

## Interagency Council Meeting Summary

December 07, 2009

IAC Members Present:		IAC Members Absent:
Humberto Alvarez (SKOCH/Solid Ground) Karen Bergsvik (City of Renton) Tom Carr (City Attorneys Office) Mike Heinisch (KYFS) Bill Hobson (DESC) Lynette Hynden (City of Federal Way) Kate Joncas (DSA ) Paul Lambros (PHG) Barbara Langdon (EDVP) Emily Leslie (City of Bellevue) Jackie MacLean (KC DCHS)	Stephen Norman (KCHA) Mark Okazaki (Neighborhood House) David Okimoto (UWKC) Alan Painter (City of Seattle HSD) Adrienne Quinn (Seattle Office Hsg) Michael Ramos (Church Council) Dave Ramsay (City of Kirkland) Faith Richie (Valley Cities) Sue Sherbrooke (YWCA) Nancy Sherman (CAC) Jim Theofelis (Mockingbird) Katherine Van Olst (DAJD)	Dennis Brown (WA State Dept of VA) Michael Brown (Seattle Foundation) Doreen Cato (First Place) Lynn Davison (Common Ground) Charissa Fotinos (Public Health) Bill Hallerman (AHA) Clark Kimerer (Seattle Police Dept.) Marilyn Mason-Plunkett (Hopelink) Marlena Sessions (WDC) Kathleen Southwick (Crisis Clinic) Tom Tierney (SHA)
Community Members Present:		
Andrea Akita (Seattle HSD) Meghan Altimore (Hopelink) Someireh Amirfaiz (ReWA) Bill Block (CEHKC) Tamara Brown (Solid Ground) Lisa Cipollone-Wolters) Lorri Cox (S/KC Public Health) Sinan Demirel (ROOTS) Emily Edmiston (HRG) Amy Fitzgerald (Plymouth Housing Group)	Melinda Giovengo (YouthCare) Kristine Gullin (CEHKC) Laird Heia (CEHKC) Harry Hoffman (HDC) Sally Kinney (ITFH/LCTFH) Bill Kirlin-Hackett (ITFH) Julie McFarland (Friends of Youth) Katy Miller (KC DCHS) Sola Plumacher (Seattle / Safe Harbors) Sarah Sausner (Plymouth Housing Group)	Kathy Roseth (Plymouth Housing Group) Brooke Scharnke (YMCA) Mona Tschurwald (YWCA-LLP) Janice Tufte (ITFH) Rachel Wilch (YWCA-LLP) Karen Williams (HDC) James Wlos (PSKS)

### Welcome, Introductions and Consent Agenda

Sue Sherbrooke, Interagency Council (IAC) co-chair opened the meeting.

Someireh Amirfaiz, Refugee Women's Alliance, noted that her comments were misrepresented in the November 2, 2009 meeting summary. The November 2<sup>nd</sup>, meeting summary states:

*29% of homeless individuals are not English speaking...*

It should read: *20 - 30% of the residents of King County are foreign born or non-English speaking...*

The November 2, 2009 summary was accepted with this change.

Tom Carr and Kathy Van Olst will be taking on new projects and will no longer be available to participate in the IAC. Bill Block spoke for the Council when he thanked them for their excellent work and support of the Ten-Year Plan.

### Feedback from Consumer Advisory Council, Governing Board and Funders Group

Nancy Sherman was not present to provide feedback on the November CAC meeting.

#### Funders Group (FG) November Highlights:

Jackie MacLean reviewed the specific work the Funders Group Funding Expirations Sub-Team is pulling together for the January Funders Group meeting.

- Develop an inventory of:
  1. Fund sources that are time limited and are expiring in the next few years, and
  2. Projects that are funded with expiring sources or will be applying to be renewed in the next few years.

Elements of inventory:

- Bundle projects by category and sub categories.
- Develop a checklist of common demographics for each project e.g. dollar amount, when current funding expires, who holds contract type of money, whether it is a best practice or notable in some way; develop a "key" for describing choices in common demographics.

