

# CONTINUUM OF CARE (CoC) BOARD

MARCH 15, 2023 | 3:00-5:00PM

VIRTUAL MEETING

**Board Members Present:** A. Carlisle, J. Hieftje, T. Lee, R. Kraut, J. Hall, J. Mogensen, N. Adelman, P. Cornell-Allen, R. Smith, D. Kelly, K. Montgomery, V. Brandon, R. Weathers, J. Little, K. Wyatt, M. Boydston, A. LaBarre, R. Adorjan, Z. Fosler

**Not present or by Proxy:** A. Patino, J. Epps, K. Hoener, J. Monahan, G. Parra, J. Rosen, J. Forsberg

**Non Board Participants:** Brian Goodwill, Renee Echols, Karen Field, Eric Krogsrud, Shonagh Taruza, Sheryl Stumbaugh, Christie Blais, Julia Glover, Devin Dailey, Penny Warmanen, Veroncia Daffin, Lucas Larson, Mary Granum, Heather Seyfarth

**OCED Participants:** K. Kunes, A. Kraemer, E. Tenniswood

TIME	AGENDA ITEM
3:00pm	1. Call to Order  R. Smith called the meeting to order.
3:03pm	2. Welcome/Introductions  Those new to the meeting introduced themselves.
3:05pm	3. Public Comment  None.
3:10pm	4. Approval of Agenda <b>(ACTION)</b>  Z. Fosler moved to approve the agenda. B. Goodwill seconded. There was no further discussion and the motion carried without opposition.
3:12pm	5. Approval of Minutes <b>(ACTION)</b>  K. Field moved to approve the minutes. J. Hall seconded. There were no calls for corrections or changes. The motion carried.
3:15pm	6. New Winter Shelter Planning Taskforce <b>(ACTION)</b>  J. Hall moved and R. Weathers seconded to discuss the Action Item.

M. Boydston said I will kick us off. Both the Shelter Association and OCED sheltered families this winter and we saw an influx. I know Dan wanted to speak to the individual side of things.

R. Smith said let's wait for him.

A. Carlisle said Dan has a conflict today.

R. Smith said just go for it Morghan.

M. Boydston said I wanted to share what we are seeing on the family side. Sharing my slides, here is some data. We have a total of 620 people experiencing homelessness right now, a 50% increase since 1/2022. It takes an average of 178 days to housing. Family homelessness takes up a considerable portion. There is a significant increase in family homelessness right now and an increased amount of time to house families. We used to expect 90 days, but we are up to 178 days. There are more folks experiencing crisis, but it is taking fewer resources to address their crisis. We see families are overwhelmingly Black single mothers. We provided resources to Latino families through Buenos Vecinos. The county made a hotel program- Emergency Family Hotel Program. Stipends or hoteling until April 1<sup>st</sup> was provided. April 1<sup>st</sup> will be the end of the program, but we will continue to take people into hotels until 3/20. For next winter season, we need to discuss.

A. Carlisle said in 2013/14 we experienced the polar vortex year. There was a task force that formed for the 2014/15/16 winters. We did not have the second off-site warming center at the time. The warming center was created in 2014. There was a push for a daytime warming center, and that exists now. There was also dedicated funding to hotel folks at the time. So, these things occurred due to that task force. On page 20, there is the draft report. I wanted to share that we have had a group previously. We could do it differently to plan responses over the summer for the winter. We are proposing a task force that would make community recommendations for going forward with winter shelter. This one would be more encompassing of all households experiencing it. The Action Item is on page 11 to create a New Winter Planning Task Force to recommend and identify funding.

R. Smith said all in favor?

None were opposed. No abstentions.

J. Hall said I 100% support this but do we decide today who is volunteering for it? What do we need to get this moving?

M. Boydston said we do need volunteers and support for someone to chair this due to capacity being low.

R. Smith asked how should folks tell you they are interested in being apart of the task force?

M. Boydston said to let her know.

J. Hall asked can someone please volunteer to lead this? I am hoping someone on the family side of things.

R. Weathers said she would be happy to co-chair with someone.

R. Smith thanked them for being team players.

J. Hall said she could try to find staff to co-chair with Rhonda.

R. Smith said that is appreciated.

3:40pm

7. MSHDA Shelter Diversion Pilot: Letter of Support **(ACTION)**

J. Hieftje moved the item and R. Weather seconded.

K. Kunes said MSHDA launched a pilot allocating \$3 million for diversion. They are asking for applications. OCED facilitated a community meeting to share what we know about the program and see if the community wants to pursue this funding opportunity. MSDHA will only fund 10 programs, so it is competitive. The application is due 4/21. MSHDA requires a letter of support from the CoC. A second community meeting is 3/24 to talk about it more. Email me to invite you, if you do not have it. A draft of the support letter is on page 51 in the packet. Any questions?

