

**LCCoC Monthly Meeting
6 May 2021**

Attendees

- A.J. Aronis
- Andy Swartz
- Barbara Christwitz
- Brian Robison, *Elijah House*
- Cindy Storrs, *North Coast Opportunities*
- Chris Pitcher
- Deanna Fernweh, *North Coast Opportunities*
- Delores Farrell, *Praises of Zion*
- Diana Morey
- Doreen Gilmore, *Lake County Office of Education*
- Faith Hornby, *Hope Rising Lake County*
- Greg Damron, *Tobacco Free North Coast*
- Holly Masterson, *Lake County Office of Education*
- Linda Hedstrom
- Linda King
- Lorree Lewis
- Janet Taylor
- Justin Gaddy, *Hope Rising Lake County*
- Kate Hinken
- Kim Guerra, *Redwood Community Services*
- Mary Wilson
- Meredith Noyer, *Lake County Probation*
- Michele Dibble, *Lake County Department of Social Services*
- Morgan Lino
- Rachel Miles, *Hope Rising Lake County*
- Shay Faulkenbery, *Mendocino Community Health Clinic*
- Sheryl Almon, *Community Member*
- Sonjia Menchaca, *Habematolel Pomo of Upper Lake*
- Todd Metcalf, *Lake County Behavioral Health*
- Tina Scott, *District 4 Supervisor*

Call to Order – 3:00 P.M.

New Membership

- Justin Gaddy
 - Recently hired as Project Manager of Hope Rising
 - Went to Lower Lake High School, came back as teacher and coach
 - Worked at Rite of Passage and recently moved back
 - Working on ACT, Smart Start Bright Future, Youth Opioid Response
 - Email is justin@hoperisinglc.org
- Barbara Christwitz
 - With Citizens Caring for Clearlake
 - Volunteer group that picks up litter; runs into many folks experiencing homelessness, and if people are able to help, they can be reimbursed with gift cards
 - Have helped in the past with PIT Count
- Delores makes a motion to accept both Justin and Barbara for membership; Sheryl Almon seconds this, Tina prompts for discussion, and all in favor say aye
 - None opposed, motion carries

Motions

April Meeting Minutes

- Group voted unanimously to approve

Guest Speaker – Chris Pitcher

- Teddie introduces Chris as regional HUD representative, familiar with HMIS systems and coordinated entry; he is here to discuss design
 - Federal government has expectation that we have a system of coordination so that clients have resources where to go, there is equity, and there is prioritization of care
 - HMIS committee has been meeting since January and have developed custom vulnerability assessment; continued design of coordinated entry is going to need some resources
 - Also wanting to discuss geographic access points in the county and how that might be structured given our current resources
 - Chris and Teddie discussed previously highly-vulnerable persons and placements
- Works for ICF and has been working in California as eight years as a regional coordinator for technical assistance on behalf of HUD
 - Has also been selected as contractor for ESG-CV
 - Through those conversations, has known Teddie for a while and some others
 - Wanting to give context of coordinated entry, and discuss customization for our community and have a conversation surrounding what HUD, the state, and we want
 - Coordinated entry is a process that helps clients access services in a fair, equitable, and streamlined way; meant to be a tool and set of processes that move clients through what is otherwise a fairly complicated process

- When we talk about coordinated entry, we must have five facets: (1) access (2) assess (3) prioritization (4) referral and (5) services
- Access Options
 - First possible methodology used widely is called “No Wrong Door”, meaning that individuals can enter coordinated entry system at any point and get where they need to go
 - Upon evaluation, it seems as though this is not as efficient and is practically business as usual; often, however, it must be this way in rural communities because access points are very different
 - There are communities that do this well and successfully
 - Need to think about geographically how to create access points
 - Also have to have coverage and cover the entire county; guess is that services are located in clumps and not spread evenly throughout the county
 - A lot of times, we do that with a call service similar to 2-1-1, a homeless hotline, something online to be filled out, connection to other programs, etc
 - Need for individuals in any place to have the same opportunity to access services as someone else in another point; need to be equitable
 - Second is county-specific access points for specific things; youth access point, etc.
 - Last model is that there is one place (not his favorite model); rarely in rural communities is this practical, may need a virtual access point as well
- Assessment Options
 - Have to have a standard assessment tool
 - Basically, the assessment tool needs to be standardized; there was formerly very little guidance from HUD, and many have widely used the VI-SPDAT (service prioritization data assistance tool)
 - This was adopted by 90% of communities; it isn’t the best or the worst tool
 - What we have seen with this assessment tool, is that it doesn’t meet a lot of geographic needs of communities (especially because it was developed in Canada)
 - There is no universal tool, and it needs to be customized
 - Most CoC’s using the VI-SPDAT (including us) will need to pivot and use something that makes sense for our community, clientele, and climate
 - Need to be able to match folks’ needs to what we have available
 - A lot of assessment tools create a number for prioritization; this in and of itself is inequitable, and we need to couple this with case management, having a way to provide a more nuanced picture of each client
 - Cannot have static rankings; there must be fluidity within the system, and we cannot categorize human beings – especially in crisis – so simply

