

CONTINUUM OF CARE (CoC) BOARD

JANUARY 18, 2023 | 3:00-5:00PM

Virtual Meeting

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

Board members not present themselves or by proxy: R. Adorjan (DHHS), J. Monahan (WISD), S. Dowling (VA), J. Rosen (AACF), G. Dill, T. DeGiusti (YPD), J. Forsberg (AAPD) Community members present: M. Behnke, R. Mahdi, C. Price, K. Rutledge, V. Daffin

OCED staff present: M. Boydston, K. Kunes, A. Kraemer, E. Tenniswood

TIME	AGENDA ITEM
3:00pm	<ul style="list-style-type: none"> Call to Order <p>J. Hieftje called the meeting to order.</p>
3:03pm	<ul style="list-style-type: none"> Welcome/Introductions
3:05pm	<ul style="list-style-type: none"> Public Comment <p>None.</p>
3:10pm	<ul style="list-style-type: none"> Approval of Agenda (ACTION) <p>J. Little moved to approve the agenda. R. Smith seconded. There was no further discussion and the motion carried without opposition.</p>
3:12pm	<ul style="list-style-type: none"> Approval of Minutes (ACTION) <p>T. Lee moved to approve the minutes. R. Weathers seconded. There were no calls for corrections or changes.</p>
3:15pm	<ul style="list-style-type: none"> LIHTC Support Letters and Upcoming Housing Developments – Wendy Carty-Saxon, Avalon Housing & Jennifer Hall, Ann Arbor Housing Commission (ACTION) <p>W. Carty-Saxon offered quick clarification on the Action Item: AAHC is only involved on the Catherine site. There are renderings in the package. It is a city owned lot. The city and AAHC put out a RFP, and Avalon responded and was selected. They are proposing 66 units (6 stories with mainly one bedroom apartments). Half units are for affordable housing. Development wants to recognize and honor the history, so they reached out for community engagement and formed a community leadership to inform the design and strategy of the development. If awarded, construction would start early 2024 and end late 2025/early 2026.</p> <p>J. Hieftje asked for questions and/or comments.</p> <p>A. Carlisle asked about the two-bedroom units. W. Carty-Saxon responded that the two-bedroom units were due to the architecture of the unit and that they</p>

	<p>offer options for those that have a caregiver.</p> <p>D. Kelly inquired about the ratio of PSH. W. Carty-Saxon clarified that half the units would be PSH. D. Kelly and J. Hieftje expressed gratitude and excitement for this development.</p> <p>W. Carty-Saxon passed it over to M. Appel. There is a rendering in the packet. The purchase agreement is with the city. The building had a fire under a prior owner, resulting in the city’s ownership of the building due to back taxes. Avalon responded to an RFP and was chosen. Renovation isn’t practical or appropriate, so the building will be demolished for a 22-apartment unit construction. The shed and chicken cook will be kept because they are historic. They will all be one bedroom with 8 units for supportive housing and the remainder of the units targeted towards 60% plus AMI folks. This is the first ownership opportunity in the city of Ypsi.</p> <p>J. Hieftje asked for questions and/or comments.</p> <p>A. Carlisle expressed excited about this development.</p> <p>J. Little moved and A. Carlisle seconded. D. Goldbaum asked for clarification on what the action item is. A. Patino, W. Carty-Saxon, and J. Hall abstained from voting.</p>
<p>3:25pm</p>	<ul style="list-style-type: none"> • Homeless Veterans’ Reintegration Program (HVRP) Support Letter – <i>Miranda Moffat, Michigan Ability Partners (MAP)</i> (ACTION) <p>The next action item was moved by A. Patino and seconded by R. Smith.</p> <p>M. Moffat reviewed the request for the reapplication of the HVRP application. The grant is through the Department of Labor. It was last awarded in 2020. They work with veterans who are actively homeless on aspects like resume development, job skills, assisting with applications, and financial resources. They are seeking a letter of support for the grant that is not live yet.</p> <p>There were no questions or concerns.</p> <p>All in favor. There was no further discussion, and the motion was carried with no opposition. J. Little abstained from voting.</p>
<p>3:32pm</p>	<ul style="list-style-type: none"> • Staples Hope House Support Letter – <i>Auston Schneider, Salvation Army of Washtenaw County</i> (ACTION) <p>The next action item was moved by R. Smith and seconded by J. Mogensen.</p> <p>A. Schneider is the Program Coordinator for the program. They have 11 GPD beds and are reapplying for the 2024 NOFO. They are seeking a support letter for the upcoming grant year. The update on the relocation: all at 3660 Packard,</p>

