# Continuum of Care

## November 2014 Steering Committee Meeting

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AGENDA

I. Call to Order – Tory Gunsolley
   a) Roll Call – Celene Meyer

II. Approval of Minutes – Tory Gunsolley
    a) October 9, 2014 CoC Steering Committee Meeting

III. CoC Highlight

IV. Lead Agency Report – Eva Thibaudeau

V. HMIS Administrator Report – Eva Thibaudeau

VI. Old Business
    a) FY2014 NOFA Debrief – Eva Thibaudeau
    b) Provider Representative and Consumer Representative updates/process – Eva Thibaudeau
    c) RRH Update (CMI RFQ) for the minutes – Eva Thibaudeau
    d) Nominating Committee – Tory Gunsolley

VII. New Business
    a) Certification of Consistency preview – Eva Thibaudeau

VIII. Public Comments

IX. Adjournment
Steering Committee Meeting

October 9, 2014

Minutes

Present: Tory Gunsolley (Houston Housing Authority), Donna Herron (Consumer Rep), Clay Kibler (Consumer Rep), Rebecca Landes (Northwest Assistance Ministries - Provider Rep), Daphne Lemelle (Harris County Community Services Dept), Tom McCasland (Harris County Housing Authority), Celene Meyer (Episcopal Health Foundation-Private Funder Rep), Mike Temple (H-GAC/Workforce Solutions), Eva Thibaudeau (Lead Agency Staff)

Absent: Melissa Carroll (Pasadena ESG), Thao Costis (SEARCH Homeless Services- Homeless Services Rep), Barbara Dawson (MHMRA rep), Marilyn Kindell (Fort Bend County ESG), Dr. Laura Marsh (VA), Neal Rackleff (COH)

The meeting of the Continuum of Care (CoC) Steering Committee was held on October 9, 2014 at the Neighborhood Resource Center, 815 Crosby St., pursuant to proper notification of all Steering Committee members.

Welcome and Introductions
Chair Tory Gunsolley called the meeting to order at 3:37 pm. Secretary Celene Meyer conducted roll call and Gunsolley noted that there was a quorum.

Approval of Minutes
The minutes from the September CoC Steering Committee meeting were presented. Gunsolley called for a motion to approve the September minutes as presented. Kibler motioned, Temple seconded. The minutes were approved.

Lead Agency Report –Presented by Eva Thibaudeau
- COC Highlight – Veterans Press Conference was held September 17, 2014.
- The COC Provider Forum fourth quarterly meeting will be held on Tuesday, November 25, 2014 from 9:00 am to 10:30 am at the NRC.
- HMIS Forum was conducted on September 18, 2014 with specific information of implementation of the new HMIS data standards by October 1, 2014.
- Next Consumer Forum will be moved from October 17 to a date to be determined.
- Homeless Youth Network’s Youth Count! 2.0 is providing volunteer training on October 17, 2014 at the Montrose Center
HMIS Administrator Report – Presented by Eva Thibaudeau
- Coordinated Access Transition Team Meeting, implemented Phase 2 of Coordinated Access in Client Track.
- Participated in RRH Planning and HMIS Implementation
- Due to the release of ClientTracks’s 2014 HUD Data Standards Service Package upgrade, no site visits were conducted.

Old Business

Performance Dashboards Update – Eva Thibaudeau
- Program dashboards are ready to be publicly released by end of November. The timing is put back a bit due to a need to avoid confusion during the NOFA.

Howard Burchman presented the CoC score from the FY2013 NOFA.
- Overall, the score indicated multiple “hits” in the area of program performance outcomes. All areas of point reduction were due to programs not meeting outcomes set by HUD.

Grievance Procedures reviewed and approved
- Grievance Committee – Donna Herron, Rebecca Landes, Clay Kibler

New Business

LGBTQ Youth Homeless Prevention Initiative Report – Eva Thibaudeau
- LGBTQ Youth Homeless Prevention Initiative conducted a community briefing of the draft implementation plan on September 24, 2014 at Montrose Center. The plan was submitted to HUD by September 30, 2014.
- Marilyn Brown spoke on Advocacy Action and called for a motion to approve a separate NOC Letter signed with our Organizations signature, Lemelle motioned, Kibler seconded. NOC Letter was approved.

Public Comments
- Morris Fountain spoke on CFOF (Caring For Offender Families)
- Preston Allen had signed up to speak but later rescinded.
- Vern Swisher spoke in reference to funding and would like to file a grievance.
Adjournment

Upon approval, the meeting was adjourned at 4:37 pm.

