

Continuum of Care Meeting
September 23, 2021
Via Webex

Meeting called to order at 10:05. Voting Members Present: Allison Delcalzo Berens, Mike Armstrong, Russ Hall, Rebecca Sherrod, Terry Connolly. Ex-officio Members Present: Jessica Padilla, Amy Archer, Sheila Carter, Kasey Errico. Consultants Present: Nadine Azari.
A quorum was not present.

Closed Session

Allocations Committee:

Scoring tools will be reviewed by the committee for the next funding cycle to focus on using more data in the scoring. HUD is scoring CoC's that do this highly. Our racial equity work will also increase our HUD score.

The Consumer Advisory Board has been meeting weekly with Nadine. They have reviewed the applications and the scoring tools and will provide suggestions for changes. In general, they feel that the questions that are being asked don't reflect their interests and concerns while in programs. Other trends reported by the group include a lack of choice in housing, a lack of transparency on who gets housing and why, concerns with bed bugs and lack of cleanliness and fear of speaking out about issues they're experiencing because they are concerned it will impact their services and that in the past when they've spoken up they feel things have gotten worse for them.

Nadine will continue to work with the group and will attempt to get both system and provider specific and actionable concerns to share with the EC. The EC will then bring them to providers' attention and offer training and support for making improvements. Possibly this could be a role for the funded providers work group.

Public Comment

Jeff Bashe - it may be problematic to ask the provider workgroup to do this work on their own because they come from an "agency" perspective and we need a "systems" perspective. The system is fragmented and it will be difficult to make changes with so many providers.

Kasey Errico suggested that we need a trusting environment with providers where they can hear complaints and work collaboratively to make changes. Allison Delcalzo - Berens clarified that the scoring tool values hearing negative feedback and responding, but in proposed grievance process, if providers do not respond appropriately to complaints, they will be penalized on scoring.

Grievance Policy:

The Grievance Policy and Process were reviewed. Prior to completion, the Consumer Advisory Board provided input. The allocations committee is recommending that the EC approve this policy and process. Since we do not have a quorum, it will be emailed out for vote.

Data Quality:

The Data Quality committee is recommending additional questions be added to HMIS to collect data on recidivism. After much discussion, the Data Quality and Coordinated Entry Committees will be asked to provide a report with more context and background information, including our overarching strategy to reduce recidivism, for the next meeting.

Everyday Connect:

The Everyday Connect Committee is asking if they should plan a Project Homeless Connect event in the Spring. Due to COVID, consumer re-traumatization concerns and the history of few housing outcomes from the event, we will not hold an event but will instead keep the focus and resources on Everyday Connect services.

Meeting adjourned at 12:04 pm.

Respectfully submitted,
Terry Connolly