
TUCSON PLANNING COUNCIL FOR THE HOMELESS

Continuum of Services Committee

December 23, 2009 Minutes

Co-chairs: Val Quadros, Jennifer Andersen

Next Meeting: Wednesday, January 20, 2010, 1:00 -2:30 p.m. Jackson Employment Center, 400 E.26 th Street

Report to TPCCH General Meeting January 14th
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| ■ PIT survey training set for January 20 th |
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TOPICS DISCUSSED

- Minutes.** Linda Kot moved to accept the minutes with the substitution of the words “may not be available for the CoC consultant position” for the final clause of the second sentence of item 3 and the correction of Steve Nelson’s email address. Susanna Rodriguez seconded. **Motion passed.**
- Street Count Update.** Settle Madden reported. There are currently 73 volunteers with more anticipated from the University of Arizona Social Justice League. Volunteer recruitment resumes with the January 7th weekly announcements. There will be another volunteer training January 19th, 11:30 a.m. – 1:30 p.m. at Caridad-de Porres, 847 N. Main Avenue. Steve Nelson noted that a number of disabled veterans outreach workers also plan to volunteer.
- Point-in-time (PIT) Shelter Survey.** Jennifer noted that the PIT Shelter Survey is scheduled to be completed before the committee would normally meet in January, and asked for participants’ discussion and suggestions. Participants reported that they had submitted their suggestions for improvements to the survey form and instructions; expressed their desire for a local training session; and discussed how to proceed. Consensus was that: it would be best if the survey were distributed for review before use; there should be a local training by Arizona Department of Economic Security personnel; and individuals who actually fill out the survey should be invited and strongly encouraged to attend the training. Participants reached further consensus hold an earlier committee meeting to allow a PIT survey training. Leslie Carlson confirmed that Andy Hall of DES would be available for training on Wednesday, January 20th; and then the next committee meeting was set for that day, 1:00-2:30 p.m., at Jackson Employment Center, 400 E. 26th Street.

Pat Carnes noted that Compass Health Care provides emergency detox service to homeless persons, but that these persons haven’t traditionally been counted in the PIT shelter survey because detox beds are not reserved for homeless persons and are not considered a “homeless shelter”. Therefore, Compass has not received the survey. She noted that Compass’ records indicate that that 60% of the persons using their emergency detox services are chronically homeless. It would appear that these persons should somehow be included in a point-in-time count.

 - **Next steps. a.)** Jennifer will send Andy Hall the January 20th meeting details, and consult on which organizations consistently have problems completing the survey accurately.
 - **b.)** Susanna will provide last year’s expected survey preparers for this year’s invitation list.
- HUD Application Debriefing.** Jan Daley distributed recommendations and tasks for the 2010 CoC application process. She noted that an entire team at LeCroy & Milligan Associates, lead by Steven Wind, was devoted to the process. Steven Wind reviewed and participants discussed the recommendations. Discussion included that: the committee needs to establish and observe a year-round application preparation timelines; committee should create and maintain a services inventory in order to understand unmet need (whether required by HUD to do so or not); committee should ensure that each agency that has programs included or excluded from the HIC should understand why the decision was made; that the committee should

HUD Application Debriefing cont'd.

run APRs through HMIS for periodic progress checks and compare to any APRs completed outside the HMIS system; and that the CoS Committee should send grant recipients a form stating their contract amounts and that these are the figures that they must report, then require them to sign and return it. Participants expressed their appreciation to LeCroy & Milligan and to Steven personally.

HUD had not announced award amounts at the time of the meeting, but did so later the same day.

- o **Next steps. a.)** TPCH co-chairs will meet with the Discharge Planning Committee chair about the recommendations.

- b.) Steven Wind will forward the recommendations for the Street Count to the Street Count co-chairs, and the electronic file to the TPCH administrative coordinator for these minutes.

- c.) Co-chairs will present an annual timeline for review at the February meeting.

5. New Business/Announcements.

- o **Homeless Veterans Programs.** Steve Nelson noted that total funding for homeless veterans programs for this year is \$1.8 billion. A bill has passed the House of Representative to allot \$3.2 billion for Veterans Administration (VA) homeless assistance next year. Grant, per diem and supported housing, plus move-in expenses would be covered under the new legislation, which may also address VA participation in local HMIS systems.

- o **AHAR.** Linda Kot reported. It appears that TPCH may not qualify after all for participation in the Annual Homeless Assessment Report (AHAR) currently being compiled because of a late clarification received after TPCH data was submitted. That clarification said that data is required beginning October 1, 2008, Many TPCH participants input their data beginning on July 1, 2009. Primavera is currently trying to catch up data from three programs to make TPCH eligible in Transitional Housing. Only universal data elements are required.