- This dictates our access points as well; each point needs to be able to deliver the assessment the same as others, and do it just as well
- Prioritization Options
 - HUD has some rules; want to first serve folks with the highest need
 - Hoping to serve people who are chronically homeless with complex cases
 - Again, need to consider if we have other resources to get people into permanent housing
 - Typically, this will produce a by-name list; it is not required by HUD to have a by-name list, but most CoC's do have one to tell who has been assessed, their vulnerabilities, and their largest risk factors
 - That doesn't mean that folks who are easiest to serve will not be served
 - Is not easy, and should be ever-evolving; should be continually evaluated
 - Should also pilot system before launching to avoid unintended results
 - Requires us to take inventory of available services and housing at all times
 - CES Committee should start talking about these things now; combination of experiential things happening to agencies and clients, as well as data
- Referral & Service Options
 - If you build an ever-growing list, it does no good; want to only include enough folks that we actually have capacity to provide intervention
 - If you can't provide services for folks, don't assess them
 - Also imperative not to promise solutions and outcomes; all of the pieces can never be known to us
 - If there is an opening, as an ESG-CV or CESH-granted CoC, those resources can be filtered down accordingly; need to go directly to coordinated entry system and not individual agency
 - Someone will look at the list, and identify the appropriate person
 - Also need to identify what we need from that person to get them ready; terminology is often referred to as "document-ready", which does not mean that folks without paperwork are not eligible, but that the CoC needs to know what each agency needs to accept a new client from the list when an opening does become available
 - Want to make sure we are not creating barriers in any of these processes; can investigate ways to minimize these (including paperwork) and make it easier
 - These should be easy referrals! Electronic as possible, but if not, should connect directly with case manager and collaborate closely
 - Then, services are provided!
 - There are certain processes that need to be developed around referral rejection; in the past, agencies would reject clients that were complicated and difficult, but this is the opposite of the equitable prioritization discussed prior
 - Need to have a just way to handle referral rejection; can have a limit (e.g., 3 rejections total in a year), a justification process to the CoC

- This is ultimately the responsibility of the CoC and the CoC board; even if the CES committee brings recommendation, the board must enforce rules
- Teddie inquired about Housing Problem-Solving, as well as a combination of referrals both inside and outside of the HMIS system (50/50, etc)
 - Prior to or at access points prior to assessments, we can have housing problem-solving, diversion, resolution, etc (it has many names); this is all the same activity, meant to prevent homelessness in the first place
 - Trying to identify services other than the housing/homelessness services network that can prevent them from entering the pipeline
 - Can include doing repairs on the house, moving in with family, etc
 - Trying to identify other resources they can access outside of HMIS
 - Every single opening and housing opportunity in the community should be connected to HMIS; not always possible or probable, but anything through the State of California definitely must
 - The more side doors you have, the less effective the process is
 - People shouldn't be finding housing opportunities by luck, but by design, prioritization, and intentionality among our network
 - Need to have interventions that make sense to them; instead of trying to offer solutions that the system offers, we need to figure out what they want
 - There are no linear services anymore; it is much more dynamic a process
- Teddie also mentioned a Pathways system that is currently being implemented by Behavioral Health, and asked how we can use it best to our advantage and integrate
 - Chris notes that it is just a big web, and we're trying to connect them all
 - Scott mentioned that he wanted to bring this up as well; we are developing a HUB model in our county using the Pathways system, and we're really interested in having common connection points to integrate all of these
 - Chris warns that not all doors are equal, and that we need to assess our access points that offer assessments; if we're pursuing a No Wrong Door policy, need to try to prevent clients from learning the questionnaire to improve their score, and minimize case managers' influence as well
 - If we're going to have access points, we need to make sure they can operate the Housing Problem-Solving assessment in a coordinated and systematic way, and that they have data entry capacity; if the data is sitting for a month before being entered, it's already stale and unusable
 - Real-time data entry is not always practical, but as soon as possible is imperative for a systemic approach, so the data tell similar stories
- Needs to be managed by a person; in Mendocino they've tried to run it by committee, but this doesn't work and it breaks down – need staffing for this!
 - Certainly depends on assets and how much housing there is to fill, but at this moment in time with Housing Choice vouchers through the latest stimulus, ESG-CV, and CESH funding, it should be possible

