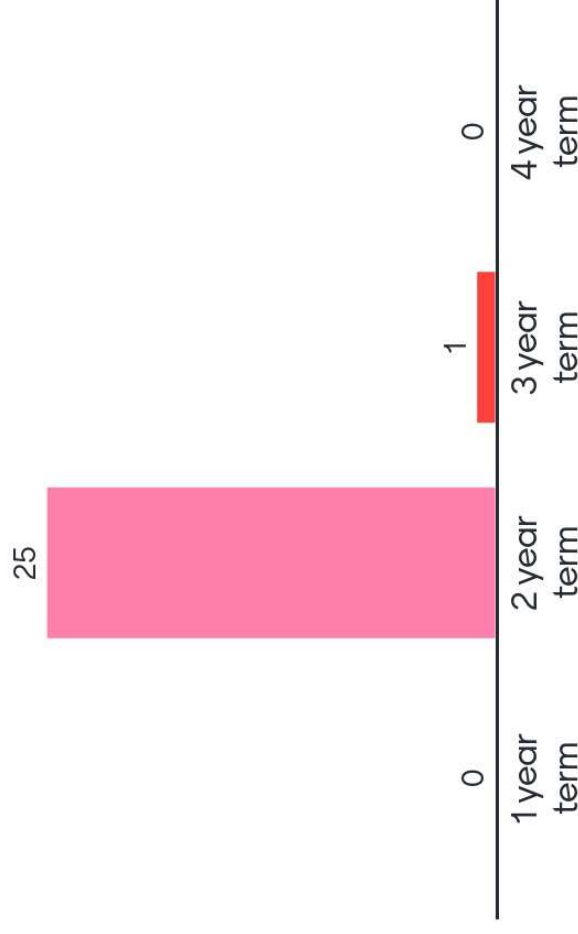


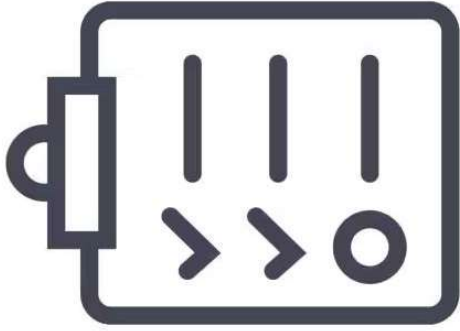


## Section 4.2 Leadership of the CoC Board

The Governance Charter originally stated that CoC Board Co-Chairs and Secretary serve 1 year terms. As part of the 2023 revision, this was updated to 2 year terms. The CoC Board only meets a total of 6 times a year. At this time, our current CoC Board Co-Chairs and Secretary have exceeded the 1 year term due to need.

# How long should the Co-Chair and Secretary serve?

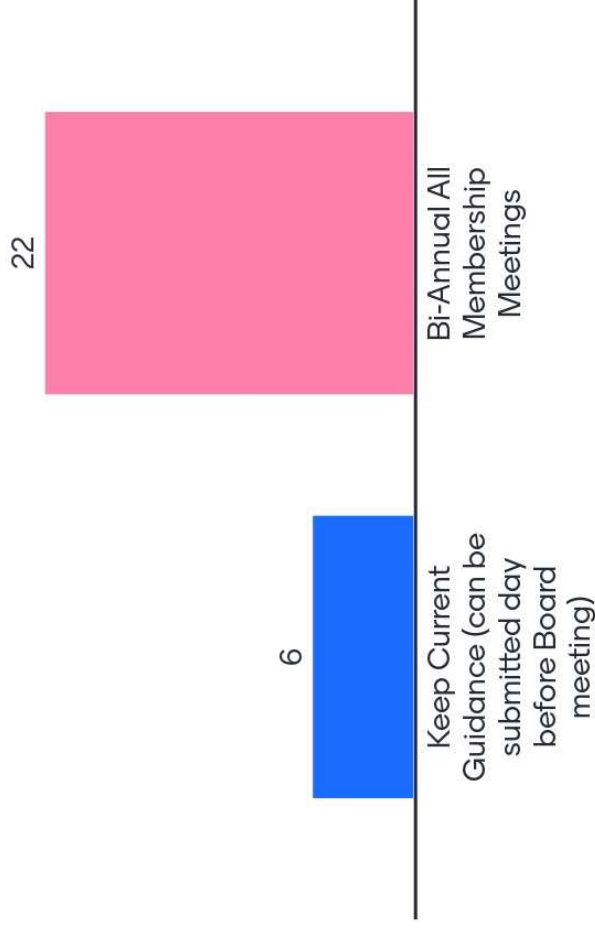




## Section 4.4 Coc Board Selection

As stated in our Governance Charter, "(1) Any individual or organization interested in serving on the CoC board shall be nominated, either by self-nomination or through nomination by another person; these nominations may be submitted up to the day before the CoC meeting during which the voting will occur; (2) Submitted nominations will be voted on by the CoC membership. This will determine which nominees will be considered by the CoC Board. (3) The CoC Board shall select nominees from each category by a vote of the appointed CoC members." While this has not occurred recently, permitting Board Membership on a rolling basis is not administratively feasible for OCED. In previous years, this has been tied to the Bi-Annual All Membership Meetings.

# When should CoC Board Nominations be addressed?



## What else would you like to talk about regarding the CoC Governance Charter?

4

Answers

What decisions go to All Membership and what decisions go to CoC Board

On the same topic - what about folks who have lived experience who don't want to tie their experience to their professional life? As much as we try to avoid it, bias exists that some might avoid.

We need people with lived experience

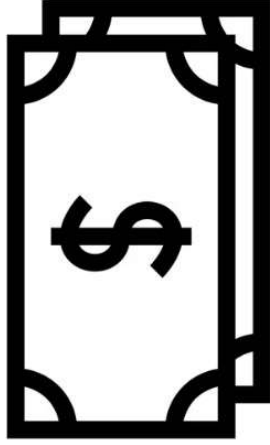
What happens when an individual potentially represents two groups? (ex. someone with lived experience who also is representing an agency)



Thank you for all of your feedback!



# MSHDA Exhibit One



## CoC Leadership 2b

"How does the CoC ensure persons with lived experience of homelessness are compensated for their time engaged with CoC meetings, subcommittees, etc.?" Our CoC does not have an active plan in place that addresses and facilitates this.

# What recommendations do you have to create a compensation plan for our CoC?

21

Answers

Providing a meal at the least. That way someone's income wouldn't change

Gas Card

Motel voucher

Gift cards or gas cards

We should ask what compensation people with lived experience would like. Let them tell the CoC.

The County should fund this in the absence of other resources.

gift card, provide snacks and drink during meeting

Hire more leadership in our agencies who are folks with lived experience, while avoiding tokenism! Perhaps allowing anonymity of these folks but knowing they're there by way of having leadership.

Ask members to pool funds toward these costs

# What recommendations do you have to create a compensation plan for our CoC?

21

Answers

Use national volunteer hourly rate.

Flexibility in how to use funds for support. Consider child care, transportation, food, laundry supplies and gift cards for those needs.

I don't feel the CoC has done any significant work on this, it feels by bringing it to this space a week before the application is due is telling of that. Some agencies in the CoC, but not at large.

Set an amount for attendance and participation in meetings and on committees. .

We need a meeting to make a plan

This doesn't seem like it would be a significant expense. Even at \$50/meeting, with 2 members with lived experience attending 8 meetings per year is \$800.

Gift Cards

People should be paid, perhaps another organization like the AACF would be interested.

We need to spend more time on this. Lack of commitment on this issue is the problem. I think it requires the leadership of CoC Lead, why is it not a priority of our lead agency to bring capacity?

## What recommendations do you have to create a compensation plan for our CoC?

21

Answers

Chicago CoC has a Lived Experience Commission (by invitation)

True, taking away \$800 for stipends would mean that \$800 isn't available elsewhere, perhaps emergency services. But this is an investment in the quality and capacity of the CoC board.

