Minutes

Committee: Membership Council

Date: 3/2/2020

Duration: 1:00 – 3:00

Meeting Place: ECHO 300
E. Highland Mall Blvd

Presiding:

Attendance:
P = Present
TC = Attended via Dial in
A = Absent

Membership Council Members							
P	Dr. Virginia Brown	A	Esther Johnson	P	Kelly White	P	Steven James Potter
A	Christy Moffett	P	Greg McCormack	P	Andrew Miller	A	Gretchen Nelson
P	Alex Zapata	A	Jason Bryant	P	Laura Ward	P	Vella Karman
A	Ann Teich	P	Jessie Metcalf	P	Lisa Garcia	P	Yvonne Camarena
P	Catherina Conte	A	Dawn Perkins	P	Lyric Wardlow		
P	Donna Ware	P	Kathleen Casey	P	Peggy Davis Braun		
		P	Kathleen Ridings	A	Steve Brothers		
Committee Chairs							
P	Chris Laguna	P	Dylan Shubitz	A	Kali Holyfield	A	Susan McDowell
P	Erin Whelan						
Advisors							
P	Awais Azhar	P	Bill Brice	A	Sarah Cook	P	Irit Umani
P	Adelita Winchester	A	Paul Caudero	A	Thomas Visco		
P	Cacki Young	P	Phil Session		John Waller (COA)		
P	Gyllian Garvey (United Way)						
P	Amy Price (United Way)						
ECHO (CoC Lead)							
P	Matt Mollica	P	Kate Moore	P	Preston Petty	A	Axton Nichols
P	Laura Evanoff	P	Sarah Duzinski	P	Melissa Wheeler	P	Larisa Corder
P	Claire Burrus	P	Mason Turpin	P	Whitney Bright	P	Norman Harris

AGENDA			DISCUSSION	ACTION ITEMS
I. Welcome & Approval of Minutes	Dr Brown	1:00-1:10	**Review and Approve February 2020 Minutes** • *Action item: Review and approve February 2020 minutes* ○ *Vella Karmen – requested section be edited due to confusing description of conversation "noisy data". Section to be removed from minutes.*	• Feb 2020 minutes approved with suggested amendments

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II. ConnectATX	United Way
	
	Gyllian Garvey
	
	Amy Price
		1:10 – 1:37	**ConnectATX Presentation**
			Amy Price (Director of Navigation Services) and Gyllian Garvey (Director of Community Integration) provided presentation: ConnectATX and 2-1-1
			• 41% increase in callers asking about Emergency Shelter
			• Michael and Susan Dell project surrounding "Model Community"
			• Launching a public facing site tomorrow called ConnectATX (www.connectatx.org)
			• Will be updating program cards on a regular basis to make sure that it's updated on an hourly basis and/or daily basis.
			• Closed-loop referrals – this will create a way to track longitudinal data.
			Membership Council Dis Questions/Comments
			• Do you have distinct staff who are responding on the help line? Can still call 211 and get the transactional process for resources?
			  ○ Yes.
			• Bill B: Is this something UW is working with on the COA Resource group. Information will be updated daily?
			  ○ Has talked to committee with COA but unsure of intersection. Initial goal is to update it daily and at least weekly. MS Dell Foundation are funding FQHCs.
			  ○ Quantify what 41% increase is
			• Vella K: What the response looks like and is same/different than calling 211
			  ○ This is not built in for acute needs. 211 is more of an acute need response.
			  ○ When they call 211 ,
			• V Brown: How can we help make this useful and helpful?
			  ○ Provide updated info about services and do that through 211
			  ○ Include UW in conversations about navigation
			• Lyric W: Challenge with there not being a way to filter age or other special population info. Can only filter by zipcode
			  ○ Infrastructure is built by aunt bertha and they are working on building this system out for United Way.
			• Peggie B: Will it connect the results of if the client was served?
			  ○ Yes – data will be tracked and there will be a way to learn more if they served the client or referred to another provider.
				Will provide F/U info on what 41% increase

III. Membership Council Business	Kate Moore/ Dr. Brown	1:40 – 1:45	**Governance Consultant Update** • Homebase is the company who will be contracted to help create recommendations for governance changes. • Homebase will be sending out a doodle poll	Homebase to send out doodle poll. Members to check schedule and email V Brown

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			• Some of the content will be pre-recorded. Need people to be in the room. When the schedule comes out and members aren't able to attend, let V Brown know so that their voices and ideas can be heard.
			• Vella K - requested that COA member be added to group since Laurie is no longer working with the City
			• Will there be a broader opportunity for all Membership Council to provide information during the process?
			  ○ D
			• Are there minutes from the meetings that can be sent out?
			  ○ Have not been recording the meeting and mins but will begin taking mins and sending them out to MC members.
			• Dylan S - Why not include the COA consultants on the subcommittee?
			  ○ COA Consultants do not represent the City
			• COA consultant contracts include working with Homebase
				or Kate Moore if schedule conflicts with dates.
				