- o **HMIS.** The HMIS is now into its second year, and it is time to get extract data to use. The HMIS Committee will have a short-term ad hoc workgroup about which standardized reports administrators Symmetric Solutions should run regularly; how often; to whom the reports will be submitted; and how they will be used. The HMIS Committee envisions that the workgroup will meet twice, and then make their recommendations. The workgroup also wants to discuss procedure to use to requests extra reports at need. The HMIS Committee asks that there be at least one representative each from the CoS and PTEH Committees. The first workgroup meeting is not yet set up. Jennifer volunteered to represent the CoS Committee. Steve asked whether non-TPCH members would be able to request information from the HMIS system. Consensus was that this is a good question for the workgroup, which hopes to strike a balance between use and abuse of the system, and to structure the new reports so that the information is as broadly useful as possible to decrease requests for special reports.

6. Next Meeting. Wednesday, January 20, 2010, 1:00-2:30 p.m. at Jackson Employment Center, 400 E. 26th Street.

Submitted by Settle Madden

Attendance

Name	Organization	Email
Joyce Alcantar	City of Tucson	joyce.alcantar@tucsonaz.gov
Jennifer Andersen	New Beginnings for Women & Children	jandersen@nbwctucson.org
Lori Block	ICH	lori.block@ichtucson.org
Leslie Carlson	Implementation Coordinator PTEH	lcarlson@cox.net
Pat Carnes	Compass	pcarness@compassbhc.org
Jan Daley	LeCroy & Milligan Associates	
Linda Kot	Primavera Foundation	lkot@primavera.org
Steven Nelson	Jackson Employment Center	steve.nelson@pima.gov
Val Quadros	La Frontera Center	vquadros@lafrontera.org
Susanna Rodriguez	City of Tucson	susanna.rodriguez@tucsonaz.gov
Steven Wind	LeCroy & Milligan Associates	steven@lecroymilligan.com

[From LeCroy & Milligan Associates]

We are happy to have concluded a successful HUD submission with TPCH. The following suggestions are offered to improve the HUD submission process and product in 2010.

Exhibit 1
<ul style="list-style-type: none"> Well before the release of the 2010 NOFA, the CoS should review the 2009 Exhibit 1 requirements to identify areas in which TPCH is lacking and needs to initiate new activities to garner more points.
<ul style="list-style-type: none"> TPCH should require the Discharge Planning Committee to maintain up-to-date copies of state regulations concerning mental health, health care, foster care, and corrections discharge as they relate to preventing homelessness.
<ul style="list-style-type: none"> The Discharge Planning Committee should also maintain brief up-to-date descriptions of the continuum’s discharge policies for those four areas that are suitable for use in Exhibit 1.

e-HIC
<ul style="list-style-type: none"> Well before the release of the 2010 NOFA, the CoS should review the 2009 e-HIC and decide which programs should and shouldn’t be included on the 2010 e-HIC.

APRs
<ul style="list-style-type: none"> TPCH should consider the review of APRs to ensure they have been properly filled out. As the data from APRs in aggregate serves as the data by which performance measures are reported on in Exhibit 1, to improve the accuracy of Exhibit 1 requires data checking “upstream.” Some inaccuracies have been observed in APRs this year.
<ul style="list-style-type: none"> As was done this year, the consultant should make a list of APRs that includes their reporting periods. This list should be kept in the APR binder to ensure the proper APRs (i.e., chronologically consecutive) are consistently used.

Point-in-Time Sheltered Count

- TPCCH should work with DES to clarify and amend instructions on the PIT Survey forms to facilitate a more accurate count.
 - In particular, more explicit instructions should be provided for calculating bed and unit capacities to preclude double counting of dual-use (i.e., can be used either for households with children or individual, depending on need) beds/units.
 - Other issues: counting funded vs. unfunded but authorized beds, inclusion of a section for Permanent Housing wait-listed and turned away families and individuals, all other issues that require those who fill out the surveys to write notes explaining their data
- Prior to the 2010 PIT count, the CoS or other designated individuals should review the completed 2009 e-HIC and then communicate with providers that have multiple facilities for which a PIT survey must be done to ensure that data are collected separately for each facility. The aggregation of data into totals for multiple facilities in the past has made it difficult to provide separate bed capacity and PIT count data for each facility, as required for the e-HIC.
- Have Andy Hall come to Tucson to give a detailed instructional presentation for the individuals who will be filling out the PIT surveys.

Point-in-Time Street Count

- The street count coordinators and an individual designated by the CoS who is familiar with Exhibit 1 should review sections 2I and 2J of Exhibit 1 to be sure that the street count spread sheet column headings easily map to data needed for those sections.