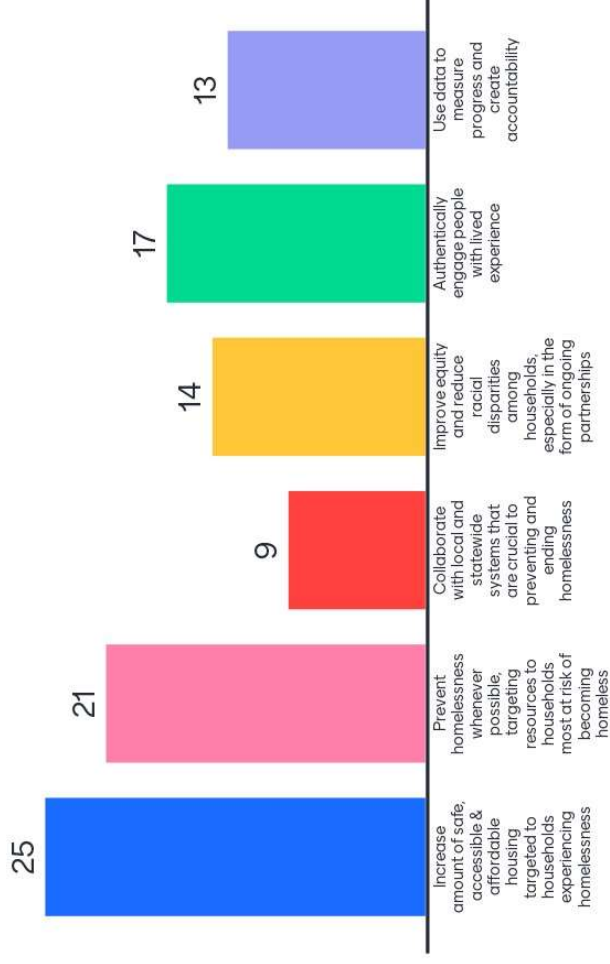
Yes! Charge agencies! That's a great idea.

1  
2  
3  
4

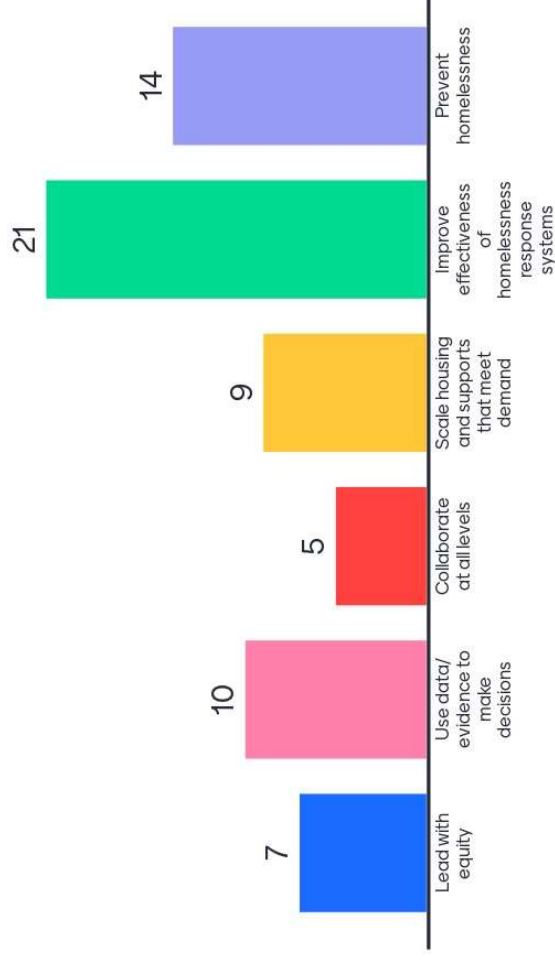
# Actionable CoC Priorities 4b

"Which actionable priorities from the State Action Plan and the USICH federal strategic plan will the CoC target during FY2023-2024 (10/1/2023-9/30/2024)? Why are these priorities important to the CoC and how will success be measured?"

# Which Goals from the State Action Plan should be prioritized for FY2023-2024?



# Which Goals from the USICH federal strategic plan should be prioritized for FY2023-2024?





# What recommendations do you have for how our CoC should go about prioritizing this work? Please list your selected Goals with your response.

15

Answers

Improve system: ensure access to wrap around services (healthcare, mental health resources, child care...)

Lived experience board our commission

Improving homelessness response - improve coordinated entry, it isn't working (still). Collaborate with other CoCs to strategize this. Require more transparency in decision making.

Allocate adequate resources

Preventing homelessness - intervening MUCH earlier in the crisis to prevent trauma of going through eviction process, which increases costs of m across the board with impact of legal process.

Having both a long term and short term plan. Long term focused on promoting significant expansion of housing development. Short term meeting immediate needs

Develop an equity committee.

Find more funding to support prevention and diversion efforts.

The board would have to outline clear objectives with measurable outcomes that are gone over at each meeting

# What recommendations do you have for how our CoC should go about prioritizing this work? Please list your selected Goals with your response.

15

Answers

Prioritize eviction prevention. We're in an eviction crisis. CERA ended and many people did not start paying their rent and are facing huge balances.

To make housing available without market pressure key community actors - board agencies -might make it a crusade.

In general the priorities ignore the here and now situation of the homeless. The prevention things are closest. But helping those whose right to shelter has been taken away are not assessed.

Start public shaming landlords

Deal with our of control landlord abuses

Thinking further ahead of problems - we knew that we would have a housing crisis post CERA and it still feels like there was a scramble to get the hotel program together. Why didn't we prepare? Plan.

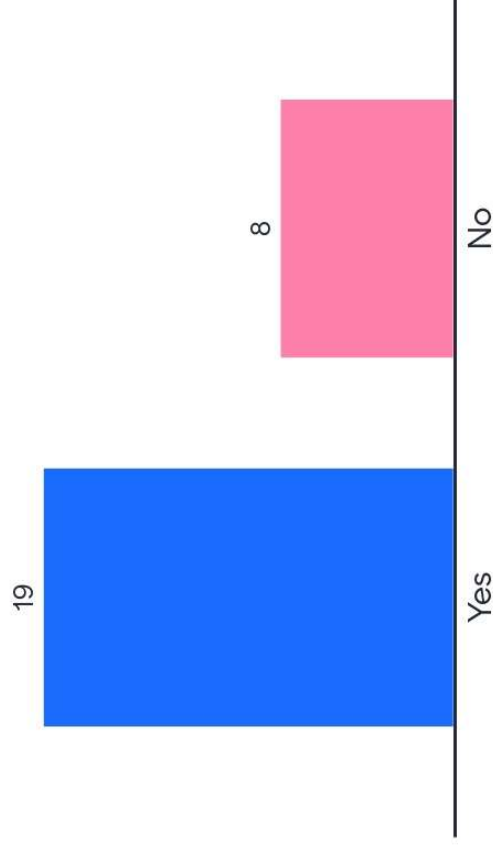
# System Care 9b



"Each ESG-funded agency is responsible to have a grievance and appeals policy that is documented and available to any program participant. What is the CoC's current process for fielding concerns from community members and program participants regarding service delivery?"

ESG-funded agencies (HAWC Call Center, Shelter Association of Washtenaw County, SOS Community Services, and Avalon) have their own grievance and appeals policy.

**Should a new policy be created to formalize how concerns about service delivery should be addressed by the CoC?**



# If you answered Yes, how would you like concerns regarding service delivery to be addressed?

8

Answers

An independent commission, shouldn't be anyone who receives ESG funding. I think it could be wider to the whole CoC's grievances.

A consistent form and review policy that has multiple levels of review starting within the agency and that can be further appealed up a few more levels if needed.

Another option would be a County Ombudsperson

Full investigation

Once concern is brought a viable way of addressing would be needed

if another community meeting were to take place to discuss these topics, the same people should be able to participate in the same way, basically, not a decision by CoC board.

An independent committee to review grievances

A committee may work, but it may be hard for this committee to respond quickly as concerns come in - especially if time sensitive

What else would you like to talk about regarding Exhibit One?

