

**Home Team
General Membership Meeting
Minutes
September 13, 2018, 1:30 p.m.
At Community Care Behavioral Health**

Present: Chris Tombaugh, Danielle Szklenski, Krissy Dimitrovski, Sean O’Neill, Barry Kohler, Liz McCormick, Lisa Karle, Mark Alexa, Grace Kennedy, Jennifer Malone, Mike Wehrer, Kurt Crays, Emily Francis, Nicole Lees, Margie Olszewski, Dierdre Tate, Jesse Hayward, Clifton McNair.

This regular meeting of the Home Team General Membership was held on Thursday, September 13, 2018 at Community Care Behavioral Health in Griswold Plaza, Erie, PA. The meeting was run by Chris Tombaugh. The meeting was called to order at 1:35 p.m. Introductions were completed.

I. Consent Agenda

A motion was made by Liz McCormick and seconded by Clifton McNair to approve the consent agenda. The motion carried. The agenda is as follows:

- I. Consent Agenda
- II. Treasurer Report
- III. Committee Reports
- IV. Update on Strategic Plan
- V. Coordinated Entry Update
- VI. HMIS Report
- VII. 211 Update
- VIII. County HUD Monitoring Report
- IX. Other
- X. Adjourn

II. Treasurer’s Report

The Treasurer, Linda King, was not present and a report was not given.

III. Committee Reports

Most committees have been on hold while the Strategic Planning process is occurring.

Children and Youth Committee- Liz McCormick. Liz reported that this committee continues to be facing roadblocks to getting an update to the Homeless Child and Youth Needs Assessment Report that was done previously by IU3- The Allegheny Intermediate

Unit. Questions persist about what is required to release information to Allegheny IU to complete the report. Erie County is working with an attorney out of Philadelphia to resolve this. An expected timeframe for resolution is unknown.

The committee also requested a report from HMIS to include number of persons aged 18-24 who call 814-SHELTER/use coordinated entry. Lisa Karle shared that there have been other requests for data reports and that it would be helpful if a process were developed to request data reports which identified parameters, time frames, etc. The topic of data is being discussed in the strategic planning meetings. Not all data requested is available through the “canned” reports that come with the system. Building custom reports may be required for certain data requests and is complex and costly. The county is being trained on a new platform and it is hoped that this will improve the ability to get the data as needed. Additionally, the implementation of coordinated entry has had to be the priority. The reports out of HMIS are only as good as the data being entered by providers. Monitoring by the county will hopefully help improve the data going forward. There was discussion about the possibility of the county contracting with ECCM or another entity with I.T. expertise to do custom reporting. Lisa and Liz will discuss this committee request further outside the meeting.

IV. Update on Strategic Plan

The group has been meeting every other week. George Fickenworth was not able to be present today but sent an update which was shared by Chris Tombaugh.

- Next meeting is set for Tuesday Sept 18th, 1:30 – 3:30 pm; ILP Conference Room
- Thanks to Danielle S and her staff for making this room available – it’s a great location and having access to it has been beneficial.
- Thanks to all those who have been participating... it’s been a long process, but a lot has been accomplished (reminder: many planning processes take up to 2 years, so we crammed a lot in).
- We’re on the tail-end of the process now and wrapping up soon
- Group has worked through numerous exercises and whittled it down to 5 key strategic areas of focus that commonly came up.
 - o Client/consumer services (both enhancement of what we have, as well as how to fill ‘gaps’)
 - o Data (better all-around use and collection processes)
 - o External Community Engagement and Community Alignment
 - o Strategic Marketing and Awareness
 - o CoC Governance and funding
- Attendees have spent the past few meetings working on objectives to accomplish under each (keeping in mind both local needs and HUD-based strategies).
- Will review these at next meeting and fine-tune.

- Develop subcommittee recommendations off of finalized objectives
- Picked up on reviewing and rewriting the bylaws. Had a productive meeting a couple weeks ago. MCI has been rewriting based on suggestions and edits. Another meeting to be called so on this to finish up and put up for adoption.

