



Homeless Services Consortium Board of Directors Meeting Minutes

January 18, 2019 – 11:00am-1:00pm
Wisconsin Partnership for Housing
2045 Atwood Ave Madison, WI 53704

Call to Order and Welcome – 11:03am

Present: Heidi Wegleitner, Takisha Jordan, Maggie Carden, Robin Sereno, Kathy Kamp, Liz Duffie, Conner Wild, Natalie Deibel, Torrie Kopp Mueller, Jani Koester, Kim Sutter

1. **Introductions** – Guest present: Katie Spaeth – ICA, Coordinated Entry System Manager
2. **Approval 12/21/18 Minutes** – Duffie motioned to approve, Jordan seconded, all voted in favor
3. **Election of Board Officers**
 - a. Wegleitner nominated Julian for Board Secretary, Kamp seconded, all voted in favor
 - b. Jordan self-nominated for Board Vice President, Wegleitner seconded, all voted in favor
 - c. Discussion of the challenges and time commitment of Board leadership; Board has existed for six years and has had three presidents thus far; should Board think about providing transition to the President role specifically?
 - d. Sereno self-nominated for Board President, Wild seconded – Sereno spoke about background in family therapy, youth homelessness is priority but does not exist in a vacuum, sees the larger picture, understands Housing First, anticipates continuing to lead the Committee to End Youth Homelessness – Sereno rescinded self-nomination with the understanding that Koester would actively mentor Jordan for future President
 - e. Wild also nominated Jordan for Board President, Sereno seconded – Jordan declined
 - f. Koester self-nominated, Sereno seconded – all voted in favor
4. **Review and Sign Board Agreements** – read and signed by all members present
5. **Update on Coordinated Entry (CE)** – Maggie Carden & Katie Spaeth, ICA
 - a. What is Coordinated Entry (CE)? – ensures all people experiencing housing crisis have equal access and are quickly identified, assessed for, referred, and connected to housing based on their strengths and needs
 - i. Access – emergency shelters, outreach workers, prevention services
 - ii. Assessment – prevention screening, screening for folks sleeping in shelter or in a place not meant for human habitation
 1. Screening tools – all versions of the VI-SPDAT
 - iii. Prioritization – separate prevention prioritization; housing placement list for singles, separate one for families
 - iv. Referral – prevention list, housing placement (permanent supportive housing or rapid rehousing), also referral to other housing resources
 - b. When did Coordinated Entry start? – May 2015
 - i. CAC managed the housing resource line (855 number) up until January 2018; also currently runs the housing resource desk at the Job Center & Beacon
 - ii. ICA started as lead Coordinated Entry agency in May 2018



- iii. Narrowed the number of people completing assessments (VI-SPDATs)
 - iv. Partner agencies are Porchlight, Salvation Army, Tenant Resource Center
- c. Do agencies who accept referrals from the housing list receive any additional funding to manage that placement? – no
- d. What is the Coordinated Entry process?
 - i. Katie is responsible for system outreach
 - ii. Subcontracted agencies are assessment hubs (Madeleine from TRC @ Beacon, Brienne at Salvation Army, Dawnelle at Porchlight, Molly at TRC for prevention)
 - iii. Outreach workers with Operation Welcome Home/Sankofa, Briarpatch, Porchlight, Tellurian are mobile hubs
 - iv. We have CE hours in Middleton and Stoughton once per month for four hours, starting in Sun Prairie next month
 - v. Folks access shelter or come to The Beacon to be assessed and referred to the CE housing list, CE manages housing placement for agencies that take referrals
- e. To what extent is ICA involved in the creation of CE policy?
 - i. All policies are developed by the Core Committee and approved by the Board, but ICA participates in those committees
 - ii. ICA's role is to implement policies and procedures after they are approved
 - iii. Duffie asked whether ICA is responsible for changing who is referred to the list and how (paring down). Carden responded that CoC has decided on that policy.
 - iv. Sereno asked who is responsible for determining who is competent to administer the VI-SPDAT, and ensuring that people are trained. Carden responded that ICA is making efforts to train and ensure competency.
- f. Are all HUD-funded units accepting referrals from the priority list?
 - i. All HUD-funded and EHH/ESG-funded programs are currently accepting from the list, several other agencies/programs elect to take from the list voluntarily
- g. What is going well?
 - i. We are doing better connecting people to the system – we run a report weekly that identifies folks who are accessing shelter but are not yet on the CE list (have accessed shelter for 7 days or more)
 - ii. CE staff is working to improve list accuracy
 - iii. Better relationship a/ VA outreach to ensure Veterans are referred to the list
 - iv. Creation of transfer list request form has reduced erroneous requests
- h. Is the diversion program still happening at Salvation Army?
 - i. Yes, there is one for both single women and families, has been successful so far
 - ii. Koester mentioned that there is still a delay to get connected to TSA diversion
- i. How many people have been assessed since ICA took over CE (May 2018)?
 - i. 292 people – 127 families and 165 singles referred to the list
 - ii. ICA staff and sub-contractors have been working on cleaning up the list
 - iii. 822 singles currently on the list – 240 chronically homeless, 37 Veterans (have made progress since October – total number and subcategories are down)
 - iv. 135 families currently on the list – 21 families chronically homeless, no Veterans
- j. If a family is in shelter but is then doubled up, are they removed from the list?