- The person managing the process can do a myriad of things; run by-name list, run case conferencing meetings, run referrals and placements, prep documentation, and so on
- They could also just be a central hub, and then put that onus on case managers with individual organizations
- Ultimately depends on whether or not we have the assets, time, and staff
- Scott notes that we do have funding and resources for HUB
- Chris notes that this is an iterative process, and what we have should change over time as we, the service providers, and clients learn and grow
- John asks about the cost differential between clients who have less complex cases and are relatively easier, and how exactly this funding is going to work
 - Chris notes that he is working with another community that stopped receiving HUD funding and operates through other streams; this provider had a specific thing they did, and the CoC did not provide them the clients with whom they would work the best
 - This is not a panacea, but hopefully will just break down silos; will not always be one size fits all
- Chris offers that he can also make connections with other similar communities
- There is also ample HUD technical assistance if we're really getting bogged down
- Also offers that we probably need to offer highly-specialized prioritization services for youth and domestic violence victim-survivors because they're different; it is also not allowed to have a separate access point for veterans per HUD rules
 - Pastor Shannon asks to clarify, because we have a specific social worker at the VA who works on housing and homelessness
 - Clarifies that it can still be an access point, but would not want to create barriers for folks who were dishonorably discharged
 - Shannon adds that this is a good example of why integration with the Pathways HUB will be really beneficial in these processes to connect
- Delores mentions adding trainings to strategic plan, and that we could really benefit from having one of those HUD TA's working with us on each of the five steps

CoC Committee Updates

HMIS Committee Chair

- Pastor Shannon nominates Brian Robison from Elijah House; Doreen seconds
 - Tina notes that there will be a vote to confirm at the next meeting; thanks him
- Teddie notes that HMIS is built out with the exception of Coordinated Entry; vulnerability tool will be up and running by next week (although not ready for use)
 - Providers should watch video about housing problem-solving
- Melissa has been working on housing inventory and PIT figures due next week
- Clipping along on CES committee; Teddie putting policy together with brackets and placeholders for decisions to be made
- Also working on HMIS data quality manual
- Homeless Integrated Data System due to the State by next week

Doreen Gilmore, Strategic Planning

- Reviewed SWOT from last year; did get a chance to survey residents at the warming shelter
 - Really wanted to see a North Shore shelter
- Also put out a survey and got 20 responses; reviewed to see where we are and make a plan for this year

Strategic Planning Committee
Spring 2020 Prioritization of Needs Survey and SWOT

Strengths

- 9 Statements on Community Collaboration
- 4 Statements on the CoC Organization
- 3 Funded Projects

Weaknesses

- 6 Statements on CoC Organization
- 4 Statements on Funding
- 4 Communications
- 1 Jobs

Opportunities

- 6 Statements on CoC Organization
- 5 Community Resources
- 3 Working Collaboratively