J. Hall asked what is the deciding factor on applying?

K. Kunes said when we pursue funding, there is a process. They go through the Funding Review Team and the Board. The deadline is very quick. We hope the March 24<sup>th</sup> meeting will help identify which entities are interested in receiving the funds. It is not a guarantee that this will be applied for, but the meeting should clarify.

T. Lee asked what does diversion mean? Is it doubling up?

K. Kunes said according to MSDHA it is a strategy to help people find safe alternatives to shelter. It looks different under different funding sources. This can fund transportation, food, or any barrier to maintaining stable housing. It could be allocating funds toward rent. MSHDA wants the funds to be flexible so they can be used on barriers. If pursued, we could receive a total of \$500,000 over the two years.

T. Lee said so this can be used to keep someone in their housing.

K. Kunes said yes, we will need to say who we are prioritizing in our application. But yes, we could cover those precariously housed.

J. Hall said I hope we don't miss out on this opportunity, but I get the capacity issue. We can't apply because it takes so long to get a job created and filled. We would do what we could to support. We know there's a need so we hope someone can step up to apply.

K. Kunes said the funds are for new positions entirely, which means making a job posting and training. They can't be someone already employed here. This is unique in the sense that they want to build capacity but we would need to find people. The start date is aggressive, June 1<sup>st</sup>.

J. Mogensen said when I think of diversion, I think of people with strained social networks. Things just get to be too much, and then things cool down a bit, and people can re-enter those safety nets. Could this support families dealing with blowups/stresses? Can it be used for a cooling off period like for hoteling and counseling to help the families?

K. Kunes said I will share this screenshot of Eligible Expenses. MSHDA requires 40% goes to new staff, 20% goes to flexible financial assistance. We can't directly pay households, but we can do gift cards. 10% must go to rental assistance. Households can get rental assistance and financial assistance. MSHDA has not said what isn't covered. Examples include childcare, transportation, education, food...

J. Mogensen said so we are using the family as unpaid staff in our social safety net system. Families are supporting their broader family systems. It makes sense to do that because there are not enough options for people to have separate spaces. But if the support system doesn't provide it, then they will be homeless. It seems like a way to keep them out of the formal system.

K. Kunes said yes, that is the theory behind it.

J. Mogensen said so long-term we should help those families out. We talked about how the family system is strained right now, 50% up.

D. Kelly said I will share a little. We are up 20% on the individual end for homelessness. As a community, we said we wouldn't turn people away. I think it is admirable and we need to prepare for next winter. We need to be ready for increases in need. Obviously, permanent housing is the real solution but we need strong winter programs. There is existing framework from years ago, so let's bring that forward to improve our system.

R. Smith said we appreciate your comments and advocacy. Let's take the vote. All were in favor. There were no opposition or abstentions.

3:50pm

8. MSHDA NOFA: Housing Navigation Program **(ACTION)**

J. Mogensen moved and R. Kraut seconded.

K. Kunes said NOFA means money is available to apply for. For this, we have guaranteed funds. Typically we lean on the Funding Review Team, but this timing is aggressive as well. MSHDA made it clear they plan to allocate \$150,000 to Washtenaw for staff to increase housing navigation efforts. We need a subrecipient for this. The CoC Board won't meet again until May. We have two parties interested in applying, so the Funding Review Team will have the decision-making power.

P. Cornell-Allen asked if we move forward, the FRT would evaluate how?

K. Kunes said we don't have criteria unique for this since it is new. The application just asks how you would prioritize and work with households.

A. Carlisle said we would try to be in line with what MSHDA has for their NOFA requirements.

K. Kunes said the NOFA is in the Board Packet. What they are looking for is there.

J. Mogensen asked which agencies were interested?

K. Kunes said SOS and Shelter Association. Others are welcome to apply and send it to me.

J. Mogensen asked if one is selected, would that impact the type of folks assisted by the agency? Would one agency be funded with a person and the other agency wouldn't?

K. Kunes said yes, it would potentially impact depending on the proposals submitted. They will have to tell us how households receiving services from other places will get referred to housing navigation. So, that will be made clear.

J. Mogensen said I know there was conflict in the provider network before and I want to be aware of managing that dynamic. I will support this but I want people to be thinking about that.

R. Smith asked for other comments. It is good to see the board talking. We need to take a vote. All in favor. No oppositions or abstentions.