				New COA staff will be added to the Governance Subcommittee
				
				ECHO to send out mins from Homebase meetings and subcommittee meetings.

IV. Data Updates	Melissa Wheeler	1:45-2:25	**System Performance Measures**
			• HMIS Lead Agency responsible for submission of CoC reports to HUD. Melissa Wheeler provided a presentation on the FY19 System Performance Measures submitted to HUD on 2/27/20.
			• Measure 1 Length of Time Homeless: Saw a decrease in the number of days LOT homeless
			• Measure 2 Returns to Homelessness: – must have exited to a PH destination from a PH program. Saw a decrease in Returns to Homelessness.
			  ○ Comment: Discussion around anomalies in the database that would trigger incorrect data (outreach staff meeting with client when not homeless).
			  ○ V Brown: Clarification – this would not be a system-wide data error with the report coding but more about human error with the way people are entering data into the database.
			• Measure 3 Number of People Experiencing Homelessness: Increase in Number with annual HMIS total being 4,704.
			  ○ HUD writes these reports and all HMIS database vendors must be able to report this data. This is a combination of PIT and HIMS data.
			  ○ Bill B: What does the 4,704 include?
			  ○ Vella K: There are subcategories (e.g. PIT, total number of people in HMIS that are sheltered) – HUD has resources and guides on the methodology and calculation of how SPM are measured
				Melissa W to provide Kate Moore with resources to email MC on the methodology and calculation of how SPM are measured.
				
				V Brown will send link to code book for HUD data reporting. Kate Moore to email link to Membership Council contacts.

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			○ Matt M: Data is collected across a variety of sources. HUD uses different definition than other systems (e.g., AISD uses other federal definitions on students experiencing homelessness). ECHO is going to work on building a narrative around the context of data and how to better define. ○ Irit U: Expressed concern that system performance measure is not accurately counting the number of people who are actually homeless. ○ V Brown: Federal reports and measures have limitations but can be used to set boundaries and understand what information is missing and guide us in planning outside of federal reporting and guidelines. • <u>Measure 4 Employment and Income Growth (CoC-funded projects):</u> ○ Significant increase in growth for stayers. Slight Decrease in growth for Leavers. ○ Has been working with providers to enter better data for better and accurate date entry. Not sure what is actually from increasing income or better data quality. ○ HUD has made this a major priority in rating CoC's performance during the NOFA Competition. ○ V Brown: What is the best thing agencies can do in order to move this forward? ▪ Really understand if this is more of a data quality issue or actually increase. Ensure that staff are entering data correctly. ○ Irit U: How much is income from employment vs benefits? • <u>Measure 5 Number of People Experiencing Homelessness for the Frist Time</u>: Increase in the number (3,561 new persons entering for the first time). • Measure 6 – not required • <u>Measure 7 – Successful Exits to PH or Retention of PH:</u> Slight Increase in Exits to PH at 30% and Slight Increase in Retention of Exits to PH Destination to 97%. • Donna W: Are these numbers reflective of all people in programs be served who are exiting? ○ Vella – it could be someone who stays in a shelter for one night and didn't tell everyone where they went. People who are staying in shelters but not communicating with anyone about where they go when the don't return to the shelter is being pulled into these	HMIS to follow up with additional data showing the breakdown of employment income vs benefits income.