Threats

- 8 Statements on Funding
- 4 Statements on the CoC Organization

- - Everyone felt really good about community collaboration, getting HMIS going and TA assistance, and compliance
 - For funded projects, folks felt good about the Lakeport shelter (which went from warming to COVID), the CESH grant for utility assistance, and HMIS
 - For weaknesses, there were six statements on our organizational structure
 - We still don't have a functioning HMIS system with no dedicated staff
 - Historically, we've been inexperienced and need more professional volunteers
 - Biggest organizations monopolizing CoC
 - More professionalism needed
 - Also weaknesses in funding; young organization unprepared to go after funding opportunities
 - Lack of sustainability without enough affordable housing available
 - Sense of competition between agencies and feeling that organizations won't get fair shares of CoC funds
 - There were 4 comments about communication, and that it is unclear for community members and new members to understand acronyms, etc
 - It would be nice to have a phone tree, resources, and more on website that are accessible and easy-to-understand so we can communicate our vision
 - Some repetition for opportunities
 - More statements about paid staff
 - Availability of funds for homeless assistance

- Opening Hope Center and getting it open was wonderful, and folks now want a similar facility in Lakeport
 - There are also more opportunities to work collaboratively
 - Biggest threats are funding
 - Limited resources with not enough dollars for sustainability being put into Lake County; rental and housing costs are also continually increasing
 - Threats for CoC are that members wear many hats, and it isn't always a priority; some people don't have an understanding of what needs to be done because of poor community and age of organization
 - Lack of available mental health services and job opportunities may not make housing placements sustainable
- Will present in the fall to the CoC when SWOT for this upcoming year is designed

Delores Farrell, Performance Review

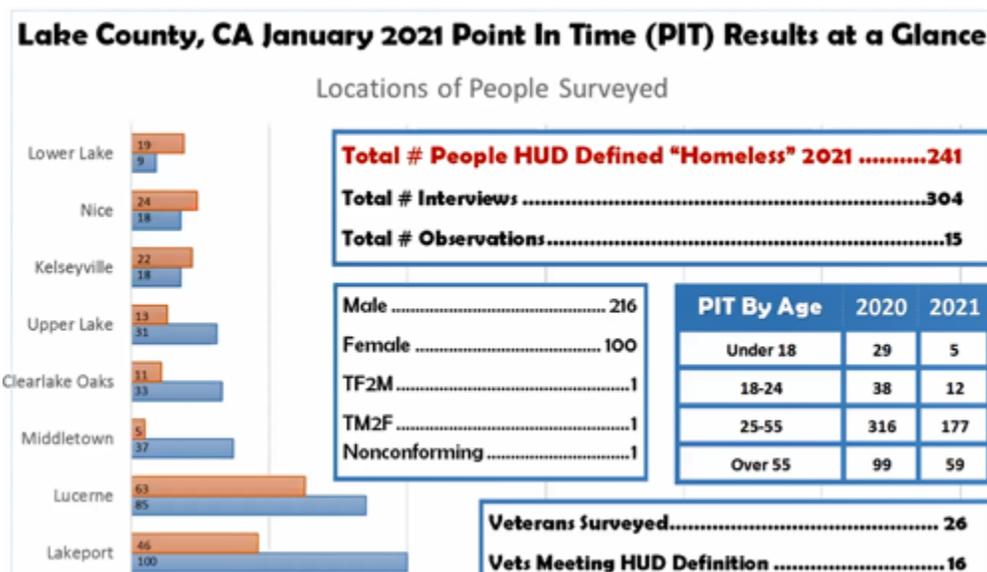
- For rental assistance, started with \$200,000 and now have money for salaries plus about \$400; rent is paid through June, have approximately \$3,000 remaining
- Came out to 250 families with an average of \$700 per family
- Cindy suggests we give her more money; Delores suggests that PG&E should reimburse us somehow
 - Cindy follows up that we should send a letter to PG&E and request Goodwill money to continue with this program; Delores willing to draft this
 - Delores notes that she can also send the number that went straight to them
 - Between \$70-80K of this rental assistance money went directly to PG&E; thought is to write a letter to them letting them know what we're doing down here and imploring them to send some of their community grants as reimbursement
 - Tina notes that we should bring it to the group next month for Chris to sign, and also that we can send to the BOS for another signature
- Performance committee met twice in the last month, did review of HEAP for Praises of Zion and LCOE Healthy Start program for youth and family services
 - Both presented to committee and submitted documents with regards to spending, the number of people served, and challenges they've encountered
 - On May 17th, Ana Santana will present other grant for LCOE for college student housing program; if anyone is interested, they can get link and participate
 - These HEAP grants expire next month, so she has been pushing to get them reviewed before they expired; 3 out of the 7 will be done by June 1st
 - Also just received an email saying that HEAP quarterly reports are also due then
- Wanted to bring up Grants Working Group from new business and organizational announcements; as per by-laws, this falls under performance review
 - Currently does not have a chair
 - Also need to decide if we want to make this entity a real standing committee; have been discussions among the executive board for pros/cons
 - Would like to resolve this, because there are some grants that will be coming in soon, and we need someone to head this group; the executive board also cannot

conduct business and vote on things without a quorum, which we can't with vacancies