4:00pm

9. Coordinated Entry System Updates:

a. HAWC Call Center

January and February Data – Andrew Kraemer, OCED

A. Kraemer said I will share some of the data from HAWC. January there was just shy of 2,000 calls. This was a jump up. There is a trend of more calls at the end of the month, some of that is us calling people. 84% of calls were answered in five minutes. We see many calling that we cannot provide prevention funding yet, so we divert. Many call in to check on their status. Prevention appointments were being scheduled into June, large part due to staffing up. Family assessments were being scheduled into May. In February, we had 1,925 calls. The power went out so people couldn't call in for a day. We had a longer wait time in February. Prevention appointments were being scheduled into April and Family Assessments were being scheduled into July. We keep open spots for emergencies. We were still lagging in Family Assessments conducted. There is a backlog. We think the 620 number Morghan gave earlier is likely an under-count because many are waiting for assessment. We are getting caught up. Any questions?

R. Kraut said I have heard people get frustrated when told their assessment is in months, so they don't follow up and drop off. Do you have a way of assessing how many are giving up? Giving up on working with HAWC?

A. Kraemer said at times when we call to move up their appointment, we can't reach them. Most folks we at least reach out at least once or twice.

D. Goldbaum said if there is a problem contacting people, we have families in hotels and I get all of their contact changes. I could be a good source for those families for up to date contact information.

J. Mogensen said it would make sense to check in with Peace House and the warming center. I understand the congregations are back in their buildings. People are giving up on HAWC, and there may be ways to figure out what is happening. People have to be somewhere. There was a family sleeping outside of St. Andrews. Those are the kind of things that might help to know if the formal system is strained.

HAWC Organizational Chart – *Kristin Kunes, OCED*

K. Kunes said I'll share my screen. In your board packet on page 72, this document was created so community can look at this and understand the coordinated entry system. This is a draft and has been worked on with a new committee with the entities included here. It gives a snapshot on the roles for OCED, HAWC, SOS, SAWC, and CHP. The next page describes funding and staffing dynamics. You will get the final version. Another more accessible client version is being made, too, for those using our system.

HAWC Call Center Workflow – *Veronica Brandon, OCED*

V. Brandon said appointments are not being scheduled months out. People are being rescheduled to move their appointments up much sooner. Appointments are being caught up with SOS's capacity now. I wanted to clarify that we are not extremely far behind and those in writ are being prioritized. For the workflow, people contact HAWC and get a same-day intake. Voicemails are contacted back in 24 hours from our call log. The category of homelessness is confirmed, and they are guided to appropriate next steps.

B. Goodwill asked what the best thing to share with people is? If we get calls from worried people saying their appointments are months away, what should we do?

V. Brandon said for FSA, those are still scheduled pretty far out but I have been assured they will have more spots soon. I was speaking about prevention appointments. Those should not be an issue again unless we are not fully-staffed. The issue was everyone was training new staff so no one could actually do the appointment. Now everyone has more staff. I don't plan on this happening again.

R. Smith asked for a contact person to send them to to follow up.

V. Brandon said it would depend on what the follow up is. They can email [HAWC@washtenaw.org](mailto:HAWC@washtenaw.org) which is monitored by the whole homelessness team. Email me and I will respond and figure out what's going on. I check on their case in HMIS to find a disconnect in communication. The client can email HAWC and you all can email me.

R. Kraut said can you explain when someone has an eviction notice and court date, but not in 14 days, where do they fall? They need action and are trying to be proactive.

V. Brandon said we accept any court documents. We need them to apply for an SER and apply for an appointment.

R. Kraut said I do not see that in the organizational chart. I think this is where the disconnect is. I see on the chart that if they aren't within 14 days then they are in another category. I think this needs to be clarified.

K. Kunes said that is due to policy requirements. HAWC has to determine if they are in the 14 days due to a HUD requirement, as well as under 30% area median income. For the developing client centered document, that will be clear. I think your question is more policy-oriented.

R. Kraut asked if they are 7 days from eviction, are they prevention?

K. Kunes said yes, if they are 30% AMI.

V. Brandon went through the Frequently Asked Questions for HAWC.

b. HAWC Individual Assessment Workflow and Agency Updates– *Dan Kelly, SAWC*

D. Kelly said we have talked a lot about the audience for the workflows but primarily providers would be reading this. Our goal is something less lengthy for a more public version. We appreciate any feedback. On the assessment end, we break down what happens at Delonis. The next page details services like when winter shelter is available. Folks do not need to talk to HAWC before accessing lifesaving shelter, but we ask



