



Present: Joanna Casey, Tammy Venables, Michele Bauman, Samone Hodges, Evelyn Jordan, Sarah Francis, Vince Sawyer, Kristen Nolen, Olyvia Brown-Coles, Rayanne James, Diana Brown, Laurie Lynch, Carol D-Olympio-Metts, Lisa Bailey, Tab Robertson, Eric Mattocks, Ken Vance, Sarah Quarantotto, Jamie Warrick

- I. **Welcome and Introductions:** Sarah Quarantotto welcomed everyone in attendance. Everyone introduced themselves by name, organization/affiliation and favorite fall activity.
- II. **Coordinated Entry Access Points Update**
  - a. Sarah reviewed the homeless system map and access points to reiterate the flow by which households enter and exit the homeless response system. Over the last couple years, the process and paperwork involved in this flow has changed and new programs have been added but the system map has remained the same.
  - b. LRHA CHIA: Sarah introduced the new CHIA Coordinator to the group, Carol D'Olympio-Metts
  - c. LynCAG CHIA off- hour coverage: Jacqueline Jones reported that off-hours is going well. There are many calls coming in from households who are not actually homeless. A lot of problem-solving, diversion conversations happening.
  - d. HOME: Michele Bauman reported that several new unsheltered homeless households had been identified and she was working with them on housing.
  - e. By Name List Report: Sarah Francis reported that there were 23 sub-population households (comprised of 52 people) who were added to the BNL since July's HHS meeting. Of all households on the BNL:
    - i. 12 were served by Community First,
    - ii. 1 by Magnolia St Supportive Housing,
    - iii. 3 by Supportive Services for Veteran Families and
    - iv. 1 by VASH

Since the creation of the BNL in October 2018, there have been 151 households that moved into permanent housing with the following programs:

<i>Households</i>	<b>Housed</b>	<b>%</b>
<b>MH CF RRH</b>	76	50%
<b>Self-Resolution</b>	44	29%
<b>SSVF</b>	19	13%
<b>MSSH</b>	5	3%
<b>Rush</b>	3	2%
<b>HFL</b>	1	1%
<b>VASH</b>	1	1%
<b>HOME</b>	2	1%
<b>151</b>		

- III. **Consumer Satisfaction Surveys:** Sarah Francis reminded the committee to complete the CVCoC Consumer Satisfaction Surveys with clients upon discharge to collect valuable feedback from people using the homeless response system to identify gaps and address lived experiences.

IV. CVCoc System Improvement Goals: Sarah Quarantotto

a. **Intervene to prevent people from losing their housing and divert people from entering the homeless services system.**

- i. Provide diversion training to the entire system- Will be offered through the CVCoc Training Committee
- ii. Increase provider and consumer knowledge of tenant and landlord laws- LynCAG provided materials to Sarah Francis and these will be distributed to partners. LynCAG will also be hosting another training this fall and the CoC will be invited.
- iii. Better coordination with other systems of care to prevent discharges to homelessness- encourage attendance/participation with the Diversion Training
- iv. Increase knowledge of community resources at CVCoc access points- Horizon to provide 'street sheet' which will be distributed to access points and posted on CoC's website. Tab will update this before sending to Sarah Francis.

b. **Quickly connect people experiencing homelessness to housing assistance and services tailored to their unique needs and strengths to help them achieve and maintain stable housing.**

- i. Increasing services for homeless youth- Horizon, Miriam's House and Salvation Army evaluating the youth drop-in day. Judy Brooks to reconvene the meetings with all school homeless liaisons.
- ii. Strengthen HEP liaison relationship with shelters
- iii. Explore the potential of a day shelter to better offer services- HHS Committee members expressed the need for a common area for homeless households and service providers to meet. Kristen gave the example of the Haven in Charlottesville. Collison Corner is working on the Resource Center at the Housing Authority to provide a place for households to meet with service providers, to access employment service opportunities, to host trainings, and to connect with other housing resources. The estimated open date is October 1<sup>st</sup>. Kristen Nolen brought up the idea of co-locating services with workforce to increase access to both resources.
- iv. Increase coordination with mental health and ID services- it was suggested that the CoC be made aware of the next mental health first aid training by Horizon to increase attendance. Also, there was discussion that accessing Horizon is difficult and that hopefully Horizon will apply for PATH grant money to allow them to provide street outreach to unsheltered persons. HHS will promote Horizon applying for these funds through a letter of support. Eric suggested that the Medicaid care coordinators attend HHS and Tab will reach out to invite them.
- v. Increase provider knowledge of community resources- it was suggested that the 211 staff should be invited to attend HHS to increase collaboration and community resource knowledge.
- vi. Increase provider usage of the Housing Barriers Assessment and the Housing Plan
- vii. Increase CHIA marketing – a suggestion was to have CHIA posters and rack-cards around town letting people know that if they're homeless, they can call the homeless hotline. Carol will also work to expand relationships with partner agencies to increase knowledge of the coordinated entry access points.

*Due to the amount of content, the rest of the goals and strategies will be addressed in the next HHS Committee meeting.*

c. **Increase employment and income growth for homeless persons.**

- i. Better integration with workforce programs and job fairs
- ii. Increase SOAR training amongst providers
- iii. Refer veterans to HVRP employment services and VEC, Veteran Services Employment Advocates
- iv. Refer veterans to SSVF and VA MC for assessments for VA income

V. Next meeting- (all CoC meetings are listed on the CoC website at [centralvirginiacoc.org/calendar](http://centralvirginiacoc.org/calendar))

**HHS:** Wednesday, November 20<sup>th</sup> 10am at Salvation Army (the 3<sup>rd</sup> Wednesday due to Thanksgiving)

**CoC Membership Meeting:** Tuesday, October 8, 2019, 9am at Pearson Cancer Center

VI. Announcements

- Diana Brown at LynCAG Prevention has FEMA funds to be spent for rentals. This is \$100/household
- Tammy Venables suggested a HHS membership list to increase networking opportunities
- Bethany Tanner mentioned that there are more youth drop-in day posters if anyone needs them at their site. She offered to drop these off, with tape.

*Submitted by: Sarah Quarantotto, Chair of the HHS Committee*