- Provide some view of performance for each project based on the current contract deliverables (knowing that a common view for all won't be possible).
- Provide this information several years out.
- Complete initial documents by Wednesday, January 6 for circulation prior to Tuesday, January 12 Funders Group meeting.

The request was made to provide the draft forms to the IAC for their review prior to the Funders Group meeting on January 12 to ensure the projects/programs list is complete and to ensure that the IAC and Funders Group are in concurrence. Jackie agreed.

#### Interagency Council (IAC) November Highlights:

Michael Ramos, Church Council of Greater Seattle and David Okimoto, United Way of King County (UWKC) discussed the work being done around recession needs. They are gathering data on Homeless Prevention and Rapid Re-housing (HPRP) projects for families. UWKC will be sending out a survey to providers to compile information on demand vs. availability of shelter beds through turn-away data. The data gathering purpose is to determine if dollars need to be diverted from Permanent Supportive Housing to Shelter beds.

UWKC will report their findings at the February IAC meeting.

#### **McKinney Update**

Andrea Akita, City of Seattle, provided an update on where we are to date with the McKinney application.

#### Highlights:

The 2009 McKinney Application was submitted on Tuesday, November 24, 2009 with a total request for approximately \$21.7 million which includes:

- 64 Supportive Housing Program (SHP) renewal projects (approximately \$14.7 million)
- 2 Shelter Plus Care grants (approximately \$5.4 million)
- 2 Permanent Housing Bonus Projects (just under \$1 million)

\$1.43 billion (essentially the same as announced in 2008) are available nationally for 2009.

The 2009 application included a few new components:

- The Housing and Urban Development (HUD) renewal selection process is to be expedited. Renewal applications only verified basic information and provided certifications. Ranking of renewals was not required.
- HUD encouraged the use of Recovery grant programs as a source of leverage and provides additional points if the Continuum of Care is coordinating with specific HUD-managed American Recovery and Reinvestment Act (ARRA) programs. In addition, our application described how our Continuum of Care is coordinating with the ARRA Homelessness Prevention & Rapid Re-Housing (HPRP) program.
- HUD changed the scoring system in 2008 from 60 points to a 100 point scoring system. Generally, this was positive since it provides a better spread of points for specific criteria. The weight of specific criteria also changed. The scoring areas include strategic planning, data collection, as well as performance. The CoC "Performance Criteria" includes "stability" in Permanent Supported Housing (stays that are 6 months or more); percentage of participants moving from Transitional Housing to Permanent Housing; and percentage of those exiting programs with income from employment. HUD has increased performance measurement goals. Our CoC performance is consistently above the HUD target goals.

#### **HMIS**

Sola Plumacher, City of Seattle, stated that in 2009 the number of programs submitting data to HMIS increased to 85% from 70% in 2008. In addition, this year Safe Harbors will be participating in the Annual Homeless Assessment Report (AHAR) which is worth an additional two bonus points in the McKinney Application. Agencies have done a great job increasing the quantity of data in the system.

*(For those who don't know, AHAR is a report to the U.S. Congress on the extent and nature of homelessness in the U.S. The report is prepared by HUD and provides nationwide estimates of homelessness, including information*

*about the demographic characteristics of homeless persons, service use patterns, and the capacity to house homeless people. The report is based primarily on HMIS data about people who experience homelessness during a 12-month period).*

#### Data Quality:

Data quality has presented a challenge. The primary challenge is based on the transfer of data from Safe Harbors 1 to Safe Harbors II.

- **Safe Harbors I to Safe Harbors II Data Transfer:** Annually, HMIS provides an assessment for the CoC on Universal Data Elements for our annual One Night Count. Universal data elements include basics that all people have, for example: race, ethnicity, gender, etc. Safe Harbors 1 (2008 and before) allowed agencies to enter “don’t know” (meaning the client tells you they don’t know) and “refused” (client knows but won’t inform) to answer any of these questions.

