Central Virginia Continuum of Care

Homeless and Housing Services Committee Minutes

October 25, 2017

Present: Kristen Nolen, Vince Sawyer, Judy Brooks, Rayanne Boley, Lara Jesser-Abell, Diana Brown, Tashama Carter, Denise Crews, Chris Howell, Megan Wood, Jim Webb, Joanna Casey, Jacqueline Jones, Ken Vance, Jeff Bennett, Ruby Monroe, Melissa Yuille, Michele Bauman, Kate Donaldson, Evelyn Jordan, P’Trice Johnson, Randy Griffin, Sarah Quarantotto

1. Sarah Quarantotto, Chair of the HHS Committee, welcomed all in attendance and everyone introduced themselves
2. HHS Committee’s Role in the Strategic Plan to End Homelessness- Sarah reviewed with the committee the Year Two and Three Goals of the Strategic Plan to End Homelessness that had action steps assigned to the HHS committee. The action steps are below in order of priority set by the committee with the progress, future steps, assignments and deadlines:
   1. **Conduct service gaps analysis and identify solutions to unmet service needs.**
      1. The working group identified during the July HHS meeting that singles not able to pass a drug screen, repeat visitors to the shelter, individuals banned from shelter and sex offenders were subpopulations with barriers to shelter entry. Approximately 15% of individuals seeking shelter through CHIA are not able to access shelter. The group announced that they met in August and decided that developing solutions to the above gaps was best left to the CoC Board. Later discussion ensued and the HHS committee agreed to develop these solutions as a committee rather than assigning to a working group.
      2. Solutions to the above barriers were discussed during the October meeting with the following possible solutions:
         * Lower Hand Up Lodge utilization through increasing homeless prevention services, diversion strategies and offering RRH and PSH in a timely manner
         * CoC Board discussion with Salvation Army leadership regarding exclusionary policies such as drug testing, banning, etc.
         * Increasing Hand Up Lodge capacity through expansion of shelter beds
         * Continuing to use the DVPC as a referral source for unsheltered homeless women and children
         * Opening a new overnight shelter (drop in shelter) possibly with faith based partners similar to PACEM in Charlottesville. A working group was formed to discuss this further consisting of:
           1. Jeff Bennett (convener)
           2. Judy Brooks
           3. Michele Bauman
           4. Kristen Nolen
         * Increasing substance abuse/mental health outreach to homeless persons. Kate offered to reach out to Roanoke’s program regarding their source of funding.
   2. **Create and regularly update a housing and service resource list for display at CHIA, emergency shelters, etc. to help divert people away from the response system and to facilitate self-resolution.**
      1. A working group (identified below) met in August and divided the CoC by geographic area so that each member is responsible for collecting resources within an area. The group has requested resources be sent to each member and will form the resource list by the November HHS Committee meeting for review and input.
      2. The working group consists of:
         * Denise Crews (convener)
         * Ken Vance
         * Lisa Bailey
         * Lara Jesser-Abell
   3. **Get feedback from consumers through surveys.**
      1. Kristen presented the committee with a CoC consumer survey drafted by the working group. The committee gave feedback and the survey was approved for use. The working group will develop the procedure by which surveys will be used.
      2. The working groups consists of:
         * Kristen Nolen (convener)
         * Faye Hicks
         * Chris Howell
   4. **Begin attending monthly Re-Entry Council meetings and regular McKinney-Vento meetings to advocate for cross system collaboration-** *COMPLETED*
   5. **Submit consumer stories to the Advocacy and Outreach Committee to be the foundation for ongoing education and awareness around system successes**
      1. Denise has only received one consumer story and has requested additional by the November HHS committee meeting.
   6. **Create a prevention assessment tool based on the characteristics of current and former shelter clients that indicates imminent risk of homelessness-** *COMPLETED*
   7. **Develop an orientation training for front line staff to understand the importance of coordinated assessment, prevention, and diversion. How CHIA operates; and how their role connects with the system’s ‘Front Door’.**
      1. The Committee decided to have a working group flush out the details of this training and then allow the Training Committee oversee the implementation. This group will meet in November.
      2. The working group consists of:
         * Kristen Nolen (convener)
         * Evelyn Jordan
         * Kate Donaldson
         * Diana Brown
         * Melissa Yuille
         * Megan Wood
3. CHIA Update- Megan Wood
   1. Diversion from homelessness in September: 3 households
   2. Referred to homeless prevention in September: 44 households
   3. Referred to dv shelter in September: 12 households
   4. Referrals to emergency shelter in September: 27 households
   5. Next step referrals in September: 14 households
   6. Persons not served by homeless response in September:
      1. 6 not served due to no beds (2 single males, 2 single females, 2 families)
      2. 1 male not served due to substance screening at SA and HUL full
      3. 3 males not served due to 1 year turnaround requirement at SA and HUL full
      4. 1 male not served due being banned from SA and HUL being full
      5. *In total, 11 households were not served in September.*
4. Next meeting **HHS**: November 29, 2017 at 9am at the Salvation Army

**COC Meeting**: Tuesday, January 9, 2018, 9am at Pearson Cancer Center

1. Announcements:
   1. Jeff announced that he had information on VHDA grants for those interested in developing housing.
   2. Ken announced that there were open Care Manager positions at CVACL

Submitted by: Sarah Quarantotto, Chair HHS Committee