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			reports and that could be why the performance isn't better than 30%. • The CE information. Everyone who goes to shelter or takes an assessment. That data is kept. Are we able to look at CE data to understand who has taken CE assessments and how many were served vs not served? ○ Preston P – data is stored through the By-Name-List and can be used to understand and report on data surrounding the success of referrals and who was successfully housed.	
V. City Council Resolutions	Ann Kitchen	2:25 – 2:45	**Feedback on Draft City Council Resolution** • Ann Kitchen presenting Draft of City Council Resolution. • Tovo, • Agenda for March 12th meeting. On that meeting, can extend past that date if needed. • Reason – conversations council members have had with people who have lived expertise of homelessness. Additional funding for people who may not be receiving services because we need more funding. People who are lower on the BNL because of a lower vulnerability on the VI-SPDAT Score. Had this conversation last year. • Ask to consider. How we might put additional funding into RRH and also PSH> • The resolution is specific to asking the City to work with service providers as well as consultants working with the COA of how we can create another service enrollment entry for households who may be eligible for RRH services but not prioritized through the normal process. Also how to create more funding for PSH. Also speaks to a program on how to create City vouchers for an existing program. • This is no prescriptive about how this will be done but asking City manager on how to identify additional funding and how it would be used. • It recognizes the need for additional funding for PSH. • City is in process of thinking about next years budget. Wanting to do this in March as a policy matter – the extent to which we can find additional funding to move forward with this. • This is to ensure the conversation about funding is a high priority. • Language presented is a draft. • Want to bring something that providers will see as added benefit, something that we will get behind and can use.	Membership Council encouraged to provide comments and feedback on resolution to the Chief of Staff from Ann Kitchen's office - contact Donna Tiemann.

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			Membership Discussion and Comments
			• Irit U: what is the timeframe for the budget?
			  ○ City manager to report the status when he reports the budget in July. Budget is described in buckets and does not say exactly how the program will work or be distributed.
			  ○ Aug – Sept when will have these conversations. Fiscal year starts Oct 1. Aug 12th is when scheduled to approve budget.
			• Vella K: The budget finance people will look at revenue (tax dollars, fees, financial leavers) to determine the bottom line/amount.
			• Kelley W: Concern that Emergency Shelter isn't included in this resolution.
			  ○ Kathy R: Suggestion to have Permanent Housing programs tied to Emergency Shelter.
			  ○ V Brown: CoC funding does not fund ES anymore. Some members cannot provide a comment based on their agency policies in the setting of Membership Council. What is the best way to provide feedback?
			  ○ Ann K: This is not designed to be the only funding. THis is to create a policy avenue to ensure that is funding dedicated to support people who are not offered services through the system because they do not score high enough on the VI-SPDAT. This is to suggest funding for RRH programing for these services. Can reach out to office. Have organizations provide comments. Can inform on language in resolution or suggestions about the content. Ken Craig (out for the next couple of weeks – contact Donna Tiemann.
			• Council Members who are supporting the resolution include: Tovo, Pool, Harper Maddison,
			• Lyric W: Suggestion to revise language used on Line 22 "Create a new service enrollment that can be used to *permanently* end homelessness." Language used is a little strong - how would you know what it takes to permanently end homelessness? Reframe to "short-term financial assistance to resolve homelessness".	

VI. Continuum of Care Business	Claire Burrus	2:49 – 2:50	**2019 Quarter 3 CoC Performance Scorecard Summary** • Claire Burrus presented 2019 Quarter 3 Performance Scorecard Summary. **New Scorecard Pilot Presentation** • Claire Burrus presented Scorecard Pilot Presentation. • Erin W: Request to have this conversation as a priority for Membership Council. • Agencies can opt into pilot.	

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			• Pilot is exploratory and will not be used for any funding decisions. • Suggestion that the conversation continue to be at the committee level vs having it at Membership Council	
VII. Coalition Updates	Peggie Davis Braun Erin Whelan Dylan Shubitz Susan McDowell Lyric Wardlow/ Alex Zapata Preston Petty	2:50-3:00	**ECHO Board** • City hotel strategy – plans for moving forward • Discussed governance timeline and upcoming changes that will be recommended through Homebase consultant. **CoC & ESG Committee** • Committee discussed the challenges with having this work at the committee to due most members due to Conflict of Interest. **Local Policy & Practice Committee** • N/A **Youth Homelessness Demonstration Project Leadership Advisory Council** • N/A **Austin Youth Collective** • N/A **Equity Task Group** • N/A **Other Updates** • Vella K: COA consultants: Membership Council should have received invite for Wednesday from 3:30-5:00 to meet with National Consultants Stakeholder Forum at City Hall. • People may call in to listen but not participate over the phone.	Contact Vella with any questions or concerns.
Adjournment			***Next Meeting:*** **April 6, 2020** 1:00PM – 3:00PM; ECHO Training Room, 300 E. Highland Mall Blvd	