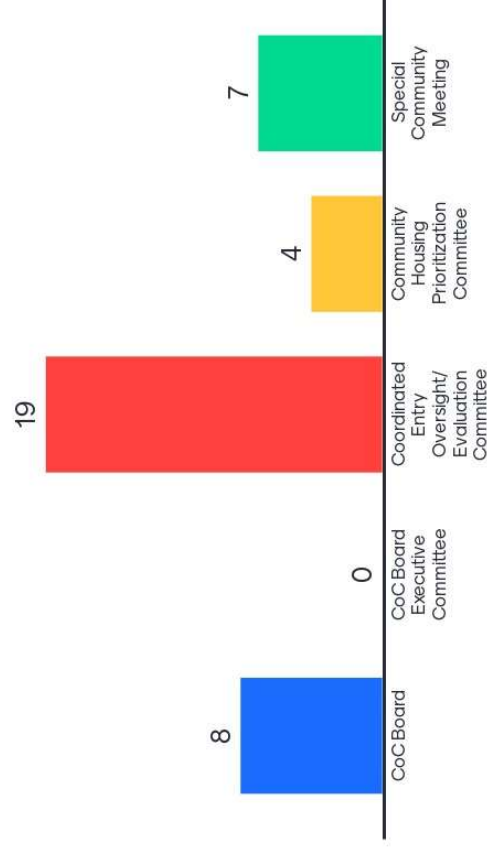


Thank you for all of your feedback!

# Community Standard on ESG Prevention Assistance



# Which CoC meeting space should be responsible for reassessing our community's standard on ESG Prevention Assistance?



## What else would you like to talk about regarding the Community Standard?

4

Answers

Utilize CERA data to inform standards. While funds will not be as plentiful as CERA, we can learn from the needs of CERA participants.

How to prevent recently incarcerated individuals homelessness. How to get these group of individuals permanent housing

projections for current alternative funding sources being leveraged, how far could that take us?

While we want to help prevent evictions and homelessness we also should be mindful of landlords who are getting paid despite overcharging and raising rents without providing improvements to housing.



Great work everyone. Thank you!

WASHTENAW COUNTY CONTINUUM OF CARE

# Governance Charter

# 1 PURPOSE OF THE CONTINUUM OF CARE (CoC) AND CoC BOARD

---

The Washtenaw County [Continuum of Care \(CoC\)](#) coordinates the community's policies, strategies, and activities toward ending homelessness. Its work includes gathering and analyzing information to determine the local needs of people experiencing homelessness, implementing strategic responses, educating the community on homelessness issues, providing advice and input on the operations of homeless services, and measuring CoC performance. The Washtenaw County CoC Board is responsible for deciding on and approving the local process for applying, reviewing, and prioritizing project applications for funding in the annual [Emergency Solutions Grant \(ESG\)](#) and CoC funding competitions.

## 1.1 CoC EQUITY STATEMENT

Signaling a county-wide commitment to resolving racial inequities, in [September 2018](#) the Washtenaw County Board of Commissioners (BOC) adopted a County Equity Policy and established the Washtenaw County Racial Equity Office. In [July 2020](#), the BOC officially declared racism a public health crisis.

The Washtenaw County Continuum of Care (CoC) recognizes that systemic racism exists in large part due to historical, perpetuated biases that create inequity within our community. And in accordance with the Washtenaw County Board of Commissioners, the CoC further recognizes that “without intentional intervention, inequitable outcomes linked to race, socioeconomic status and other [positionalities] will persist,” including within the homelessness response system.

The CoC therefore endeavors to understand and address the landscape of racial inequities in its policies and procedures, dissemination of information, and distribution of homeless resources to inform an intentional plan that addresses such inequities in Washtenaw County.

**Mission:** The CoC aims to intentionally and meaningfully engage with issues of racial equity in the homelessness response system to create positive, transformational change across the CoC. This includes working towards equitable access to CoC services and achieving just outcomes, as well as realizing the CoC's capacity to address the impacts of inequities left by public systems tangential to homelessness.

The CoC seeks to approach racial equity from a place of learning, driven by earnest dialogue and active listening. It recognizes that individuals of color hold expertise in determining the effects of inequitable policies, practices, and interactions, and strives to create an atmosphere of inclusiveness, diversity, and engagement in all aspects of the CoC to ensure that both participants and staff are able to reach their full potential.

**Vision:** The CoC looks towards a vision of a thriving county where residents have equitable access to housing opportunities, free of socioeconomic and racial inequities. For the CoC, this includes equitable housing outcomes for participants regardless of race, ethnicity, socio-economic status, or any other positionality.

**Practice:** The CoC aligns with the values and definitions outlined in the [Washtenaw County Equity Policy](#) focusing on individual, institutional, and structural measures to address inequities in Washtenaw County.

- **Individual:** All CoC staff and members of community partners share individual responsibility in achieving racial equity in the homelessness system. In addition to attending trainings offered by the CoC, individuals are responsible for seeking to understand their own conscious and unconscious biases and incorporating behavioral changes that support the goal of equity.
- **Institutional:** As part of Washtenaw County and in partnership with the Office of Community and Economic Development (OCED), the CoC will develop a Racial Equity Action Plan to advance the equity initiative within the Department and across the CoC. All items in the Racial Equity Action Plan will undergo a vetting process through the CoC Board.
- **Structural:** The CoC will continue to evaluate its progress in addressing inequities in homelessness and housing programs, as well as implications for the wider community.

## 2 RESPONSIBILITIES

---

The Washtenaw County CoC is made up of Washtenaw County community representatives, agencies, a governing Board, CoC committees, a Collaborative Applicant lead agency, a Housing Assessment and Resource Agency (HARA), and a Homeless Management Information System (HMIS) lead agency.

The Washtenaw County CoC is responsible for:

### 2.1 OPERATING A CoC

- **Membership Gatherings.** Host meetings of the full CoC membership at least twice each year. The Washtenaw County CoC will announce the date, time and location of these meetings at least one month in advance to encourage broad participation from CoC members and the public. The CoC will use both internal (e.g., email list and Newsletter) and external (e.g., press release, social media, advertisement in *Groundcover*) methods of communication to disseminate information about the meeting. These meetings will be spaces where community members can come and learn more about what the CoC does and provide feedback on how it operates. At these meetings, decisions can be made about any changes to CoC operations as needed.
- **CoC Provider Trainings.** Provide trainings to staff of organizations funded through the CoC at least once per year. Trainings will cover topics required by the United States Department of Housing and Urban Development (HUD): understanding and maintaining fidelity to the Equal Access Rule (for gender identity and sexual orientation); providing trauma-informed and victim-centered care for survivors of domestic violence; accessing mainstream benefits and other assistance; and recognizing racism and its impacts on housing and homelessness. Other topics are added based on community interest.
- **Governance Charter.** Develop, follow, review, and update this governance charter. The charter will, at a minimum, include procedures and policies needed to comply with HUD and HMIS requirements and a code of conduct and recusal process for the Washtenaw County CoC Board, its co-chairs, and any person acting on behalf of the Washtenaw County CoC Board. This charter can be updated anytime if the majority of people present at a Membership Gathering vote to do so. Notice of the scheduled vote must be given at least one month prior to the meeting.
- **Coordinated Entry Oversight.** In consultation with recipients of ESG funds within the CoC, provide oversight to a coordinated entry system that provides an initial, comprehensive assessment of the needs of individuals and families for housing and services.
- **Written Standards.** In consultation with recipients of ESG funds within the CoC, establish and consistently follow written standards for providing CoC assistance, including adherence to [Housing First principles](#).
- **Performance Standards.** Consult with CoC and ESG recipients and subrecipients to establish performance targets appropriate for population and program type, monitor performance of CoC and ESG recipients and subrecipients, and evaluate the outcomes of projects funded under ESG and CoC programs as outlined by these policies. The CoC will act when ESG and CoC projects perform poorly.
- **System Performance.** The CoC will report the outcomes of ESG and CoC projects to HUD annually. These performance metrics will also be made available for the community by publication on our website.
- **Funding Review.** Establish priorities for funding projects in the geographic area.

