South Bay Coalition to End Homelessness General Meeting Minutes
Wednesday, February 15, 2017
9:30 am – 11:30 am
Redondo Beach Police Department
City Annex, 200 N. PCH, Redondo Beach

Attendees: Guest Speakers (LAHSA): Clementina Verjan, Maggie Potthoff; Others: Mark Silverbush (SBCEH), Miguel Fernandez (Alliance for Housing and Healing), Paul Stansbury (NAMI), Ana Reoyo (DPSS), Shavonda Webber-Christmas (Goodwill SOLAC), Leticia Quinlin (Molina Healthcare), Anahita Saadutald (HFLF), Delia Munoz (Dept of Probation), Nancy Wolf (US Vets), Elaine Ruggiero (BHS), Nancy Gutierrez (Torrance Unified), Serennah Tuff-Erwin (SHARE!), Justin Joe (Providence), Mary Bartel (Project Needs), Terrance Henson (Molina Healthcare), Mary Agnes Erlandson (St. Margaret's Center), David Bradford (Harbor Interfaith Services), Yesenia Meneses (Rainbow Services), Jo Takanabe (CPAF), Lao Moua (PATH), Gerardo Magallanes (1736), Alma Ramos (Alliance for Housing and Healing), Zhena McCullum (DMH), Karen Ceaser (community advocate).

1. **Welcome & Introductions.** SBCEH Co-chair Mark Silverbush opened the meeting at 9:40 a.m. Everyone introduced themselves and their affiliation.

2. **Minutes Review and Approval.** January 2017 Minutes were approved.

3. **Advocacy Committee Report Back.** Paul Stansbury spoke about Measure H on the ballot for the election on March 7th. It's an extremely important initiative that would provide $350 million per year for 10 years for homeless services. It requires 2/3 support for passage. Measure HHH passed last election, and it will provide permanent supportive housing for homeless persons in the city of L.A. Measure H is a county-wide initiative. More info is available on www.voteyesonH.com   Paul encouraged everyone to send out info on the initiative to everyone they know. We're seeing results of our work with the homeless in the South Bay, but we need to increase services. The average cost per person with the ¼ cent sales tax increase is only about $1/mo. There is info on the advocacy meetings on the SBCEH website.

4. **Member Agency Announcements.** There was a question about whether agencies have responses to the recent announcements about deportations of immigrants, and how it affects families? Non-profits such as CHIRLA and ILRC have information on family preparedness and "know your rights".

5. **LAHSA Quarterly Community Engagement.** Clementina Verjan welcomed everyone to the quarterly meeting, and reviewed the agenda.

   i) Regional Homelessness Advisory Committee (RHAC) Update. Maggie Potthoff spoke about the newly formed RHAC, which has 56 members from a variety of organizations. A list was distributed with the entire membership, and Maggie noted that Ryan Macy-Hurley is the SPA 8 Provider Representative. The RHAC purpose is to connect the dots, raise concerns, spread solutions and track progress. The first meeting of the group is today, from 10 am to 12 pm, and the meetings will take place at various locations. They are considered Brown Act meetings, with questions afterwards. The RHAC will have a nominating committee for the LA CoC Board, in compliance with federal regulations. The RHAC will select a broader membership for the LA CoC Board than exists currently, and members will

advise on funding needs. Mark explained that the responsibilities for the LA CoC Board have expanded over time, and a broader representation is needed for governance.

ii) Homeless Management Information System (HMIS) Migration Update. Clementina provided the HMIS Migration Project Plan overview. The new system is BitFocus's "Clarity" program, and project objectives include migrating data from 2012 onward to the new system, implementing a CES workflow, and training all 1,500 current as well as new users. The timeline for the project began in January, and trainings will take place March through May. May 15th is the proposed launch date. A question arose whether trainings could realistically begin as early as March? Members were told to contact plee@lahsa.org with any questions or suggestions on the new system, and Mark Silverbush would like to have feedback as well. The new system should be more user-friendly, and it should be easier to retrieve information from the system. During the transition, HMIS may be shut down for up to a week, or may be down for only a weekend. External supports for the new system include HUD, United Way, City/County partner agencies and more. The communication plan includes monthly reports, e.g., to the coalitions, and on the LAHSA website there is an HMIS migration link to share feedback. The content for monthly reports include progress made, timelines, needs and decisions. The communication plan for project management includes weekly calls with the project team, bi-weekly calls with the collaborative and LAHSA updates. The communication plan for community stakeholders include monthly updates through the LAHSA website, bi-weekly updates to the CES tiger team, and an HMIS user forum. A checklist will be available for agencies to help with the transition.

iii) Updated HUD Policies. Maggie presented new HUD federal policies, and said that LAHSA monitors them and communicates changes to the community. HUD notices can be complex and technical, so LAHSA helps with the interpretation of the info. Agencies should make sure to be on the LAHSA email list to receive notifications. There were four recent HUD notices:

- **Equal Access in Accordance with Gender Identity** became effective in October 2016. The equal access rule addresses gender-based discrimination in HUD programs. Gender identity is how a person self-identifies, and everyone has a right to services in accordance with their gender identity. Individuals cannot be subjected to intrusive questions or asked to provide documentation of their gender. HUD has a webinar available with appropriate responses and protocol for agency staff.

- **The Mobility of Tenant-Based Rental Assistance Across CoC Boundaries** became effective in July 2016. The Mobility Rule allows TBRA participants to choose housing outside of the CoC geographic area, and approval by the receiving CoC is not needed. Participants still must meet statutory and regulatory requirements. LAHSA can help with grievances regarding this policy.