- i. If they are bouncing back and forth between shelter and being doubled up, they would likely not be removed from the list; if they have been doubled up for a while, they could be removed
 - ii. Koester asked whether there is a way to keep them on the list. Carden said ICA would discuss with family providers how to best determine who should be on the list. Kopp Mueller noted that families can also be returned to the list.
- k. What triggers list clean up?
 - i. The list has been about 800 singles on average for several years – clean-up has been an ongoing process, has not been completed yet
 - ii. Since drive to assess folks happened in 2015, there has not been total clean up
- l. What are the challenges/things CE is working on?
 - i. Transfers had been happening too frequently: in October and November, there were 8 requests for transfers for singles (5 of 8 from Rethke) and 7 requests for families (5 of 7 from Tree Lane), that has slowed down a lot since Kopp Mueller started a housing stabilization case management group to support programs
 - ii. There has been a lack of chronic homeless documentation attached to transfer requests (especially from Heartland)
 - iii. Duffie asked whether there was a trend in transfer request demographics. Carden said the sample size was small, but there were some racial disparities.
 - iv. Stopped having singles placement meetings – 7 single adults have been housed since CE staff has been sending out names
 - v. Wegleitner asked whether openings in the programs were a result of evictions, so those folks went back onto the list. Spaeth will look into it.
 - vi. Wegleitner asked when open units are reported to CE to be filled, whether there is consideration of residents who may be disputing/appealing eviction. Sutter mentioned that at this point the process is so slow that this is not likely an issue, but that it is a point to consider when the system becomes more efficient, to ensure that units are not filled if residents may return.
 - vii. Outreach struggles to manage the top of the list
 - 1. Only 8 people in the top 30 for singles have complete documentation
 - 2. 2/4 training for CE staff and outreach workers – administering VI-SPDAT, making referrals in WISP; those in attendance will be asked to sign a participating staff agreement
- m. On average, how many people move from the list to housing in a year?
 - i. Carden will see if they can find a number from HMIS, but it is very small
- n. Do you think ICA has the resources it needs to assess the folks experiencing homelessness in Dane County, or do you wish you had more capacity?
 - i. ICA feels that now they are fully staffed, we are meeting the need for assessment; still need to do full list clean up
 - ii. Duffie mentioned that if we get the list to a point of being accurate and have fully assessed the need, we can figure out how much housing is necessary
- o. Wegleitner mentioned that she is working on future RFPs for affordable housing to include units (12%) dedicated to the CE priority list



6. Approval of Updates to Community Plan to Prevent and End Homelessness

- a. Oversight committee went through the full document to determine whether changes needed to be made, whether all objectives still made sense, what has been completed
- b. Committee suggests that completed items be moved to an appendix at the back
- c. Sutter asked whether there was anything that sparked discussion/was controversial, Kopp Mueller didn't think so
- d. Many of the changes were as a result of the change in HSC committee structure, Kopp Mueller requested permission to change these as necessary – no objections
- e. Duffie mentioned that there were several areas with target dates of 2018 that did not include a progress update, also noted that there was a section highlighted that was not complete – Kopp Mueller will double check that
- f. Review committee also noted that there was not a lot of mention of elder care
- g. Duffie asked whether different committees mentioned in the plan receive periodic reminders of what has been assigned to them – Kopp Mueller said she would follow up
- h. Sereno asked whether we should put out a press release about what we have completed so far (the appendix), to start putting out positive media – Kopp Mueller will follow up, potentially include Casey Becker from the County
- i. Koester encouraged Board members to read through the plan and figure out what is missing; Wegleitner encouraged folks to join the Education and Advocacy Committee
- j. Jordan asked how items could be added to the plan, suggested that we add an item to explore whether existing case management/diversion programs can expand their target population to include doubled up families who need light touch case management
- k. Next meeting of the Oversight Committee is May 9, 2019
- l. Wegleitner moved to approve the plan revisions with Jordan's amendment, Deibel seconded, all voted in favor

7. Peer Support Presentation – Koester moved to postpone to February, all agreed

8. Topics for Next Meeting

- a. Peer Support Presentation from Jordan
- b. Koester suggested that we invite the Salvation Army to talk about diversion
- c. Kopp Mueller said there would be Written Standards to approve next meeting
- d. Sereno asked whether we should invite mayoral candidates to speak on how they plan to interact w/ the HSC; Wegleitner mentioned there would be a post-primary forum
- e. Sereno suggested we should talk to CDD about Housing First and how we develop a partnership moving forward; Wegleitner suggested a special meeting so it's not rushed; Wild will go to the next Housing Stabilization meeting to get front line perspective

Jordan motioned to close, Wegleitner seconded – **meeting adjourned 1:04pm**