## **2.2 DESIGNATING AND OPERATING A COLLABORATIVE APPLICANT FOR FUNDING**

The Washtenaw County CoC has designated Washtenaw County's Office of Community and Economic Development (OCED) as the collaborative applicant to the U.S. Department of Housing and Urban Development to collect, combine, and submit the required application information from all project applicants. As the Collaborative Applicant (otherwise known as the CoC Lead), OCED has the following responsibilities:

- Staff CoC committees
- Produce planning materials
- Coordinate needs/gaps assessments
- Collect and report performance data
- Monitor project performance
- Coordinate resources, integrate activities and facilitate collaboration
- Prepare and submit application for CoC funds, including Priority Listing, the Consolidated Application, and grant applications for HMIS and CoC Planning
- Recruit and educate stakeholders
- Design, operate, and follow a collaborative process for the development of applications and approve the submission of applications

## **2.3 DESIGNATING AND OPERATING AN HMIS LEAD AGENCY**

The Washtenaw County CoC has designated OCED as the HMIS lead agency and the only entity eligible to apply for HUD HMIS funding for the CoC. HMIS lead agency has the following responsibilities:

- Update and implement the HMIS Governance Charter as needed.
- Review, revise, and approve the CoC HMIS data privacy plan, data security plan, and data quality plan as needed.
- Ensure that the HMIS is administered in compliance with HUD requirements.
- Provide support and make all efforts to ensure consistent and accurate HMIS participation by all CoC and ESG recipients and subrecipients.

## **2.4 CoC PLANNING**

OCED will work closely with Washtenaw Housing Alliance (WHA) in its role assisting in coordinating the system of care; researching and distributing best practices and research on housing and homelessness; and assisting providers in working toward common outcomes that lead to ending homelessness.

OCED, with WHA, will coordinate providers of housing and services within Washtenaw County to act as a cohesive system to holistically address the needs of community members. This system includes: outreach, engagement, and assessment; shelter, housing, and supportive services; and prevention strategies. Through the coordinated entry system, people will be prioritized for assistance and matched with appropriate services.

In addition, the CoC Board and CoC Committees will:

- Plan for and conduct an annual Point-In-Time (PIT) count of homeless persons within Washtenaw County that meets HUD requirements, including a housing inventory of shelters, transitional housing, and permanent housing reserved for homeless persons, in general, and chronically homeless persons and veterans, specifically, as HUD requires.
- Assess racial disparities in homelessness service provision and outcomes in Washtenaw County at least every three years.
- Provide information required to complete the Washtenaw County Consolidated Plan.

- Consult with State of Michigan (via the Michigan State Housing Development Authority (MSHDA)) and Washtenaw County's ESG recipients for allocating ESG funds and reporting on and evaluating the performance of ESG recipients and subrecipients.

The CoC may conduct additional research to inform planning, for example, a gaps analysis of the needs of people experiencing homelessness as compared to available housing and services within Washtenaw County. The CoC will seek input from people with lived expertise in these assessments and planning processes to the extent possible.

## 3 CoC REGULATIONS AND PROCEEDINGS

---

### 3.1 CONFLICT OF INTEREST

No member shall vote on or participate in the discussion of any matters that directly affect the financial interests of that member, their immediate family, their employer, or an agency or group for which they serve as trustee. Members may not vote on or participate in the discussion of any funding or reallocation of funding to the organization in which they or a family member are employed or have a financial interest.

Disclosure should occur at the earliest possible time and if possible, prior to the discussion of any such issues. Individuals with a conflict of interest should abstain from voting on any issues in which they may have a conflict. An individual with a conflict who is the CoC Board Co-Chair shall yield that position during discussion and abstain from voting on the item.

### 3.2 CoC COMMITTEES AND WORKGROUPS

The Washtenaw County CoC Board will appoint CoC committees to fulfill its work. Much of the Washtenaw County CoC's work and decision-making are conducted at Committee and workgroup meetings. Current CoC committees include:

- **CoC Board Executive Committee.** Meets two weeks before the CoC Board meetings to approve the agenda. Any active and interested CoC Board Member may elect to sit on the Executive Committee. Board Co-Chairs, and CoC Committee Chairs are required to attend. This committee is chaired by OCED.
- **Funding Review Team (FRT).** Meets Summer through Fall to review projects (including program outcomes, compliance, and data quality) for the ESG and CoC annual funding competitions. Community members are welcome to join if they do not have a conflict of interest, i.e., do not work for an agency that receives ESG or CoC funds, and can commit to attend for the duration of the funding process. This committee is chaired by OCED.
- **Coordinated Entry Oversight & Evaluation Committee (formerly the HAWC Oversight & Evaluation Committee).** Meets every month to review Housing Access for Washtenaw County (HAWC) policies and procedures, monitor the implementation and effectiveness of the county's centralized intake, implement assessment tools to evaluate system performance, and make recommendations to improve operations as needed. Members are staff at housing providers and broader community providers. This committee is co-chaired by OCED (as the CoC Lead and the HARA) and WHA.
- **WHA Operations Committee (OC).** Meets to determine priorities of the Washtenaw Housing Alliance and advise on CoC operations and governance. Members represent the 35 or so agencies who provide housing or services to people who are or are at-risk of experiencing homelessness in the community and are a part of the WHA. This committee is chaired by WHA.
- **Community Housing Prioritization (CHP) Committee.** Meets bi-weekly to review the community list of people experiencing homelessness (known as the "By-Name List") and make referrals for housing placements (Rapid Re-Housing (RRH) and Permanent Supportive Housing (PSH)) based on current needs. Groups meet to discuss individuals, families, and veterans experiencing



homelessness separately. Members of each group are staff who work directly with clients and OCED data staff. Participation is limited to this group to protect client confidentiality. This committee is co-chaired by OCED (as the CoC Lead and the HARA) and WHA.

- **Built for Zero Committees.** Each meet monthly to make progress towards goals established through Washtenaw County's participation in Built for Zero (BFZ). The BFZ committees review data, strategize, set goals and make policy recommendations to the CoC. Currently, there are three teams: Ending Veteran Homelessness Leadership Team, Ending Chronic Homelessness Leadership Team, and Ending Family Homelessness Leadership Team. Members of the teams are agencies working with each specific population. This committee is chaired by WHA.
- **Joint Leadership Data Committee (formerly the Data & Performance Measurement Committee).** Meets quarterly to review local agency- and system-data quality, ensure compliance with HUD's HMIS data standards, and make recommendations to the CoC based on system performance to improve agency and community-wide data quality to inform CoC program/system design. Members are staff at agencies serving people experiencing homelessness: frontline staff, managers, and Executive Directors. This committee is co-chaired by OCED (as the CoC Lead and the HARA) and WHA.
- **Youth Action Board (YAB):** First formed in 2020, YAB was developed to increase youth representation and engagement in the CoC and to support future funding applications to HUD for the Youth Homelessness Demonstration Program (YHDP). Several CoC agencies participated in this committee (OCED, Shelter Association of Washtenaw County, Salvation Army of Washtenaw County, Avalon, Corner Health, Neutral Zone, Ozone House, Legal Services of South Central Michigan). This Committee last met in November 2020 and went dormant due to a lack of facilitation capacity by an agency specializing in youth.
- **Youth Homelessness Committee:** First formed in 2019, this Committee sought to ensure services offered through the CoC are responsive to and effective for youth experiencing homelessness or housing crises. This Committee convened providers, educators, and youth experts from across the county to identify youth-specific barriers and recommended improvements that promote access, system coordination, and quality of service. This Committee last met in June 2021 and went dormant due to the COVID-19 pandemic which shifted capacity at OCED who was originally responsible to facilitate this committee.

A CoC Board member from each committee will be selected by the committee to serve as Committee Chair. At least one member of each committee must be on the CoC Board. Other committee membership will include relevant CoC members and other interested stakeholders or experts. Committee membership is open to provider staff and other members of the public unless otherwise noted. Efforts will be made as part of the annual CoC recruitment process to engage new people in these committees.

CoC Committees may meet every other month or more frequently depending on the tasks to be accomplished. Each committee will have clear purpose, goals and anticipated outcomes, and overall timeline for addressing issues or problems that it was chartered to address. Committees or workgroups will present their progress to the Washtenaw County CoC Board as needed.

The Washtenaw County CoC may also create time-limited ad-hoc committees to develop recommended solutions to the specific issue for which they were created.

### 3.3 CoC MEMBERSHIP RECRUITMENT AND OUTREACH

The Washtenaw County CoC will publish an open invitation at least annually for persons within the Washtenaw County CoC area to join as new CoC members. Recruitment efforts will be documented by OCED.