Grant Inventory Worksheet

- The CoS should supply budget amounts from the Grant Inventory Worksheet to all grantees prior to their filling out their Exhibit 2s so that they will be able to check their budget computations before submitting.

Exhibit 2 Technical Assistance
<ul style="list-style-type: none"> • The CoS should clarify the technical assistance process. The following is suggested as a technical assistance model:
<ul style="list-style-type: none"> ○ An Exhibit 2 orientation meeting should be held for all grantees within a week of the release of the NOFA, facilitated by the consultant and with at least one TPCH member experienced in completion of Exhibit 2 and designated by the CoS in attendance.
<ul style="list-style-type: none"> ○ During the meeting one of the experienced TPCH members in attendance should demonstrate registering their project, this serving as an example of how to “get started” that year. The HUD Exhibit 2 instruction manual should also be reviewed.
<ul style="list-style-type: none"> ○ The meeting should include a discussion of challenges faced the previous year and how they were overcome. In particular, there should be some discussion/demonstration of proper budget computation.
<ul style="list-style-type: none"> ○ During the period when grantees are filling out their Exhibit 2s, technical assistance questions should be e-mailed to the consultant, who will answer them, if possible. If the consultant does not know the answer to a question, they will share the questions with a group of pre-determined knowledgeable TPCH in an ad hoc “listserve” process. The consultant will forward answers/suggestions from listserv members to all grantees.
<ul style="list-style-type: none"> ○ If neither the consultant or listserv members know the answer to a particular question, the standard practice will be for both a grantee and the consultant to immediately submit the question through the HUD HRE Virtual Helpdesk.
<ul style="list-style-type: none"> ○ All HUD HRE Virtual Helpdesk responses received by grantees should be forwarded to the consultant. The consultant should forward all HUD HRE Virtual Helpdesk responses and all HUD Exhibit 2-related e-mail announcements to all grantees,

Review & Ranking
<ul style="list-style-type: none"> • Tpch maintain an up-to-date list (names and contact information) of potential candidates for the R & R Committee in anticipation of future need.
<ul style="list-style-type: none"> • To help differentiate between proposals, the following suggestions were offered by this year’s R & R committee: <ul style="list-style-type: none"> ○ Need to clarify whether a proposal that applies for the full available funding amount should get more points than one that requests less than the full amount? ○ Need to clarify how to factor into the rating the amount proposal is asking for administration (please talk with Mary Pat Sullivan about this). ○ The Tpch RFP for Bonus Grants should ask for full budget breakdown. ○ The Bonus Grant scoring system should include points for addressing all key points in HUD NOFA (they should be listed in Tpch’s RFP) and all requirements in Tpch’s RFP. ○ There should be more detailed descriptions/explanations, including examples, for the different point levels under each section of scoring. e.g. – This year’s form Outreach Plan section said that “scoring in this category will be based on completion of an outreach plan.” The R & R Committee members thought this one might better say: “based on an outreach plan that effectively addresses X, Y, and Z.” Another example: For the Implementation Timeline section, there should be more specific definitions of “short-range,” “mid-range,” “long-range.” ○ CoS members should be available for phone clarifications during the time of the R & R meeting

Gaps Analysis/e-HIC Unmet Need
<ul style="list-style-type: none"> • Well before the release of the NOFA, the CoS should discuss and ratify a plan for the Gaps Analysis Process that will, among others purposes, generate the data needed for the Unmet Need section of the e-HIC. Strategies included in the March 2005 publication of the Corporation of Supportive Housing (<i>Estimating the Unmet Need – Projecting from Point-in-Time to Annual Estimates of the Number of Homeless People in a Community and Using this Information to Plan for Permanent Supportive Housing</i>) should be considered for improving unmet need calculations.
<ul style="list-style-type: none"> • The Gaps Analysis process should be placed in the model time-line.

Model Timeline

- On the assumption that future NOFAs will have a maximum deadline of 45 days, the CoS should review this year's time-line and create a 45-day template for future submissions, with everything in the correct chronological order. For example: Day 1 – NOFA released; Day 23 – Deadline for submission of Exhibit 2s; Day 41 - Exhibit 1 submitted. Of course, the timeline would be changed based on what days of the week dates fall on and other factor, but having a framework such as this would give a leg-up on guiding the process right from the beginning each year.

Meetings

- The consultant should attend all CoS meetings beginning at the time of the awarding of the consultancy contract. The consultant should attend a General Council meeting at the time of the awarding of the consultancy contract, and then on an as-needed basis.

Timeline for New Activities

- All recommendations accepted by the CoS should be put into an activity timeline and reviewed periodically for progress.