The original HMIS data standards notice did not allow for “don’t know” and “refused” responses. Based on this information, Safe Harbors II was developed without the “refused/don’t know” categories.

In the summer of 2008 HUD released new data standards and DID allow for the “don’t know” and “refused” categories – which created a greater problem. When data from the old system transferred over to the new system, these fields didn’t have a place to land, therefore causing null fields which decreased our data quality in several categories from the year prior.

#### HMIS Discussion:

Q: How does our HMIS system measure up with the national scale?

A: We don’t know yet.

Q: Appreciation was expressed for the monthly Safe Harbors “Data Completeness” report. What is the goal number each agency should be trying to reach in the last column “Percentage of Complete Data Collected?”

A: For contract compliance, the benchmark for the last column should be at or above 80%.

Alan Painter offered and recommended a separate meeting be set up for all individuals who were interested (Funders, IAC members, agency staff who have a deep understanding of the system, other key stakeholders) to allow more time to answer these necessary questions in depth.

**Alan took the lead to pull this meeting together quickly.**

In addition, HMIS will be on the IAC agenda each month to provide information on the system and its successes and challenges; and to receive feedback from IAC members on where improvements can be made.

### **Coordinated Entry via Client Care Coordination for High Need Chronically Homeless Adult Individuals**

Lorri Cox, Project Manager for the program, brought us up to speed on the work currently being done to establish a coordinated entry system for high need chronically homeless adult individuals.

#### Highlights:

The goal of the program is twofold: 1) provide effective pathways for getting high need homeless adults (including those who are frequent users of public systems and those who are highly vulnerable) into appropriate supportive housing; and 2) support the improved health and residential stability of chronically homeless individuals.

To achieve the goal, the team is:

- Creating a continuum of housing options that recognizes provider expertise for serving particular groups, e.g., criminal justice recidivists with mental illness and co-occurring disorders, that matches individuals to the permanent supportive housing placement that is best able to meet their needs;
- Identifying gaps in the ability of current programs to meet client specific needs, e.g., nursing/medical;
- And making recommendations for future funding investments.

### Progress to Date

Inventory of individuals who are high utilizers: An initial high-utilizer list for the LIHI/SMH McDermott Place lease up was developed by querying regional data systems for homeless people and high utilization. Regional data systems include MHCADSD's mental health system for people enrolled in the RSN and who are coded homeless; King County Jail bookings (does not code homeless, but this allows for review of jail use among the homeless identified in the other systems. Municipal jails are not included in the query at this time); Sobering Center; and Psychiatric inpatient and psychiatric emergency services data systems.

The MHCADSD's Privacy Officer continues to pursue discussions surrounding the development of data sharing agreements with Harborview, Safe Harbors, Healthcare for the Homeless Network and the Department of Veteran's Affairs. Particularly important will be the inclusion of Harborview emergency department data to identify homeless people who are making frequent use of the Emergency Department.

A goal of Client Care Coordination (CCC) is to ensure that a balance of high-utilizers and the most vulnerable chronically homeless individuals are housed appropriately; that the right housing and services fits with the individual. The group of vulnerable individuals may be found on the Harborview high-utilizer list and in shelters, but not other traditional system lists.

With appropriate data sharing agreements in place, and/or individual releases of information to Client Care Coordination, the future list will be a master list that combines high-utilizers and vulnerable individuals.

Housing Inventory: A first draft Housing Inventory was developed and distributed to funders and providers. The Funder's Production Report was used to identify all new units coming online in 2009 and 2010. Data categories include funding sources, target population(s), Chronic Homeless (CH) units, and the mechanism by which units for CH are to be filled. AHA, Compass, DESC, PHG, SMH, Transitional Resources and Valley Cities have provided information for all new and some existing units; LIHI and Community House Mental Health have also agreed to submit housing data.