The Washtenaw County CoC (or *its designee*) will identify and address membership gaps in essential sectors, from key providers or other vital stakeholders. The Washtenaw County CoC (or *its designee*) will recruit members to ensure that it meets all membership requirements set forth in its governance charter, including representation of specific populations and organizations. Specifically, outreach will be conducted

to obtain membership from the following groups as they exist within the Washtenaw County CoC geographic area and are available to participate in the CoC:

- Nonprofit homeless assistance providers
- Victim service providers
- Faith-based organizations
- Governments
- Businesses
- Advocates
- Public housing agencies
- Schools
- Social service providers
- Mental health agencies
- Hospitals
- Universities
- Affordable housing developers
- Law enforcement
- Organizations that serve veterans
- Individuals with lived experience of homelessness (current or former)
- Other relevant organizations within the CoC's geography (which may include mental health service providers and funders, substance abuse service providers and funders, foster care, local job councils, etc.)

### **3.4 RELATIONSHIP BETWEEN WASHTENAW COUNTY CoC BOARD AND FULL CoC MEMBERSHIP**

Washtenaw County CoC Board meetings will be open to the full membership and the public. The CoC Board will post minutes of the CoC Board meetings on the [Washtenaw County OCED website](http://www.washtenaw.org/coc) ([www.washtenaw.org/coc](http://www.washtenaw.org/coc)). Between CoC meetings, CoC Board Co-Chairs will keep the full membership involved by involving CoC members in workgroups and CoC committees and sharing information (including meeting minutes, resources for homeless services providers, plans and implementation progress, data about homelessness in the region and funding availability) via email list, newsletter, or the OCED website.

## **4 MEMBERSHIP OF THE CoC BOARD**

---

The Washtenaw County CoC Board is the lead decision-making body of the Washtenaw County CoC comprised of up to 30 member representatives. The following agencies and community representatives have been selected to form a robust group of mainstream service providers whose agencies impact and are impacted by homelessness, those with access to critical resources, and those who bring homelessness and housing expertise. This Board make-up will provide the CoC with the guidance and influence needed to effectively implement policies, strategies, and activities toward ending homelessness. The CoC Board is made up of the following:

- At least two people with lived experience of homelessness (current or former) (as defined by HUD's current definition of homeless)
- Washtenaw County Board of Commissioners Chair or designee
- City of Ann Arbor Mayor or designee
- Washtenaw County Sheriff or designee
- Ann Arbor Police Chief or designee
- Ypsilanti Police Chief or designee
- Housing Access for Washtenaw County (HAWC) Director/Supervisor or Designee
- WHA Director and 1-2 WHA Board members
- Public Health director or designee
- At least two homeless or housing program representatives appointed by the WHA OC
- OCED director or designee
- Washtenaw County Community Mental Health (WCCMH) director or designee
- Washtenaw County Department of Health and Human Services (DHHS) director or designee
- At least one CoC non-funded agency representative appointed by the WHA OC
- Regional Workforce Development Director or Designee
- Another Township or City Highest Elected Official or designee

- At least one Faith Community representative
- A private funder representative
- Substance Use Services Agency Director or designee
- At least two Education representatives (1 McKinney-Vento liaison, 1 institute of higher education)
- Ann Arbor Veterans Administration representative
- Ann Arbor and Ypsilanti Housing Commission Executive Directors or designees
- Two at-large representatives from public/government/academic organizations (e.g. transit system, prisoner re-entry)
- Domestic Violence provider representative

#### **4.1 TERMS OF OFFICE**

The members of the Washtenaw County CoC Board shall serve a minimum of two-year terms but may elect to serve more.

#### **4.2 LEADERSHIP OF THE CoC BOARD**

The Washtenaw County CoC Board shall have two Co-Chairs and a Secretary, elected to leadership by the CoC Board members bi-annually by a majority vote. Co-chairs and secretary serve two-year terms. The CoC Executive Committee shall include these three roles in conjunction with CoC Committee Chairs. Other interested Board members may join as well. The OCED designee (OCED Director or representative) cannot serve in a leadership capacity within the CoC Board. Co-Chairs are responsible for the following:

- At least one Chair should preside at all CoC meetings and CoC Board meetings.
- Engage in other activities relevant and appropriate to its purpose, charge, and powers.
- Ensure the maintenance of all records of all CoC Board proceedings, including all other task forces/committees (with the assistance of OCED staff).
- Ensure the dissemination of meeting minutes to each member of the CoC Board to be approved at the next meeting.

#### **4.3 CoC BOARD MEETINGS & MEMBER RESPONSIBILITIES**

The Washtenaw CoC Board meets every other month. Board Members who fail to attend two (2) or more meetings a year may be asked to find a replacement representative or have their Membership reappointed to another entity. Members shall notify the Co-Chairs of their expected absence in advance of scheduled meetings. Washtenaw County CoC Board Members are expected to do as follows:

- Attend regularly scheduled meetings and contribute to informed dialogue on action items
- Provide overall direction and leadership of the CoC process
- Provide strategic planning, goal-setting, and formal decision making on behalf of the CoC
- Receive reports and recommendations from CoC committees and task groups
- Establish CoC committees, sub-committees and task groups as needed to perform CoC functions
- Provide official communications from the CoC, including advocacy and public education efforts

#### **4.4 CoC BOARD SELECTION**

All voting members gain membership to the Board through the process defined as follows:

- **Appointed Members:**

- **The following will appoint its representative(s) to the Board:** DHHS, WCCMH, OCED, WHA, Public Health, Substance Abuse Coordinating Agency, McKinney-Vento Liaison, VA, Housing commissions, Washtenaw County Sheriff, Ann Arbor Police, Ypsilanti Police, HAWC, Washtenaw County Board Chair, City of Ann Arbor, Regional Workforce Development, and city/district/township

If an agency does not appoint its representative to the Board and are not present at the first two meetings of the CoC Board, OCED staff will reach out to the agency to request someone before the third meeting.

- **The following will be appointed by the WHA OC:** CoC non-funded agencies, homeless and housing service providers
- **Nominated Members:** People with lived expertise of homelessness, representatives from the faith community, the private funder representative, institute of higher education, at-large organizations, and the domestic violence provider representative are nominated by the CoC and selected by the CoC Board by process outlined below.

(1) Any individual or organization interested in serving on the CoC board shall be nominated, either by self-nomination or through nomination by another person; these nominations may be submitted up to the day of the Bi-Annual CoC All Membership Meeting during which the voting will occur; (2) Submitted nominations will be voted on by the CoC membership. This will determine which nominees will be considered by the CoC Board. (3) The CoC Board shall select nominees from each category by a vote of the appointed CoC members.

If someone is unable to meet their commitment to the CoC Board, a new person can be appointed in their place. Decisions to ask for this must be made by a majority of vote by the CoC Board. The appointed agency will need to appoint a substitute in the event of a removal of their representative.

If a Board member wishes to resign, the Board member shall submit a letter of resignation to the chairpersons at least two weeks before the resignation date or notify the Board at one of its meetings.

## 4.5 DECISION MAKING

The vote of the majority of members present and voting at a meeting at which quorum is present is enough to constitute an act of the CoC Board. Quorum is determined when at least 50% of the CoC Board members are present.

|                                                       |                                                                                                      |
|-------------------------------------------------------|------------------------------------------------------------------------------------------------------|
| <b>Policy Title</b>                                   | Policy for Providing Equitable Compensation for People with Lived Experience of Homelessness (PWLEH) |
| <b>Date Developed/Revised</b>                         |                                                                                                      |
| <b>Date Adopted by Detroit CoC Board of Directors</b> |                                                                                                      |
| <b>Signed (Detroit CoC Board Chair)</b>               |                                                                                                      |
|                                                       | Dr. Celia Thomas                                                                                     |

### **Purpose**

The purpose of the Detroit Continuum of Care (CoC)'s Compensation for People with Lived Experience of Homelessness (PWLEH) is to ensure the equitable remuneration of PWLEH for their expertise, time, and collaboration with the CoC. The Detroit CoC is committed to pursuing equitable solutions to homelessness and believes it is imperative that PWLEH drive these solutions. This policy sets the guidelines the Detroit CoC will use regarding provision of compensation for PWLEH for engaging in systems-level work that aligns with the CoC's goals and priorities.