	<p>which used to be the family shelter but is now the Veterans shelter.</p> <p>There were no questions or concerns.</p> <p>All in favor. There was no further discussion, and the motion was carried with no opposition. B. Goodwill abstained from voting.</p>
<p>3:40pm</p>	<ul style="list-style-type: none"> • Bridge Housing Model Support Letter – <i>Jan Little, Michigan Ability Partners (MAP) (ACTION)</i> <p>The next action item was moved by A. Carlisle and seconded by A. Patino.</p> <p>J. Little presented that they have had this grant since 1999, it was transitional housing, but it is now bridge housing. MAP is asking for support in a reduction of beds. Since 2007, they have had 12 beds. Based on referrals and community need, there is not a need for 23 beds. MAP is reducing from 12 to 6 beds (in Ann Arbor) and will no longer be operating the Home Zone program. The request is to continue the program but with a reduction. They have a 93% exit to PH rate.</p> <p>R. Kraut asked how do you know there isn't a demand? J. Little said we have had a continual decrease since last year and several community meetings with the VA to look at the numbers, and the decrease is a national trend. This NOFO is due in February with a term start date of 10/1/2023-9/2024 for the 3-year grant. If there is a higher need at a later date, it can be reviewed. A. Carlisle will be presenting on the system modeling which will reflect our numbers.</p> <p>A. Carlisle said as part of our Built for Zero initiative and system modeling, we are pretty confident that taking 6 beds offline will not disrupt the needs of veterans. This is a great example of investing in housing first programs and shows that we don't need the same level of temporary beds anymore.</p> <p>J. Little said I am talking with community partners on what needs are not being met. The housing we own with the 6 beds is one large, very old home in Whitmore lake (Washtenaw County). The 6 beds won't take effect until 10/1/2023.</p> <p>T. Lee said J. Little answered my question.</p> <p>D. Goldbaum said to J. Little if you are looking for children and families who need a place to stay, a woman was dumped at Delonis with a baby. We need a letter of support.</p>
<p>3:45pm</p>	<ul style="list-style-type: none"> • Housing Access for Washtenaw County (HAWC) Call Center Data: November and December– <i>Andrew Kraemer, OCED</i> <p>A. Kraemer said that total calls are down from last month. The biggest spike was in the middle of the month. The wait time was still high, and we did see an</p>

increase in Diversion calls.

B. Goodwill asked if we are seeing the end of CERA impacting HAWC? A. Kraemer said we are seeing a large increase in the number of families (the number of people in those families is also higher). The end of the COVID programs is hitting families harder.

A. Carlisle asked if we can add the time to assessment and time to prevention appointment in future additions of the HAWC data? Also, what is a successfully completed call? A. Kraemer said it means that the task they called for was successfully completed.

K. Kunes said we can add the number of voice messages monthly and other metrics to capture the full picture.

J. Mogensen said we need a consistent Community Narrative so the information doesn't get misinterpreted.

R. Kraut said in an ideal world, an assessment would be completed in the same week. K. Kunes clarified who does assessments (SAWC and SOS) and said HAWC does intake.

R. Weathers discussed understanding the change in call volume and whether that is related to need or people giving up on the system. Friends in Deed requests has gone up dramatically.

A. Carlisle said I think the labeling on the HAWC report is misleading, we should refine it to be successfully completed calls to the community standard from Intake to Assessment.

D. Goldbaum said I appreciate the clarification. Is there a multiple tiered intake process? Eliminating that could be an idea to expedite people that are urgent.

J. Laye said having the number of voicemails and turnaround time for a return call would be helpful.

A. Patino said I'm surprised by how many calls are "non housing related." If those are coded, it would be helpful to understand what those calls are for, and if or how the community could better clarify the purpose of HAWC to reduce those calls from clogging up the call center. A. Patino said it would be helpful if the report stated the community standards each time. Then we can measure where we're at against the community standards on the report, so that everyone can see the discrepancy or if we're in compliance with our standards.

3:50pm

A. Carlisle said as the community understands it - and how HAWC has operated in the past - HAWC IS inclusive of SOS and SAWC since they're handling shelter assessments, referrals, and prevention assessments. This is part of Coordinated Entry / HARA responsibilities.

- Emergency Hoteling Updates – *Morghan Boydston, OCED*

M. Boydston said to date, we have 101 days from the first call to HAWC to housing placement. We are prepared to shelter folks in hotel and provide a stipend through the end of March effective this Friday, January 20.

S. Patrick asked is this only for families? M. Boydston said individuals already have a winter sheltering program so this is to support families.

S. Patrick asked what if the older adult has cancer or other circumstances, could they be prioritized? M. Boydston said let me take that back because I don't want to say yes if we don't have a policy to support that.

A. Patino said I do want to say from a process standpoint, D. Goldbaum, you noted that we left the last Board meeting voting to approve a letter. I did email asking about that and we were provided an update. Do we have a sense of total amount needed? What does first come first serve mean? Are these families are being added to the HCV Waitlist?

M. Boydston said \$50,000 doesn't reflect the need but simply what the county admin could approve. When last calculated, it was \$995,000 to shelter the amount of families that have been assessed and are on the waitlist. We are hoping not to shelter folks for the 101 days it takes them to get to the housing resource. First come first serve, we will be starting with the 25 families who have been assessed and deemed literally homeless. We will then work on the list of families waiting for an appointment. We hope to refer same day. I do worry about available hotel units. We don't have the resources for every family that needs to be hoteled.

Unnamed community member said thank you for your tireless effort, M. Boydston. Right now there is a gap in getting families fully assessed. Is this available at the Intake level?