The inventory will be updated as new information becomes available from funders and providers as a result of 2009 NOFA awards.

Coordinated Lease up Process: A draft lease up protocol has been developed and presented to funders for feedback and approval.

The purpose of the proposed protocol is to assure that when funders invest in supportive housing for chronically homeless people that they (the funders) have a voice in and sign off on the specific target population to be housed.

Because multiple capital and service funders are typically involved in a given project, following this simple protocol will help assure that concerns and discrepancies are addressed as early as possible in the process. The intent is to assure that both funders and project sponsors have a shared, agreed-upon plan for the given project's target population and eligibility criteria.

### Discussion:

Q: How are you working with agencies to encourage full participation and information sharing?

A: Through the CCC Council which is a system level group that works together. Members include about 80 agencies and funders.

Q: Does the database include all the outreach efforts plus agency lists?

A: Right now, no, but we are working towards that goal.

Q: Is there an age range?

A: The minimum age is 18.

Comment: A high utilizer is someone who over utilizes the system. We are creating systems that require bad behavior in order to get in. People learn very quickly that they need to become a high utilizer in order to get the benefits they need.

Comment: The Jail, Sobering Center and Emergency Department utilization are of concern to the funders. At the same time, there is an emphasis to house individuals who are vulnerable – those living under the bridge or in shelters – but who may not register in these systems.

Q: Where are you getting individuals from in order to populate your lists?

A: A variety of places: MHCADSD's mental health system for people enrolled in the RSN and who are coded homeless; King County Jail bookings (does not code homeless, but this allows for review of jail use among the homeless identified in the other systems. Municipal jails are not included in the query at this time); Sobering Center; and Psychiatric inpatient and psychiatric emergency services data systems. We are also trying to get outreach lists coordinated. The lists are county-wide and not Seattle-centric. Other sources include REACH, DESC, VA, Jail Health, Lake City Task Force on Homelessness/Mennonite Church, Metropolitan Improvement District, Heroes for the Homeless, Compass Center, William Booth Center, Pike Market Clinic, Angeline's Shelter, Sound Mental Health, and the YWCA.

Q: Are housing vouchers networked in?

A: Veterans Affairs Supportive Housing (VASH) vouchers are. Stephen Norman, KCHA, said some KCHA vouchers could be used and do come with FACT and PACT support teams.

Overall, the purpose of the program is to develop a master database to be able to fit people into the best fit of housing and services.

### Landlord Liaison Project

Mona Tschurwald, Program Director for the Landlord Liaison Project (LLP), YWCA Homelessness Initiatives, educated us on the work progress in the program.

Highlights: The goal of LLP is to increase access to both private market and non-profit owned rental housing for persons moving from homelessness to permanent housing throughout King County who have barriers that have prevented them from securing housing on their own.

The primary strategy of the project is to create incentives for landlords to relax their screening criteria for homeless people with barriers to accessing permanent housing. Barriers may include poor credit, criminal history or past evictions as examples.

Benefits to landlords participating in LLP include: vacant units filled with people who want to succeed in housing and have support through local social services agencies, access to LLP's 24 hour call-in line in case of problems, rapid response to concerns by partnering agencies and the YWCA, access to training, risk reduction funds for damages to a unit and a clear understanding of tenant funds to cover move-in costs, short term rental assistance and eviction prevention.

LLP by the Numbers: LLP currently has 39 partnering agencies/programs. Each agency/program receives an orientation when accepted into the program that covers expectations as a partner, client application process, and financial assistance forms and process.

We have 103 households currently housed which include 196 different individuals. 41 households are currently active with the LLP team in housing search. We have served an equal amount of families and single adults. 71% of households are chronically homeless or have been homeless for a long period of time. 51% of all households have received some type of financial assistance from LLP. 19% of all households are veterans.

We have 67 landlords/property management companies signed on as partners with LLP. This allows us access to 151 properties ranging from large, multi-unit apartment complexes to single family homes.