### **Background**

In 2021 the Detroit CoC formally established the Detroit Advisors Group (DAG) – a body of PWLEH who oversee policy decisions and participate in the setting and advancement of the CoC's priorities – as an officially recognized CoC committee. Through partnership with the Youth Homelessness Demonstration Program (YHDP), the CoC has also built a relationship with the Youth Action Board (YAB), who have been instrumental in incorporating the voices of youth in the work within the CoC. Both the DAG and YAB have provided essential contributions and expertise in promoting the ongoing priorities of the Detroit CoC system and have prompted the development of this policy to ensure that PWLEH are equitably compensated for their work within our system.

### **Equitable Compensation Practices**

Equitable compensations practices necessitate that payment methods be flexible and low barrier. This policy seeks to communicate payment expectations, needs, and potential barriers to ensure that the CoC and PWLEH are aligned in their understanding of how compensation is provided. The Detroit CoC is committed to ensuring that compensation policy and processes are transparent, equitable and accessible to PWLEH. Compensation agreements have been developed to ensure that both PWLEH and the Detroit CoC have a thorough understanding of the compensation process and expectations.

[Should we insert link to compensation agreements here?]

The Detroit CoC will pay a flat rate of \$75 for specific qualifying meetings that DAG and YAB members attend and submit a compensation request for. This flat rate factors in meeting preparation

time and any possible costs associated with attending the meeting. Qualifying meetings are outlined further in this policy document. Compensation methods agreed upon by the DAG, YAB, and Detroit CoC Lead Agency include:

- ACH Transfer and check are preferred methods.
  - Includes ability to ACH transfer to CashApp
- Gift cards may be considered upon request due to special circumstance.

This \$75 rate includes CoC Board Meetings, Advisor Group Meetings, Committee Meetings, General Membership Meetings, etc. This flat rate includes the following for calculation:

| Element Included | Total          | Rationale                                                                                             |
|------------------|----------------|-------------------------------------------------------------------------------------------------------|
| Meeting time     | \$37.50        | Averaged the various meeting lengths to 90 minutes at \$25/hr (based upon emerging best practices).   |
| Prep & Follow Up | \$25           | One hour combined at \$25/hr                                                                          |
| Meeting Costs    | \$12.50        | This is to factor in transportation (for in-person meetings) or internet costs (for virtual meetings) |
|                  | <b>\$75.00</b> |                                                                                                       |

Additional compensation outside of meeting participation would be \$25/hour. This could cover things such participation in special CoC initiatives.

There may be additional activities in which the DAG or YAB are invited to participate in outside of the qualifying meetings. These are referred to as “special activities.” Compensation for approved special activities will be \$25/hour. It is the responsibility of individuals to track the total hours spent working on special activities and submit them as compensation.

### **Qualifying Meetings**

Due to limited funding, all meetings must be approved by the CoC Lead Agency to qualify for compensation. As of now, the following meetings qualify for the standard flat rate (\$75/meeting) compensation:

- CoC Board Meetings (if you hold an active Community Advocate Seat)
- Detroit Advisors Group Meetings (all active Advisors Group members qualify for compensation)
- Executive Committee Meetings
- Committee on Youth Homelessness Meetings (up to 2 youth can be compensated per meeting)
- Detroit Advisors Group Meetings (all active Advisors Group members qualify for compensation)
- All YHDP-related Meetings (all participants qualify for compensation) including but not limited to:
  - YHDP Core Team Meetings
  - YAB General Meetings
  - Any technical assistance (TA) led YHDP meetings or community meetings
  - Any YHDP-related workgroups (including the YAB work sessions)

Compensation for any meetings not outlined here will need written approval. For meetings outside of the identified qualifying meetings, individuals will need to inquire about or request eligibility of those meetings for compensation. Any requests for meetings that are not outlined above and have not received previous approval will be denied.

### **Process to Request Compensation**

To receive payment, individuals must submit a compensation request form to the CoC Lead Agency. This form should be completed after individuals have attended the qualifying meeting. Any requests received for meetings that occur after the submission date will be denied.

Compensation requests can be completed via an online form. *Please note that activities may have separate compensation request forms.* Individuals will be expected to follow the instructions outlined in the form to ensure all required information is provided. For special activities, the exact number of hours spent per activity will need to be provided to process the payment request.

#### **➤ Key considerations**

- W9 is required after receiving \$600

HAND must report all money that it pays to persons due to national tax-related rules from the IRS. Due to this, HAND must have a W-9 on file for all persons requesting compensation before any payments can be issued. There is a link to the a blank W-9 on the compensation form and you can also access it by [clicking here](#). Completed W-9s can be uploaded to a secure Box website ([linked here](#)). This W-9 only needs to be completed with the first submission. However, if you move, please submit an updated w9 with your new address. It is imperative that we have correct addresses for everyone to ensure we send your tax forms to the correct location.

- Cannot serve more than one role with HAND
- Special initiatives need to be approved by HAND to ensure sufficient funding

#### **• Banking or CashApp Information**

To issue the payments, HAND must know where to send your money. On your form, please indicate your preferred compensation method. HAND can send money directly to your bank, send to your CashApp account, or write a check. If you select bank or CashApp transfer, HAND will need your routing and account information. You can enter this information directly into the compensation request form. For help finding your routing and account numbers, click [here](#). Please make sure to be as accurate as possible when entering this information. Incorrect account details can result in your payment being sent to the wrong person.

Please note: if you have already submitted your banking info to HAND, you do not need to complete it again in subsequent compensation requests unless your information changes. If your banking information does change, please make sure to share your new account details in your request form. Otherwise, funding will be sent to the account on record.



## YOUTH COMPENSATION CONTRACT

*The purpose of this document is to outline the compensation agreement between the Youth Action Board (YAB) and the Homeless Action Network of Detroit (HAND) acting on behalf of the Detroit Continuum of Care (CoC). This document outlines the rate of compensation, what qualifies for compensation, the requirements for requesting payment, and the process for issuing the payments. It also serves as an agreement between the YAB and HAND to the processes outlined below. If you have any questions about anything that is outlined within, please contact your HAND representative.*

### **Rate of Compensation:**

The CoC will pay youth a flat rate of \$75 for every *qualifying* meeting that they attend and submit a compensation request for. This flat rate factors in meeting preparation time and any possible costs associated with attending the meeting. Please see below for more information on qualifying meetings and how to submit a request.

There may be additional activities in which the YAB are invited to participate in outside of the qualifying meetings. These are referred to as “special activities”. Compensation for special activities will be provided at \$25/hour. It is the responsibility of YAB members to track the total hours spent working on special activities and submit that total for compensation.

### **Qualifying Meetings:**

Due to limited funding, all meetings must be approved by HAND to qualify for compensation. As of now, the following meetings qualify for standard compensation:

- Committee on Youth Homelessness Meetings (*up to 2 youth can be compensated per meeting*)
- Detroit Advisors Group Meetings (*all active Advisors Group members qualify for compensation*)
- All YHDP-related Meetings (*all participants qualify for compensation*) including but not limited to:
  - YHDP Core Team Meetings
  - YAB General Meetings
  - Any technical assistance (TA) led YHDP meetings or community meetings
  - Any YHDP-related workgroups (including the YAB work sessions)

Compensation for any meetings not outlined in this contract will need written approval. Please email your contact at HAND to inquire about the eligibility of any meetings or to request eligibility for any meetings not detailed above. ***Any requests for meetings that are not outlined above and have not received previous approval will be denied.*** Please try to be specific in your compensation form about what meetings you are requesting compensation for to help ensure your request will be approved.

### **Participation:**

Due to limited funding, one must be fully participating to qualify for compensation. Participation expectations were developed with the YAB to ensure accountability and progress. As of now, participation expectations are as follows:

- Attend at least 65% of the meeting to qualify for compensation (e.g. if a meeting 1 hour, you attend at least 40 minutes. If the meeting is 90 minutes, you attend at least 1 hour).
- Cameras on for at least 50% of meetings
- Actively engage in the conversation – rather through chat or verbally:
  - This includes being in a location that is conducive to participation.
  - If your camera is off, you must actively engage either verbally or through chat.
  - Inform the group if you are feeling unwell or not up to active engagement.