M. Boydston answered that is the goal. We don't yet know how long it will take before we can offer this at Intake. This is the first time we are doing a program like this. Once we have that information we will share it.

K. Wyatt said to be hoteled, you have to go through HAWC and have had an Family Shelter Assessment. Judges are very concerned right now.

D. Goldbaum asked the programs we are talking about will take us through the

<p>4:00pm</p>	<p>winter, is that correct? M. Boydston answered what I am prepared to say is that this is a program we will run through March. I can't speak to beyond that.</p> <p>J. Hall said I want to make sure we stress to folks to call HAWC.</p> <p>M. Boydston said we need to set a precedent that this is a need. Up until this point, Individuals have been supported through the winter. We've been under the impression that Families didn't need this support. It is hard to advocate for resources if there isn't the evidence that it is needed. I want this program to overflow to the point where we don't have to write a letter because the need is so obvious.</p> <p>J. Hieftje said we will keep talking about these issues moving forward.</p> <ul style="list-style-type: none"> • New Subcommittee (OCED, Shelter Association of Washtenaw County, SOS Community Services, Avalon Housing, and HAWC)– <i>Kristin Kunes, OCED</i> <p>K.Kunes said there was a new Subcommittee created for the Subrecipients of the MSHDA ESG grant to ensure close coordination and collaboration as we continue to improve and enhance our Coordinated Entry System. This subcommittee meets on a Bi-Weekly basis and is intended to just be between the key partners (OCED, Avalon, SAWC, SOS, and HAWC). This Subcommittee will regularly report back to the Coordinated Entry Oversight & Evaluation Committee who will continue to be tasked to assess and evaluate the effectiveness of the county's centralized intake process. At the January Coordinated Entry Meeting, Committee roles and responsibilities were discussed as SOS (a new MSHDA ESG Subrecipient) is the Chair. It was requested that this role be filled by a non MSHDA ESG Subrecipient. In the absence of any other interest, A.Carlisle (WHA) volunteered to fill the role on an Interim basis. If anyone is interested in stepping into this role, please email K.Kunes and A. Carlisle. K.Kunes offers logistical support around the Agenda and Minutes.</p>
<p>4:00pm</p>	<ul style="list-style-type: none"> • Coordinated Entry System Updates: <ul style="list-style-type: none"> • HCV, Call Center Staffing and Updates – <i>Morghan Boydston, OCED</i> M. Boydston said we are serving as the HARA, call center lead. Washtenaw County now staffs the call center, we have seven staff, we manage the Ring Central software, we make referrals to assessment agencies, and we have a temporary Supervisor in the interim period while we hire and train for the HCV case manager. Veronica Brandon (temporary HAWC supervisor) will help with recertifying families. • Shelter Assessment Appointments, HCV, and Staffing Updates – <i>Dan Kelly, SAWC</i> D. Kelly said we are doing final interviews for the two open positions to bolster up the efforts. We want to get to real time assessments to

	<p>minimize the delay, so folks have access to basic needs. We are 1-2 weeks behind on Individual Assessments. We offer walk-ins for anyone with more urgent needs as long as they have the referral (M-F 8:30-5pm). HCVs are being done at the time of assessment. We are working with PATH for folks that have increased vulnerability to be on the list. Reach out to Christina Johnson so no one falls off the list. People at risk of homelessness are not eligible.</p> <ul style="list-style-type: none"> • Shelter Assessment Appointments, Prevention Appointments, and Staffing Updates – <i>Rhonda Weathers, SOS</i> <p>R. Weathers said SOS has hired three people who are cross-trained to do both FSA and Prevention. Their training is just coming to completion, the MSHDA training was really helpful, and staff will be taking on more FSA and Preventions, and working on the backlog. They are finding that families are no longer in need of the assessment. The backlog will be addressed in the next two weeks. The goal is to make the standards of an Intake to an Assessment within 72 hours.</p> <p>A question was asked about who was handling HCV's.</p> <p>M. Boydston said we are sharing this role internally and need to confirm the workflow to make sure there isn't a disruption for the families (i.e. Intake with HAWC, FSA with SOS, back to HAWC for HCV).</p> <p>K. Wyatt asked is the funding structural or temporary?</p> <p>M. Boydston said no one has the long-term funds needed to fund this work.</p> <p>K. Wyatt asked can this group advocate for full funding to have full staffing (which has been a chronic issue)?</p>
4:15pm	<ul style="list-style-type: none"> • CoC System Modeling – <i>Amanda Carlisle, WHA</i> <p>A. Carlisle said the slide deck will be emailed after. The purpose is to provide information about the project and to share the long-term needs. We are sharing the draft findings to incorporate feedback into the final report. It is essentially a needs assessment and gaps analysis. It is categorized by intervention type, and by population and subpopulation. With COVID and staffing capacity, this report has had delays in coming to fruition (3 years in the making). The report was prepared by CSH. We reviewed definitions, data sources, and community need. It is estimated that 95% of families will need PSH. The need for PSH dips for families experiencing homelessness but not chronically. We need to lean more heavily on development than leasing because of the issues in Ann Arbor available units.</p>