Respectfully Submitted,  
________________________  Approved,

____________________  ___________________________
Celene Meyer, Secretary  Tory Gunsolley, Chairman

____________________
Date
HUD Reports Homelessness in U.S. Continues to Decline

Significant reductions noted among veterans and those living on the streets

U.S. Housing and Urban Development (HUD) Secretary Julián Castro today announced HUD’s latest estimate of homelessness in the U.S., noting a continued general decline and specifically among veterans and persons living on the street. HUD’s 2014 Annual Homeless Assessment Report to Congress finds that there were 578,424 persons experiencing homelessness on a single night in 2014. This represents an overall 10 percent reduction and 25 percent drop in the unsheltered population since 2010, the year the Obama Administration launched Opening Doors, the nation’s first comprehensive strategy to prevent and end homelessness.

HUD’s annual ‘point-in-time’ estimates seek to measure the scope of homelessness on a single night in January. Based on data reported by state and local planning agencies, last January’s one-night estimate reveals a 33 percent drop in homelessness among veterans, including a 43 percent reduction in unsheltered homelessness among veterans, since 2010 and a 10.5 percent decline since last year. State and local communities also reported a 15 percent decline in the number of families with children experiencing homelessness since 2010, as well as a 53 percent reduction among these families who were found to be unsheltered.

“Even during challenging economic times, it’s clear that we’re changing the trajectory of homelessness in this country, especially when it comes to finding housing solutions for those who have been living on our streets as a way of life,” said Castro. “There is still a tremendous amount of work ahead of us but the strategy is working to end homelessness as we’ve come to know it.”

“The federal government, in partnership with states, communities, and the private and not-for-profit sectors, is focused on widespread implementation of what works to end homelessness,” said Laura Green Zeilinger, executive director of the U.S. Interagency Council on Homelessness. “Continued investments in solutions like permanent supportive housing and rapid re-housing using a Housing First approach is critical to the effort of every community to one day ensure homelessness is a rare, brief, and non-recurring experience.”

During one night in late January of 2014, volunteers across the nation conducted
a count of their local sheltered and unsheltered homeless populations. These one-night ‘snapshot’ counts are then reported to HUD as part of state and local grant applications. While the data reported to HUD does not directly determine the level of a community’s grant funding, these estimates, as well as full-year counts, are crucial in understanding the scope of homelessness and measuring progress in reducing it.

The Obama Administration’s strategic plan to end homelessness is called Opening Doors – a roadmap for joint action by the 19 federal member agencies of the U.S. Interagency Council on Homelessness along with local and state partners in the public and private sectors. The Plan puts the country on a path to end homelessness among veterans by 2015; chronic homelessness by 2016; and to ending homelessness among children, family, and youth by 2020. The Plan presents strategies building upon the lesson that mainstream housing, health, education, and human service programs must be fully engaged and coordinated to prevent and end homelessness.

The decline in veteran homelessness is largely attributed to the close collaboration between HUD and the U.S. Department of Veterans Affairs on a joint program called HUD-VA Supportive Housing (HUD-VASH). Since 2008, more than 59,000 rental vouchers have been awarded and approximately 45,000 formerly homeless veterans are currently in homes of their own because of HUD-VASH.

Long-term or chronic homelessness among individuals is declining quite substantially since 2010. This decline is partially attributable to a concerted effort to make available more permanent supportive housing opportunities for people with disabling health conditions who otherwise continually remain in shelters or on the streets. Research demonstrates that for persons experiencing chronic homelessness, providing permanent housing coupled with appropriate supportive services without treatment preconditions, is the most effective solution for ending homelessness. This ‘housing first’ approach also saves the taxpayer considerable money by interrupting a costly cycle of emergency room and hospital, detox, and even jail visits.

Many communities are also making a special effort to identify youth experiencing homelessness on the night of their counts. Great strides have been made connecting young people to youth service providers, with particularly strong efforts focused on youth experiencing homelessness who are unsheltered. In addition, communities are finding creative ways to identify and engage these unsheltered youth, through efforts like youth-targeted events to more intentional use of social media outlets.

**Key Findings**

On a single night in January 2014, state and local planning agencies reported:
• 578,424 people were homeless representing an overall 10 percent reduction from January 2010. Most homeless persons (401,051 or 70 percent) were located in emergency shelters or transitional housing programs while 177,373 persons were unsheltered.

• Veteran homelessness fell by 33 percent (or 24,837 persons) since January 2010. On a single night in January 2013, 49,993 veterans were homeless.

• Chronic or long-term homelessness among individuals declined by 21 percent (or 22,937 persons) since 2010.

• The number of families with children experiencing homelessness declined 15 percent (or 11,833 households) since 2010. The number of unsheltered families fell 53 percent during that same time period.