## YOUTH COMPENSATION CONTRACT

- Minimize distractions when possible:
  - Try not to schedule work or run errands during meetings.
  - If there are too many conflicts for existing meetings, we can find an alternative time to meet in which folks are more available. Communicate your needs so that we can work to reschedule.
- Communication is important. If you need to miss, communicate it! Unexcused absence occurs when you miss the meeting and did not notify.
  - If 3 unexcused absences per month, you must meet with leadership to determine whether or not your participation will continue and to problem solve for supports needed to increase participation.

### **How to Request Compensation:**

To receive payment, youth must submit a compensation request form. This form should be completed *after* you have attended the qualifying meeting. Any requests received for meetings that occur after the submission date will be denied.

You can submit your compensation request by completing an online form. Please note that YHDP-related meetings have a unique form. All other requests can be submitted to the general compensation form. The links to both forms are below.

- For all YHDP-related requests: <https://forms.office.com/r/fiPNMspc73>
- For Committee on Youth Homelessness and Advisors Group Meetings: <https://forms.office.com/r/0sU5wTJyVC>

The YHDP form above will be modified to include approved special activities, when applicable. Follow the instructions in the form to ensure that you enter all of the required information. Remember that for special activities, we will need the exact total of hours spent on that activity to process the request.

### ***W-9***

HAND must report all money that it pays to persons due to national tax-related rules from the IRS. Due to this, HAND must have a W-9 on file for all persons requesting compensation before any payments can be issued. There is a link to the a blank W-9 on the compensation form and you can also access it by [clicking here](#). Completed W-9s can be uploaded to a secure Box website ([linked here](#)). This W-9 only needs to be completed with the first submission. However, if you move, please submit an updated w9 with your new address. It is imperative that we have correct addresses for everyone to ensure we send your tax forms to the correct location.

### ***Banking or CashApp Information***

To issue the payments, HAND must know where to send your money. On your form, please indicate your preferred compensation method. HAND can send money directly to your bank, send to your CashApp account, or write a check. If you select bank or CashApp transfer, HAND will need your routing and account information. You can enter this information directly into the compensation request form. For help finding your routing and account numbers, [click here](#). Please make sure to be as accurate as possible when entering this information. Incorrect account details can result in your payment being sent to the wrong person.

Please note: if you have already submitted your banking info to HAND, you do not need to complete it again in subsequent compensation requests unless your information changes. If your banking information does change, please make sure to share your new account details in your request form. Otherwise, funding will be sent to the account on record.



## YOUTH COMPENSATION CONTRACT

### What to Expect After Submitting Your Request:

Payments will be issued on a weekly basis. Below is the general timeline that you can expect for compensation:

- All requests received by Sunday at 11:59pm (and containing necessary documentation) will be processed that week.
  - If documentation is missing or there are errors that need to be corrected, your payment may not be issued until the following week once all documentation is collected.
  - Anything received after Sunday at 11:59pm will be processed with the following week's payments.
- Submissions will be reviewed on Monday and those approved will be sent to the bank for fund transfer.
  - Transfers may take a few days for the bank to process. Generally, you can expect payments by the Friday of the week they are processed. If your funds are not received by Monday of the following week, please reach out to your HAND contact so that we can investigate with the bank.

Please note that payment schedules may be impacted when a holiday falls within that week. Other exceptions to the payment schedule may occur from time to time (such as staff time off) and advance notice will be given.

### Acknowledgements:

- ☐ I have read through this document entirely and agree to the terms detailed throughout.
- ☐ I understand that payments will only be issued if a compensation request and all necessary documentation is submitted. It is my responsibility to make these submissions or seek help if I need assistance in doing so.
- ☐ I agree to enter accurate and complete information in submissions to the best of my ability.
- ☐ I understand that compensation received is considered income and is reportable to the IRS. A 1099 will be issued.
- ☐ I understand that this income could affect any of my current income-based activities such as housing and other assistance.

---

**Signature**

---

**Date**

---

**Printed Name**



AUG 6

# Youth and Young Adult Stipend Policy

YYA ENGAGEMENT (/NEW-BLOG/CATEGORY/YYA+ENGAGEMENT)





Examples of ACJ work young people may be involved in are: \*:

| ACJ Body                              | Projected Hours                            |
|---------------------------------------|--------------------------------------------|
| Core Improvement Team                 | 3 hours per month (not including prep)     |
| Community Team                        | 1-1.5 hour bi-monthly (not including prep) |
| Youth Advisory/Action Board/Committee | 1-2 hours per meeting (not including prep) |
| Subcommittee Group                    | 1.5 hours (including prep)                 |
| Focus/Information Gathering Group     | 2 hours (not including prep)               |

\*These are not the only meetings YVA on your core improvement team can be stipended for. If you have any questions email [Aria.Lauff@awayhomewa.org](mailto:Aria.Lauff@awayhomewa.org), to see if the activity you have in mind qualifies for stipending.

#### Stipend Rates

| Meeting Hours + Travel Time | Stipend |
|-----------------------------|---------|
| 2 hours or less             | \$40    |
| 2 to 4 hours                | \$80    |
| 4 to 24 hours               | \$160   |

#### Travel Time

Stipend payments must include travel time. For example, if a young person attends a 2-hour meeting and traveled 1-hour total to and from the meeting, they will receive a stipend in the amount of \$80 for 2 to 4 hours.

#### Overnight Meetings

If a young person attends a pre-approved ACJ event or meeting that takes place over 2 or more days, they will receive a stipend in the amount of \$160 per day for 4 to 24 hours.

#### Tax Requirements

If a young person receives stipends that total \$600 or more in a calendar year, the Federal Internal Revenue Service (IRS) will require the local agency to send them a 1099-MISC form. This form helps the IRS track how much the youth or young adult can expect to pay in taxes. They will receive the 1099 form in the mail by the end of January the year after they received the stipends. The information on the 1099 form will be entered by the young person. **The local agency is expected to connect young people to tax preparation resources in their area.**

JOIN THE EFFORT  
AWAYHOMEWA.ORG

FOLLOW US:



able version.

engagement), YAB ([hew-blog/tag/YAB](http://hew-blog/tag/YAB)), YVA Engagement  
[hew-blog/tag/Guidelines](http://hew-blog/tag/Guidelines)), Requirements ([\[FNEW-BLOG%2FYASTIPENDPOLICY\]\(http://FNEW-BLOG%2FYASTIPENDPOLICY\)\)  
\[FNEW-BLOG%2FYASTIPENDPOLICY\]\(http://FNEW-BLOG%2FYASTIPENDPOLICY\)\)  
\[FNEW-BLOG%2FYASTIPENDPOLICY\]\(http://FNEW-BLOG%2FYASTIPENDPOLICY\)\)  
\[FNEW-BLOG%2FYASTIPENDPOLICY\]\(http://FNEW-BLOG%2FYASTIPENDPOLICY\)\)](http://hew-</a></p></div><div data-bbox=)

## Most Recent Posts

**Key System Changes  
for Sexual Orientation  
Data Collection  
(Scorecard Question 13)  
(/new-blog/sexual-  
orientation-system-  
changes)**

JUN 25, 2023 ·  
BY NAME LIST (/NEW-BLOG  
CATEGORY=BY+NAME+LIST)  
IMPROVEMENT (/NEW-BLOG  
CATEGORY=DATA+FOR+IMPI

< **Aug 26 YVA of Color and LGBTQ+ Inclusion Criteria**  
(/new-blog/criteriatool)  
>

Related Posts

JAN 7

Youth Voice Gold Standard (/new-blog/yyagoldstandard)

JAN 7

Prepping and Debriefing Youth and Young Adults (/new-blog/prepdebrief)

JAN 7

Focus Groups for Youth and Young Adults! (/new-blog/focusgroups)

---

## Subscribe

Get updates on the Anchor Community Initiative

SIGN UP



[Home \(/home\)](#) [Large Scale Change \(/largescalechange\)](#) [By Name List \(/byname-list\)](#) [Reduce \(/reduce-to-zero\)](#) [Data \(/new-page-1\)](#)  
[Students \(/students\)](#) [YYA \(/yya-engagement\)](#) [About \(/anchor-community-initiative\)](#)

## Why It is Important to Pay People with Lived/Living Experience and Expertise of Homelessness

People with current or former lived experience and expertise (PLEE) of homelessness have a deep understanding of the realities of their homelessness. The uniqueness of each person's life story, resilience, and journey through homelessness is invaluable. They can serve as compelling and relevant guides to systems of care for building compassion within communities in order to improve systems, services, policies, and practices. They can also help us understand the complex intersectional dimensions of homelessness including, but not limited to, critical challenges, lack of essential resources, difficulties navigating systems, and realistic solutions. More importantly, they can help communities develop a better understanding of the root causes, disparities, and breadth of homelessness. It is critical that communities actively seek opportunities for PLEE to share power at the same table with sector leaders in gap analyses, problem-solving discussions, and decision-making processes. Furthermore, engaging PLEE as meaningful partners and decision-makers while recognizing their expertise in evaluating, developing, and implementing housing solutions and other processes that affect their lives and communities is a human rights imperative.