	<p>them to contact them within 48 hours. We re-certify folks' status and notify them if they get pulled for a resource. For the triage list, getting a bed, it lists people based on vulnerability and VI-SPDAT for priority. The decisions are similar to how Community Housing Prioritization works.</p> <p>c. HAWC Family Assessment Workflow and Agency Updates– <i>Rhonda Weathers, SOS</i></p> <p>R. Weathers said I welcome talking about Family Assessments. We now have five staff on board, one is a supervisor and the others are case workers. They have been training and next week they will have a full case load. That is how we are catching up. It will go much more quickly with the two new workers. We will shift a prevention worker over to family assessments, as well. For our workflow, family assessments are scheduled with SOS. Diversion is explored. Appropriate clients are placed on the Community Housing Prioritization list. We plan to go into the hotels to make sure everyone there has had the diversion conversation and are planning on where they are going next after April 1<sup>st</sup>. We are honest that being on the CHP list is great, but there are not enough resources for everybody. For prevention assessments, we explore diversion first. Court liaison is notified if they have a pending eviction case. For Frequently Asked Questions, income requirements for assistance is 30% AMI.</p>
<p>4:40pm</p>	<p>10. HUD HOME ARP: Washtenaw County's Allocation Plan – <i>Andrew Kraemer, OCED</i></p> <p>A. Kraemer said these are plans we are looking for public feedback on. HOME-ARP is part of President Biden's American Rescue Plan with \$5 billion going to HUD. Washtenaw Urban County was allocated \$4,462,230. We have a draft to submit 3/31/23. If HUD finds issue with our plan, we will go back and forth with them to amend it. The need for permanent housing sticks out to us looking at the data. We are proposing 78% of the funds for development of affordable rental housing, 10% for supportive services, 5% non-profit operating, and 7% administration. There are six days left of the public comment period so contact Tara. Any questions?</p>
<p>4:45pm</p>	<p>11. 2023-2027 Five-Year Consolidated Plan &amp; 2023 Annual Action Plan– <i>Andrew Kraemer, OCED</i></p> <p>A. Kraemer said this is another plan we are asking for public feedback on right now. HUD requires citizen participation in development of plans. Public Hearings are occurring in April. Washtenaw Urban County receives CDBG, HOME, and ESG. Starting on page 126 to the end of the board</p>

	packet, it talks a lot about current homelessness, so if you have time, please submit any comments on that section to me. Any additional suggestions on our description on our system is also appreciated.
4:50pm	12. Public Comment  None.
5:00pm	13. Adjournment

**Key Terms:**

- Michigan State Housing Development Authority (MSHDA)
- Notice of Funding Availability (NOFA)
- United States Department of Housing and Urban Development (HUD)
- America Rescue Plan (ARP)

<b>Board Position</b>	<b>Board Member</b>
WHA Director	Amanda Carlisle, Director, Washtenaw Housing Alliance (WHA)
CoC At-Large	Aubrey Patiño, Avalon Housing
Homeless or Housing Program	Dan Kelly, Shelter Association of Washtenaw County (SAWC)
Homeless or Housing Program	Jan Little, Michigan Ability Partners (MAP)
Faith Community	Jim Mogensen, Religious Action for Affordable Housing (RAAH)
Domestic Violence Provider Representative	Kim Montgomery, SafeHouse Center Services Director
WHA Board Member	Rhonda Weathers, SOS Community Services
Police/Sherriff	Sheriff Jerry Clayton, Washtenaw County Sheriff OR Kathy Wyatt
OCED Director	Director OR Morghan Williams Boydston, Human Services Manager
Housing Commissions	Jennifer Hall, Director of Ann Arbor Housing Commission (AAHC)
Workforce Development	Johnny Epps, Michigan Works Southeast
CMH Director	Katie Hoener, Community Mental Health OR Melisa Tasker, Community Mental Health (CMH)
Housing Access for Washtenaw County	Veronica Brandon, HAWC Supervisor
Substance Abuse Coordinating Agency Director	Nicole Adelman, Community Mental Health Partnership of Southeast Michigan (CMHPSM)
Another Township or City Highest Elected Official	Renee Smith, City of Ypsilanti
Public Health Director	Ruth Kraut, Deputy Health Officer
CoC At-Large	Tish Lee, Legal Services of South Central Michigan (LSSCM)
Housing Commissions	Zachary Fosler, Director of Ypsilanti Housing Commission (YHC)
City of Ann Arbor Mayor	John Hieftje, Former Mayor
McKinney Vento Liaison	Kellie Rutledge, Ozone House Director OR Pam Cornell-Allen, Ozone House Associate Director
Currently/Formerly Homeless	Jennifer Monahan, Washtenaw Intermediate School District (WISD)
Michigan Department of Health and Human Services Director	Renee Adorjan, MDHHS Director OR Alice Seipelt, Community Coordinator
Veterans Administration	Gabriel Parra, Health Care for Homeless Veterans Coordinator
Washtenaw County Board Chair	Greg Dill, County Administrator OR Andrew LaBarre, County Commissioner
Private Funder	Jillian Rosen, VP for Community Investment for Ann Arbor Area Community Foundation
Police/Sherriff	Vacant
Police/Sherriff	Deputy Chief Jason Forsberg, Ann Arbor Police Department
WHA Board Member	Vacant
CoC Non-Funded Agency	Vacant
Institute of Higher Education	Vacant