- Tina prompts if anyone has thoughts or would like to volunteer; John from Elijah House inquiries about the nomination and confirmation process, may have someone
- Scott notes that we add, to next meeting's agenda, one motion to make the Grants Working Subcommittee an official standing Committee of its own accord, and also a motion to vote and confirm Sheryl Almon as its new chair
- Doreen notes that we will need to change by-laws and investigate this process; someone will need to make a motion to do so, with which Delores agrees; notes that these folks are already written into the by-laws but we'll just need to add an additional description of duties
- Delores makes a motion to change the by-laws and governance charter relating to the wording of the Grants Working Group, changing this to the Grants Committee; will be on the agenda for next month and then be voted on

Rev. Shannon Kimbell-Auth, PIT Count and Interfaith Committee

- Notes that HIC data and PIT information is being submitted officially to HUD this week



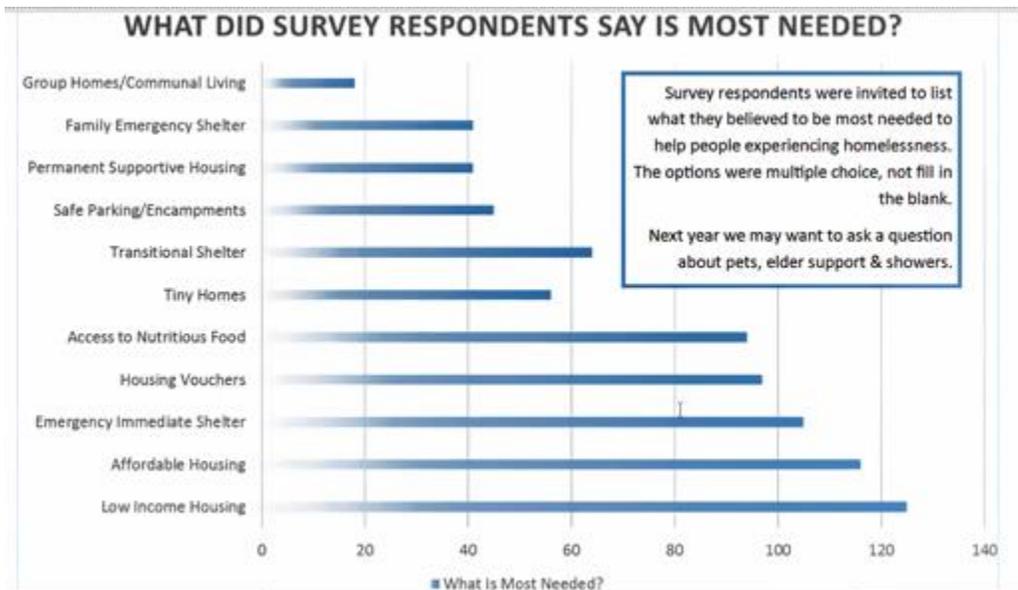
- Wanted to share data again and bring up learnings from PIT count that we haven't yet fully explored with CoC

| Ethnicity | # Counted | % of PIT | Lake County % |
|-------------------------|------------------|-----------------|----------------------|
| Non-Hispanic/Non Latino | 204 | 79% | 68.9% |
| Hispanic/Latino | 54 | 21% | 22% |
| Mixed | | | 4.7% |

| Race | # Counted | % of PIT | Lake County % |
|-------------------------------------|------------------|-----------------|----------------------|
| White | 172 | 66% | 87% |
| American Indian/ or Alaska Native | 58 | 22.5% | 4.5% |
| Black/ African American | 9 | 3.5% | 2.1% |
| Native Hawaiian or Pacific Islander | 5 | 2% | .3% |
| Asian | 0 | | 1.4% |
| Multiple/Other | 10 | 4% | 4.7% |

| Tribal Membership As Self Reported in PIT | |
|--|----|
| Robinson | 13 |
| Pomo | 4 |
| Chippewa | 4 |
| Cherokee | 4 |
| Choctaw | 2 |
| Upper Lake | 2 |
| Round Valley | 2 |
| Aztec..... | 1 |
| South Dakota..... | 1 |
| Banning | 1 |
| Creek | 1 |
| Blackfoot | 1 |
| Easter Shoshone..... | 1 |
| Montana..... | 1 |
| Yakima..... | 1 |
| Chinook | 1 |
| Disenrolled | 3 |