We have been involved in 52 interventions/mediations (38 different households) with landlords and case managers with housed clients.

We have conducted two social service agency trainings on Fair Housing Laws and two landlord trainings on Fair Housing Laws.

We have developed a tenant training curriculum that was implemented in October with two tenant trainings held in Bellevue and downtown Seattle. These trainings will be held on a regular basis.

Quarterly newsletters have been developed for our three constituencies that LLP serves--Landlords, Social Service Agencies and Tenants. These newsletters serve as training tools and a means to disseminate information.

History and Future of LLP: LLP has been in operation for one year. The first task was developing the many materials needed to implement the program. In January 2009, LLP distributed information to the social service community with an invitation to apply to be a partner agency/program with LLP and held informational meetings. In December 2008, LLP began recruiting landlords throughout King County to partner with LLP.

LLP received the first client referrals in February. The first client households were housed in March 2009.

Because LLP is a new program we have sought feedback from providers and landlords throughout the process. We heard clearly from providers that two years of intensive case management prevented many agencies from participating in LLP. In summer 2009 we reduced the two year case management requirement to one year to allow more agencies to participate.

One of the trends we are clearly seeing with LLP is the increasing number of interventions we have been involved in. LLP staff anticipates that as tenants reach the end of their one year of case management the LLP team will be called upon more and more to intervene in order to prevent loss of housing. The LLP team has been extremely responsive to landlords' calls and is usually the first line of response when a problem arises.

The LLP wants to continue to find ways to serve those who are homeless who currently cannot participate in the program. We know that there are homeless individuals/families that have barriers which prevent them from obtaining permanent housing. Many do not need case management services to be successful in permanent housing. Our hope is to be able to serve those homeless households while ensuring that landlords continue to have support if problems arise.

#### Discussion:

Q: Nancy Sherman, CAC representative to the IAC, asked if LLP was working with King County Housing Authority (KCHA) and Seattle Housing Authority (SHA), section 8 recipients who have barriers.

A: Not yet but could next year. LLP is looking at clients who need less case management and perhaps KCHA/SHA wait lists could be a good place to start. Currently, 60% of LLP clients have long term rental supports. LLP is helping individuals through the Rapid Re-Housing program.

Q: Are there people that landlords won't take?

A: Sometimes individuals are denied housing due to a very recent criminal history or they don't get housed due to their lack of ability to pay rent.

Q: How do you measure success?

A: Sustaining housing for one year.

LLP will continue to be flexible and adjust the program to meet the needs of homeless individuals and families, partner agencies and partner landlords with the caveat that the program wants to expand slowly and therefore effectively in order to support its current program.

### **Outreach and Advocacy**

South County: Lynette Hynden, IAC member and Human Services Manager for the City of Federal Way, briefed the IAC on the work South King County (SKC) providers and planners are doing in the area of advocacy.

- Jason Johnson, South King County Response to Homelessness Coordinator made presentations about homelessness and the efforts to end it to the City Council of Tukwila, SeaTac, Kent, Federal Way, and Renton which increased awareness of homelessness in those communities and gave elected officials information about solutions, both locally and nationally.

- Work groups have been developed to help move the SKC work forward in the areas of increasing the number of day centers and shelter beds; increasing the public and political will; and homeless housing development.
  - Day centers. This work group, focused on increasing the number of day center activities and shelter beds. South Sound Dream Center, Valley Cities and Multi-Service Center collaborated to develop day centers in Federal Way and Auburn, with talks of future development in Kent and Renton. These centers have connected homeless persons to services and housing more efficiently where before outreach to homeless populations in these communities took great effort and time.
  - Increasing the public and political will to end homelessness in South King County (SKC) was started by the Seattle/King County Coalition for the Homeless, Solid Ground, and Multi-service Center, with participation by several cities, agencies, and CEH. This group developed common talking points and materials used to highlight the needs of the homeless. This group also advocates for homeless housing to elected officials.
  - The Homeless housing development in SKC work group is staffed by the Housing Development Consortium (HDC). Many agencies and cities who develop or fund housing projects are participating.
- The South County Response to Homeless was finalized in 2008 and needs to be re-assessed. Work has been achieved and it needs to be noted. Many of the data points used are out of date and could be very useful in the suburban cities funding cycle starting this March. Funding is being sought for this update project.