• The number of unaccompanied homeless youth and children was relatively unchanged overall, at 45,205. There was a 3 percent decrease in those who were unsheltered.
A. Work/Affinity Group Activities
   a. Networks, Initiatives and Affinity Groups
      i. CoC Provider Forum
         1. The fourth quarterly meeting will be held on Tuesday, November 25, 2014 from 9am to
            10:30am at the NRC. The Provider Representative Nominations and selection process
            will be opened at the meeting for the 2015-2017 CoC Steering Committee service terms.
      ii. HMIS Forum
          1. The Forum was conducted on September 18, 2014 with specific information of
             implementation of the new HMIS data standards by October 1, 2014. Next meeting is
             Thursday, December 11, 2014 from 2-4pm at the HCDE. The HMIS Senior Project
             Manager will attend the 4th quarter Provider Forum to present the data sharing plan.
      iii. CoC Consumer Forum
           1. Next Consumer Forum will be convened on Wednesday December 3, from 1-2:30 with
              focus on PSH. Location pending confirmation.
      iv. Housing Houston’s Heroes
          1. HHH meeting is scheduled for Friday November 14th from 9-10:30am at the NRC.
          2. SSVF workgroup met weekly in October on Thursdays from 11-12:30pm. SSVF providers
             were on site at the BEACON at November 4, 2013 Legal Aid clinic to offer enrollments in
             coordination with Coordinated Access.
      v. Youth/Young Adult Affinity Group
          1. LGBTQ Homeless Youth Prevention Initiative will present overview at Provider Input
             Forum on November 25th offered by Montrose Center.
          2. Homeless Youth Network’s Youth Count! 2.0 is conducting data collection on the
             research project from October 27 through November 21, 2014.
          3. HYN Fall Community Forum scheduled for November 18, 2014 from 11:30am to 1pm on
             LGBTQ Homeless Youth Prevention.
          4. OVT Youth workgroup will meet on December 5, 2014.
      vi. One Voice Texas Affinity Group
          1. OVT Housing workgroup October meeting was cancelled.
          2. Children/Young Adults Workgroup meeting will be held on December 5, 2014 from 1:30
             to 3:30pm at the United Way.
      vii. RRH Workgroup
           1. RRH workgroup scheduled for November 20 from 9am to 10:30am covering the RRH
              System Redesign and next steps.
           2. ESG Funders workgroup met on October 30, 2014 from 9am to 12noon.
      viii. Coordinated Access Workgroup
            1. 1115 team meetings conducted weekly from 2-3 on Wednesdays.

B. Communications
   a. Media Value Report:
      i. Media value for The Way Home was approximately $52,300 with a total reach of 103,857,731
         individuals. This includes internet articles and video clips, segments on television news networks
         (Fox, ABC, etc.), as well as traditional print articles (Houston Chronicle, The Defender, etc.). The
         total media value of all coverage for 2014 is approximately $200,000.
ii. We are working to push participation in the Welcome Basket project through social media and newsletters as we continue to house chronically homeless individuals as well as veterans. Information such as the shopping list and drop of dates/times can be found at thewayhomehouston.org. For more information, contact Scot More at smore@homelesshouston.org or 832-531-6008.

iii. The Coalition is presenting a Collaborative Communications Workshop on December 2, from 9-11 am, at the NRC, focusing on Media Relations. The Coalition has recently strengthened its communications program with the addition of a dedicated staff member in that department. As lead agency, the Coalition is excited to offer this training, with the possibility of additional trainings in 2015, to expand its support of CoC organizations.

C. Other CoC Items
   a. Collaborative Application was submitted on October 28, 2014.
   b. Point in Time Count scheduled for Thursday January 22, 2015 from 5:30pm to 11:30pm with a contingency date of January 29th. Volunteer Orientation scheduled for January 15 from 5:30 to 7:00pm at ten community staging areas.
   c. Houston will present its 2014 PIT methodology as a best practice on the Texas Homeless Network’s Bloc Talk Webinar December 16th from 2-3pm.
A. Work Group Activities  
   a. Networks, Initiatives and Affinity Groups  
      i. Attended the 25 Cities HMIS Affinity Group conference call regarding Coordinated Access 
         challenges to implementation  
      ii. Coordinated Access Transition Team Meeting  
          1. Meets weekly at The Beacon  
          2. Implemented Phase 2 of Coordinated Access in ClientTrack  

B. Reporting  
   a. Continued data analysis and support of the U.S. Veteran Affairs Supportive Services of Veteran Families 
      program  