- Specifically wanted to bring up racial/ethnic data, and if there is some way we want for this data to come back and for us to discuss it
- Next PIT count is only 7 months away
- Many of the new grants that are coming out require that we are taking actionable steps for health equity; perhaps the CoC could have a statement or discuss other ways forward



- While Doreen was not able to incorporate all the PIT answers into the SWOT review, we did ask people experiencing homelessness what was important to them
- This could inform what we do moving forward

- Delores had proposed a town hall, and this could be an annual event moving forward in September or October; what did we learn from the last count, what patterns do we see, and how can we be more intentional moving forward?
- Scott notes that this should all inform our gaps analysis moving forward; Tina agrees and suggests a presentation as well as the BOS
 - Shannon notes that they are still doing work of HEAP grant through June 1st and don't have report yet; asks about presentation framework and Tina says she will need to think more on that
 - Wants to add this to next month's agenda; if next month is too packed, we can push to July
- Delores mentions that town hall meeting was in October and successful; could be better and we could reach more people, then we can start planning on doing this
- We had discussed that we liked the digital PIT count and that we have monies available for it; can begin to have discussions about moving forward with this for next year
- Lorree Lewis-Johnson asks about racial and ethnic information, especially for North Shore; notes that numbers for Robinson are incorrect
 - Wondering how we're going to approach that going forward in the next PIT count, and if there are going to be any differences
 - Shannon notes that data on PIT count is how people self-report and that it might not be entirely accurate
 - Lorree notes that Upper Lake and Robinson, although separately geographically, are one and the same nation and recognized federally as such; she was one of the Lucerne/Nice volunteers who went into communities and was survey-taking, and is confused as to how data came out differently than she recalls collecting
 - Shannon notes that maybe we can have multiple choice or follow up questions, and that this discourse is exactly what she is asking for, so we can inform next year
 - Lorree notes that she would love to be on PIT committee and volunteer time
- Sheryl notes that Lorree is one of the applications ready to be voted on as a new member
- Delores wanted to comment that there still needs to be cultural competency training, beginning with leadership and then fanning out to agencies receiving CoC funding
 - Lorree has information about a training going on in Contra Costa and Almeida counties; working with sheriff's and police departments, has gotten nothing but positive feedback and it would be quite helpful
 - Will send this on to Chris and Delores to improve in this particular area
- Update on Interfaith and shower trailer; slowly during COVID has come back into regular usage
 - Available from 10-2 on Tuesday at the Big O Center in Clearlake Oaks, provides soup and sandwich lunch for those who attend
 - Now there is a City of Clearlake shower trailer at the Senior Center in Clearlake every Wednesday and Thursday from 1-3 PM
 - At these sites, we will also have community health workers who can enter folks into HMIS and the Pathways HUB, refer them to services, and get ID's
- Pastor Shannon also suggests that Shared Housing Solutions moves to next month

New Business and Organizational Announcements

- Last thing left on agenda is 100-Day Challenge
- Sponsored by Governor's Office; is a challenge to try and identify what areas in our systems that need improvement, and also once we decide on a goal, there will be more information
- Will specifically be working with TAY and our 55+ population; goal will likely revolve around housing as many of these individuals as possible during the 100 Days
- Should also give us a way of improving all of our systems, whether through rapid rehousing, rental assistance, emergency shelters, or otherwise
- Melissa notes that next week on Tuesday, Wednesday, and Thursday are meeting with other cohorts and counties that are participating; will be meeting with coach to discuss what goals are going to be
- Have some emails out with requests to join the team; if you received the email, it is because system leaders and sponsors determined it would be valuable for you to be on the team

Adjourn – 4:50 P.M.