- **The Availability of Crisis Services to Anyone, Regardless of Documentation Status.** HUD, HHS, and DOJ issued a joint letter regarding immigrant access to housing and services in August 2016. The act reminds recipients of federal funds that immigration status prohibits access to certain public benefits, but not all. There is a 3-part test to determine what types of federal assistance aren't subject to restrictions. These services are available to everyone: street outreach, emergency shelter, short-term housing, rapid re-housing, crisis counseling, and intervention programs.

Services that may not be available to all include federally-funded permanent rental subsidies.

- **Clarification on Category 4 of HUD's "Homeless" Definition.** The Definition of Homelessness and Human Trafficking was released in the "concepts" section of the NOFA for FY16 CoC program. The purpose was to clarify that persons fleeing human trafficking may qualify as "homeless" under category 4: any individual or family who is fleeing domestic violence, dating violence, sexual assault, stalking, and **other dangerous or life-threatening conditions that relate to violence.**

- Resources are available on all of these policies on the LAHSA website.

- Questions on these policies included: for the TBRA mobility rule, does that also include moving out of state (the answer is yes), and if the equal access rule applies to all HUD programs (yes).

LAHSA staff also spoke about funding opportunities, including the CES for Families RFP due March 8th. For questions contact fundingopportunities@lahsa.org

iv) 2017 Greater Los Angeles Homeless Count Debrief and Feedback. LAHSA staff provided a debrief of the annual count, and requested feedback, e.g., there have been questions about the registration process this year. They thanked all the cities for their help with sites, volunteers, food, etc. The weekly calls with all the coalitions were helpful. This year there were more volunteers than ever: 7,843 for the street count. 93% of the entire CoC was covered, and the remainder by ERT's and LAHSA staff. 51% of participants responding to the online post-count survey viewed the training video.

Mark reported that for SPA 8 there were 14 deployment sites, and new leadership partners included Providence at Wilmington, Kaiser at Harbor City, Family Promise at Torrance, City of Hermosa and City of Lawndale. He thanked LAHSA staff for their help. There were 575 volunteers for SPA 8, a 25% increase from last year. Nick Rasmussen from Family Promise publicized the count to its 800 volunteer network, which really helped at various sites. First To Serve brought 30 volunteers to Inglewood. 94% of the tracts were counted on January 25th, with the remaining completed within 48 hours.

LAHSA staff reported that 10% of participants responded to the post-count survey, with 82% liking the video, rating the experience 4.4 out of 5, 63% were first timers, and 99% said they would do it again.

For the Youth Count, 963 were surveyed, with 757 "point in time" eligible with this age group (25 and under) and meeting the HUD definition of homelessness. 463 were eligible last year. Tyrone Friend of Hathaway Sycamore took the lead on the youth count in SPA 8. 26 surveys were completed, which was a 160% increase from last year. All of the identified 41 census tracts were counted (730 road miles), most in the northern part of SPA 8. The count helped forge partnerships with youth providers in the SPA. USC students helped out. LAHSA supported our "blitz day" count. Youth were counted in the daytime, and though the count wasn't as complete as the general one, the process is improving. Mark said it's an emerging field. LAHSA is trying to integrate the youth count with the street count over time.

The coalition members present then provided feedback in the following areas:

Technology: The website, training video and survey monkey were good. Areas for growth: confusion about the 2-step process; not being sure which site to pick; volunteers thought they were already registered but hadn't picked site; Karen knew that 23 people signed up at her site, but they weren't on the S.P. list; questions about auto sign-in; Paul proposed routes in advance to minimize backtracking; QR codes weren't utilized; for people not registered text sign-up didn't work well. Follow up emails were good. Most only accessed website for registration, though some accessed the video and materials. Nancy curated the process. Regarding tracking volunteers, one used to be able to see how many volunteers were signed up, but couldn't this year, which was disappointing. Should be notification for volunteers about approximate release date of results. Also new videos for the site showing how the results are used in the county. Are there ways for SPA's to post their videos to personalize the site?

Logistics: Problems included some volunteers didn't realize they had two maps on their clipboards and didn't count the one underneath. Can areas be selected strategically in advance? Training warned about confusion with tracts. Some places set up numbered teams in advance to help with coordination. Could be role-playing at training? Maps for deployment sites would be helpful. Set expectations that it may take time to get people out on teams. Worked well in Carson. Helpful to have bilingual coordinators. Great to have police support.

Collaboration: Area of growth: healthcare providers want to be part of effort, work toward volunteer recruitment at health organizations. Providence was able to recruit lots of volunteers, too many in fact---how to redeploy to other sites? Hosting at a site allows for good volunteer recruitment there. In Orange County, mayor and police thanked volunteers, it would be good to have elected officials at most sites. What would SPA goal for volunteers be, and how close to achieving that goal? e.g., every month have LAHSA inform how areas are doing with recruitment. How can we access volunteer info for advocacy efforts? Plan with coalitions to divide responsibilities in advance. Nancy did the lion's share, responsibilities should be shared more equitably.

Communication: What worked for ease of access to communication? Nancy. Problem: only Nancy--we need a transition plan. Some emails were blocked. Would be better to have a standard email than ones coming from different LAHSA staff that people might not open because don't know them? Nancy had one-on-one trainings for new sites, which was helpful. Media coverage was good. Host organizations use listservs to share out. Good to have social media kit, and add hashtag. Volunteer post-count surveys should be more specific, not as general.

Other issues: we never received car magnets; vests kind of funky, not useful for driving; t-shirts available?; eliminate site coordinator caps. Did the cold night affect the count overall?

The meeting adjourned at 11:50 am.

Respectfully submitted by Mary Agnes Erlandson