C. Other CoC Activities  
   a. Hosted the 3rd Quarter HMIS Quarterly Forum  
   b. Continue to develop new and update current HMIS Policies and Procedures  
   c. Participated in RRH planning and HMIS implementation  
   d. Tested the 2014 HUD Data Standards Service Package upgrade in ClientTrack  

D. Support  
   a. Site Visits  
      i. Due to the release of ClientTrack’s 2014 HUD Data Standards Service Package upgrade, no site 
         visits were conducting during the reporting period.  
   b. IssueTrak  
      | Description | Count |  
      |-------------|-------|  
      | Opened Before October 1, 2014 | 7  
      | Opened in Period | 118  
      | Closed in Period | 114  
      | Left Open On October 31, 2014 | 11  
   c. Training  
      | Description | Count |  
      | New User | 23  
      | Refresher | 30  
      | Reports | 1  
      | Data Explorer | 0  
   d. Participating Agencies  
      | Description | Count |  
      | Active | 65  
   e. Users  
      | Description | Count |  
      | Active | 604  
      | New | 0  
   f. Clients  
      | Description | Count |  
      | Enroll at any point | 24,477  
      | New Enrollments | 3,823
SUBJECT: Provider and Consumer Representatives
DATE: 11/13/14

This Memorandum is to inform the Continuum of Care Steering Committee status updates in regards to expiring terms of provider and consumer representatives on the CoC Steering Committee.

Background

Provider Representatives:

The following voting item is being decided on by the CoC membership regarding provider representation. Thao Costis has volunteered to serve for an additional one year term if the CoC membership approves. Nominations for the vacant seat will be collected after the November 25th Provider Input Forum and voting will occur during December 2014.

Communication to CoC Members: Both CoC Steering Committee provider representatives were elected to their positions at the same time (July 2012). Elected terms expire after two years meaning that both provider representatives might change at the same time. In order to provide for continuity of expertise, the CoC Lead Agency requests that you agree to allow one existing provider representative to serve an additional one year term. This will allow for a staggered provider representative turnover in the future. This is a one-time need necessitated by the start-up schedule of the CoC Steering Committee in January 2013.

YES or NO on Issue #1:

“Allow one elected provider representative to serve an additional one year on the CoC Steering Committee”

Consumer Representative:

One consumer representative seat is expiring at the end of 2014. In accordance with the CoC Charter, a new representative will be selected from consumer input forum attendees. A Consumer Input Forum focused on persons with multiple barriers who are currently residing in permanent supportive housing will be held at Northline SRO on December 3, 2014 at 1 pm. Nominations will be accepted for the consumer representative seat at that time. The nominating committee of the CoC Steering Committee will consider nominations and select a representative to begin in January 2015.
A. **APPLICANT INFORMATION:**

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<th>Street Address:</th>
<th>EIN or Tax ID Number:</th>
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<td>Organization Budget:</td>
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B. **PURPOSE**

The Collaborative seeks a qualified agency to act as an intermediary to manage multiple vendor agencies for case management/navigation services for a Rapid Rehousing program for homeless individuals and families and distribute and manage $450,000 in operating funds among these vendors. The objective of the Request for Qualifications (RFQ) process is to receive from each interested Rapid Re-Housing Collaborative Case Management Intermediary a formal statement of qualifications (SOQ) to assist the Collaborative with achieving its goals and objectives. The SOQ will be used to evaluate each service provider on experience, capabilities, qualifications and understanding of the Collaborative's objectives. Based upon the SOQ's, the Collaborative will evaluate and narrow the field.

C. **GOALS AND OBJECTIVES**

**RAPID RE-HOUSING PROGRAM GOALS:**

1. Rapidly move individuals and families from homelessness to housing.
2. Provide temporary stabilizing services to individuals and families experiencing homelessness.
3. Provide short or medium term financial assistance to eligible families.
4. Coordinate funding across the Houston/Harris County Continuum of Care (CoC).
5. Build relationships with landlords across the Continuum.
6. Ensure households remain stably housed.
CASE MANAGEMENT INTERMEDIARY OBJECTIVES:

1. Administer the Houston/Harris County CoC Rapid Re-housing Collaborative case management funds for the area which includes Harris and Fort Bend Counties.
2. Select, through a procurement process, and monitor eligible case management vendor(s) to carry out the rapid re-housing program services as outlined in the continuum-wide standards and program’s draft business rules.
3. Report, monitor and provide technical assistance as necessary to assure progress toward CoC wide objectives.
4. The agency will provide these administration services for intermediary responsibilities for up to $93,000.