#### Recent successes:

- A new men's shelter is open in Federal Way (ReachOut)
- The SKC Forum on Homelessness meetings for providers continues.
- Rapid Re-Housing and Shallow Subsidy programs have been developed by the City of Kent and the Multi-service Center
- There has been increased outreach and case management for homeless programs in SKC.
- There is now cold weather sheltering in Kent
- An Affordable Housing fund was created by the City of Renton

#### 2010

- A Homeless Housing tour is being planned for elected officials in South King County for early 2010.
- There is a need for a south county medical van/shelters and transitional housing; the population of lower income and homeless individuals and families is increasing due to the fact that south end rents have been consistently lower than other parts of the county.

East County: On behalf of Emily Leslie, IAC member, Karen Williams, Suburban Cities Outreach Director for the Housing Development Consortium (HDC) and the Eastside Homelessness Advisory Committee (EHAC) Outreach and Advocacy co-chair, discussed the EHAC 2010 Advocacy Work Plan.

The primary focus for the team in 2010 is to:

- Educate the local elected in the eastside cities on the subject of homelessness and housing affordability;
- Work towards preserving municipal funding for homeless and affordable housing,
- Participate in city planning, development, and ordinance activities;
- Reach out to community, service and faith organizations;
- Support local, county, and state advocacy actions.

The team is just getting started and is encouraged by the success of addressing city council meetings regarding the budget process.

State: Bill Block, Project Director for the Committee to End Homelessness discussed the collaboration between CEH, Washington Low Income Housing Alliance (WLIHA), United Way of King County (UWKC) and Washington State Coalition for the Homeless (WSCH) to address our state legislative issues. The greatest current challenge is the state budget which shows a \$2.8 billion deficit. Within the overall state budget of approximately \$35 billion, only

\$7.7 billion can be shifted around. The balance of the funds are mandated. The budget comes out on Wednesday and will be dire. In addition, the county is facing structural budget deficits.

#### Public Comment

- Melinda Giovengo, Executive Director, YouthCare: the Orion Center and youth shelter beds could be cut. She is very pleased with the work Safe Harbors has been doing with her staff. She also suggested that data collection needs to be synchronized with the Funders and the HMIS system.
- Kathy Roseth, Plymouth Housing Group, Chief Operations Officer: “We are losing McKinney money because clients are not giving consent. As we all know, Washington State Law requires informed consent. Our case managers spend time explaining the pros and cons of providing personally identified information to the Safe Harbors system to our clients but still 46% don’t want to put their information in. Plymouth only recently learned that none of the de-identified information (the information for the 46%) can be used in the homeless count or any reports to HUD, and as a result the consortium is likely to continue to lose McKinney funds. Other HMIS systems have adopted hashing or other technological solutions for de-duplication of records that make it possible for records of de-identified participants to be used in the aggregate counts of homeless individuals, and we should be pursuing similar solutions.
- Bill Kirlin-Hackett, Interfaith Task Force on Homelessness (ITFH) stated that ITFH has been on the front end of the eastside and south end advocacy work. “We’ve been at it since the beginning”.
- Tamara Brown, Journey Home/Solid Ground: Domestic Violence (DV) clients aren’t in the HMIS system. If HUD requires the AHAR be pulled from Safe Harbors then at least 20% won’t be included. This will have a tough reporting impact on the HUD requirements. We need to work together better.
- James Wlos: Get clients to volunteer for programs. Give them some training. Help the new mayor and train him up.

The meeting was adjourned at 4pm.

Laird Heia, CEH Staff