While many leaders across government and private/non-profit sectors recognize the value of utilizing the expertise and power of PLEE to drive transformative change in their communities, there is still much work to be done. Creating community models that inclusively acknowledge and value the agency of PLEE across all decision-making aspects is essential, especially as we collectively work to advance equity and inclusion. As this capacity-building work continues in our communities, it is vitally important that PLEE are appropriately compensated for contributing their time, energy, and valuable expertise. Compensation acknowledges and affirms the contributions of PLEE, addresses inequalities between those who are and those who are not paid to engage in the work, and helps break down barriers to participation. Potential partnership opportunities with PLEE can include:

- Serving as members of governance boards.
- Serving on advisory committees.
- Being employed and performing tasks within homelessness service systems.
- Working as a peer researcher or mentor.
- Serving as a community liaison.
- Speaking at city council and other local elected official meetings.
- Advocating for organizations.
- Helping to evaluate, restructure and implement policy.

When partnering with PLEE, communities should dedicate time and effort to creating opportunities for people to use their voice and power through authentic and transformational processes that avoid tokenism. The first step in this direction is using "person-first language" in all materials and communications, such as "people experiencing homelessness" instead of "homeless people" or "the homeless."

## Approaching Conversations about When and How PLEE Would Like to Be Paid

PLEE may choose to participate in efforts to address homelessness in different capacities and should be compensated accordingly. PLEE have often been expected to donate their time while others around the table are being paid. In creating equitable systems, PLEE must be seen and valued as equal partners who are paid equitably for the work. Compensating PLEE insufficiently or expecting them to volunteer without compensation is inequitable and disrespectful, and it creates financial barriers. Payment should be clearly discussed with PLEE up front before beginning the work. PLEE should also be provided sufficient information related to when and how they prefer to be paid, in addition to potential payment options and specific implications associated with each. This is especially important as PLEE are often anxious about how payments may have tax implications or affect their eligibility for public benefits.



PLEE have varying circumstances and sometimes highly individualized needs and barriers. Building in regular check-ins and creating space and timeshares and/or debriefs are crucial. Thus, a person-centered approach for determining the types of support and needed resources required for participation should regularly be prioritized and considered. It is critical to not make assumptions and to recognize and mitigate biases. Communities, entities, or groups seeking to partner with PLEE should engage with individuals in one-on-one conversations to better understand and more appropriately support their needs.

Transparency and clarity about the assigned task or project, including background information, situational context, and reason(s) for enlisting help, are key to any effective working relationship. The same is true in this relationship: explicitly and transparently articulating the expectations, processes, policies, and practices to PLEE will pave the way to their success. Be intentional in allowing sufficient time for PLEE to ask questions, voice concerns, and understand terms. Communities should designate a point person or a mentor—preferably a person who has experienced homelessness or has worked successfully with PLEE previously—for questions, concerns, support, and regular, respectful check-ins. It is also important that communities convey their intentions beyond the engagement event. In other words, clarity on how the perspectives of PLEE will be used to inform the work, and what the next steps will be after the participation of the PLEE is completed, will help avoid misunderstandings on both ends.

## Compensation Considerations

Financial compensation for PLEE's time and expertise must be considered and be similar to others serving in the same capacity. Compensation should also be provided for any training, orientation, and/or capacity-building needed so that individuals feel like they are adequately prepared to contribute and engage in the work. Examples include, but are not limited to, digital literacy for participation via video conferencing, public speaking, facilitation, interviewing skills, administrative skills, board governance, bio drafting for speaking engagements, and media training. Some projects may require specialized or distinctive skill sets, which should be part of a training package as well, if applicable. Time spent by PLEE on preparation for the work (including but not limited to reading background materials, watching videos, pre-work research, etc.) should also be compensated.

Communities and entities should prioritize creating a dedicated budget to adequately compensate individuals for their participation and ensure there are resources and staff support for PLEE. The development of a compensation plan with built-in room for individualization is highly recommended. Communities should ensure that PLEE are included in envisioning and designing the compensation plan.

In addition to adequate compensation, individuals should also receive payment or reimbursement for participation-related costs which may include, but are not limited to:

- Transportation and other travel costs
  - Public transportation
  - Rideshare fees
  - Air travel
- Lodging accommodations
- Meals
- Childcare costs when applicable
  - Childcare or child-friendly meeting spaces

Payment methods can include compensation in the form of:

- Cash
- Money order
- Gift cards
- Checks
- ACH transfers (direct deposit)
- Payment apps: Zelle, Cash App, PayPal, Venmo

Based on research and focus groups with PLEE, direct payment methods are often most preferred by PLEE. Checks often have limitations such as requiring a physical address and/or needing transportation to a bank, which may provide barriers for individuals experiencing homelessness. Similarly, gift cards can be difficult for some PLEE to use due to transportation challenges and limited usability. When considering payment options, it is important to remember that filling out a W-9 can impact an individual's income sources such as public benefits. Any compensation, including payment by gift cards, totaling over \$600 requires the issuance of an IRS Form 1099-NEC. PLEE may need to seek advice from an accountant or financial advisor to ensure that compensation does not adversely impact any public assistance or housing benefits.

## Potential Funding Streams

Communities and entities should take an inventory of their existing budget, including funding streams that could be used to support compensation for PLEE. Compensation for PLEE may come from various sources depending on funding availability and established guidelines (such as federal and state and local government). Ensure that PLEE are fully aware and trained on the required documentation to be paid from a specific funding source, if applicable. Some examples of funding sources to compensate PLEE include the following:<sup>1</sup>

- Local county general funds
- Department of Housing and Urban Development (HUD) Homeless Assistance Grants Continuum of Care (CoC) Planning Grants<sup>2</sup> (for specific activities; read guidelines and refer to the HUDEXchange for resources)
- U.S. Department of Housing and Urban Development (HUD) Homeless Assistance Grants Emergency Solutions Grant (ESG) funding depending on how it is earmarked (for specific activities, read guidelines and refer to the HUDEXchange for resources)
- Grants from the U.S. Department of Health and Human Services (HHS), including the Substance Abuse and Mental Health Services Administration (SAMHSA)
- Corporations (large or local businesses): many large corporations have community support and/or social responsibility grants or funding gifts, which can benefit them as well through charitable giving and tax deductions
- Nonprofits, foundations, and faith organizations
- Philanthropies and personal giving accounts such as:
  - Bloomberg Philanthropy
  - Groundswell
- Partnerships with local institutions of higher education
- Fundraising events and/or social media fundraisers

## Resource List

1. [Lessons Learned From Outreach Workers](#)
2. [Guidance for Recruiting, Hiring, and Retaining People With Lived Experience and Expertise of Homelessness](#)
3. [Onboarding Toolkits for ESG Funded Programs](#)
4. [Continuum of Care Planning Activities](#)

---

<sup>1</sup> Note that funding streams are dependent on various factors including legislation, funding source guidelines, and funding availability.

<sup>2</sup> [24 CFR 578.39—Continuum of Care planning activities](#). Accessed 7 Apr. 2022.