V. Coordinated Entry Update- Barry Kohler

Coordinated Entry is going fine. They are receiving approximately 100 calls each day. Calls on weekends are skyrocketing. There has been some staff turnover and there are new staff being trained now. Three people are fully dedicated to this project, and four others are used occasionally as need arises. A new phone system is going in next week, so this should correct the problems providers had been experiencing. There had been times when homeless families were placed in a hotel in specific circumstances. There are clients calling requesting hotel rooms but unwilling to go to shelter. Hotels are no longer being offered at this time. Anecdotally it appears that there are more Erie families in need of shelter earlier in the year this year. Higher numbers are being observed now in August/September while in previous years the spike was first seen when the weather turns cold in October/November. This is also the case in Allegheny County per Jesse Hayward who reported that changes in food and cash assistance programs seem to be having a big impact on many families' ability to maintain their housing. Erie has gotten some calls regarding housing from persons trying to escape Hurricane Florence. There was discussion about persons from other counties visiting Erie/Presque Isle who were possibly using the shelter as a way to extend their stay at the beach.

VI. HMIS Report- Lisa Karle

Lisa Karle provided a written HMIS report to attendees, which she discussed. Lisa reported we are working to improve the process and share information. There are over 2,000 referrals in the system for which we are not sure what the outcome was. Providers and ECCM are working to improve communication, and to identify a process to move clients to an inactive status to reduce this number. The AHAR is due in December. An HMIS Fall training will be occurring soon.

VII. 211- Emily Francis

Emily reported that there are translation services available through 211 for both workers calling with a client and clients calling directly. An intermediary translator is available. Providers were encouraged to update their information on 211 and a contact sheet was circulated for this. 211 received state funds to add additional staff to the call center in Venango and to update the database for process improvements. Please let Emily know your feedback about the updates.

VIII. County Monitoring Report- Krissy Dimitrovski

The county has recently provided monitoring for five providers including Community of Caring, Community Shelter Services, EUMA, City Mission, and MHA. Providers reported that the process was very helpful and a positive experience. Various findings and concerns were identified at each provider. A finding indicates a regulation that was not met, and a concern indicates an area that could be improved that does not have a regulatory requirement. A summary of the common themes was provided and included lack of documentation of chronic homelessness, supportive services, and referrals; lack of proof for rent reasonableness; lack of Housing First language, housing inspections, disability verification; incorrect income calculations; and untimely entry into HMIS. George Fickenworth from Mercyhurst will become involved. Gaudenzia is the next provider to be monitored by the county. Providers reported that the process was beneficial and are submitting plans and processes are being clarified to improve compliance.

In response to a question, the County reported that in terms of the monitoring of Erie County which was done by HUD, there was one finding regarding a fiscal issue related to a website portal. The issue has been resolved.

IX. Other

Jennifer Malone shared informational hand-out regarding 811 Project Rental Assistance and shared that there are 3 units now in Erie County under this program with ECCM.

Mark Alexa shared that he is hosting an informational meeting for providers who may be interested in implementing the Sanctuary Model, and reps from the Sanctuary Institute will be there to share information. This group is exploring cost sharing strategies and seeking grant funding as a group to offset expenses of implementing a trauma-informed process. The meeting will be October 2nd from 6 to 8 p.m.

Jesse Hayward shared information regarding Section 8 Vouchers. Mike Wehrer also discussed Vouchers through the VA for veterans.

It was shared that Chautauqua Opportunities will no longer provide the SSVE program for rapid rehousing for veterans. This project was not renewed at Chautauqua Opportunities but will now be provided by Soldier On. It does not appear that the level of service available will change, just the provider.

Information was shared about the Maximizing Housing Opportunities Conference which will happen in Grantville PA on September 19th. **Kurt Crays discussed making a possible motion for Home Team funds to be used as a scholarship to fund an**

agency's registration fees and travel expenses under the condition that the information would be shared with the Home Team. There was a tight time frame to register for this conference. After some discussion the motion was tabled, until more details could be worked out in terms of which are the priority conferences, reasonable costs, procedure for application, etc. This item will be discussed further at the next meeting. It was noted that there is another conference coming up in late October called the Homes In Reach Conference.

X. Adjourn

When no other items were brought forth, a motion was made by Jesse Hayward and seconded by Clifton McNair to adjourn. The motion carried.

The meeting adjourned at 3:03 p.m.

Respectfully Submitted by
Danielle Szklenski, M.A.
Home Team Secretary