DESCRIPTION OF QUALIFICATIONS:

1. Agency will have the capacity and experience to manage funds from multiple possible sources and provide technical assistance to case management/navigation services vendors as needed and with the support of the collaborative.
2. Agency will have the capacity and experience to monitor, measure, and report on progress toward objectives as outlined in the continuum-wide standards and program’s draft business rules.
3. Agency will have the capacity and experience to manage a procurement process to select vendors that have the ability to efficiently and professionally perform the required job duties as outlined in the draft business rules. Through the collaborative, case management and navigation services will be available at 6.5 FTE will serve areas based on anticipated geographic need.
4. Agency will have knowledge of local and federal homeless conditions and provider systems.
5. Agency will have suitably sized staff to meet the objectives as outlined in the continuum-wide standards and program’s draft business rules.
6. Agency will have experience in similar or relevant projects by individuals who would be assigned to the project.

D. STATEMENT OF QUALIFICATIONS

Provide a specific statement of qualifications (SOQ) for this RFQ. The length of submittal document shall not exceed 3 pages (single sided). The SOQ shall state the organization’s qualifications and experience fulfilling the goals and objectives outlined above.
1. Provide a brief description of your organizational history and capacity to fulfill the qualifications described above, (date business started, current total number of employees, any special accommodations/services that could be provided, etc.)

2. Provide a detailed description of your staffing plan to fulfill the obligations listed above, (resumes, organizational chart, etc.).

3. Provide a description of organizational experience as an intermediary.

4. Describe your experience soliciting and managing a request for proposals process and/or procurement of vendors for services.

5. Describe you experience monitoring subrecipients or subgrantees in outcomes based measures, including any experience with Department of Housing and Urban Development (HUD) programs.

6. Describe your experience reporting to multiple sources on multiple outcomes.

7. Describe any experience using the Homeless Management Information System (HMIS) or another electronic data management system.

8. Describe your strategy for communication with the coordinated access system and the Financial Assistance Intermediary, as outlined in the working draft of the business rules.

9. Describe how you will ensure subcontractors focus on continuum-wide outcomes and how you will support vendor agencies with technical assistance needs.

10. Describe your experience evaluating programs against outcomes and any instance where you have adjusted services and/or provided technical assistance to course correct a program.

11. Describe any partnerships, programs or capacity, existing or planned, that you will have in place to help you carry out the CMI requirements.

E. ADDITIONAL ATTACHMENTS:
Please attach the following documents to this proposal

1. 501(c)3 documentation
2. Organizational chart
3. Resumes of key personnel
4. Evidence of 90-day working capital
5. Most recent audit
6. Most recently tax form 990
7. Letters of support or references
8. Affidavit of Ownership.doc
9. Fair Campaign Ordinance.doc
This Memorandum is to provide explanation of the Certification of Consistency for The Way Home by the CoC Lead Agency.

**Background**

As The Way Home gains more community understanding, it is becoming increasingly common that public and private funders are approaching the CoC Lead Agency to ask for an endorsement of funding requests by community projects. The CoC Lead Agency is averse to subjectively providing endorsements. As such, the CoC Lead Agency proposes that the CoC Steering Committee approve a standard and objective tool for use by funders and programs to show alignment with The Way Home system.
The following information is provided by the Continuum of Care (CoC) Lead Agency on behalf of the CoC. The information is provided in as much detail as is able to be determined by the CoC Lead Agency. While the following criteria are not exhaustive indicators of The Way Home system goals, they are used by the CoC to determine general system alignment. Criteria may change as related to system change.

1. This project is in alignment with The Way Home System goals:
   - To end chronic homelessness by 2015
   - To end veteran homelessness by 2015
   - To end family (including youth) homelessness by 2020
   - To set a path to end all homelessness

2. Project participation in 75% or more of CoC Provider Forums by agency designees:
   - Yes
   - No

3. Project participation in Coalition sponsored trainings and informational opportunities:
   - Yes
   - No

4. Project Participation in one or more CoC workgroups:
   - Yes
   - No

5. Project accepts housing referrals through the Coordinated Access system:
   - Yes
   - No

6. Is this organization/project required by funding to participate in HMIS?
   - Yes
   - No

7. Is project responsive to HMIS data quality reports reflected by timely corrections?
   - Yes
   - No
8. Does this project adhere to HMIS data quality standards as required by HUD?
   □ Yes
   □ No
   □ N/A, Domestic Violence Provider

9. Does this project participate in the annual Point-In-Time by entering shelter data into HMIS?
   □ Yes
   □ No

10. Does this project participate in the annual Point-In-Time by dedicating staff volunteers?
    □ Yes
    □ No

Clarifying comments:

Updated and Current as of: November 14