DON'T FORGET TO HIT RECORD

Convention for Recording ICH Committee Meetings:

- ❖ Recording for purposes of complying with the open meeting act requirements
- ❖ Available for anyone who requests a copy at ich.info@dc.gov.

Meeting Agenda

I. **Welcome & Agenda Review (5 mins)**
   a) Intros & Call for Announcements
   b) Adopting Prior Meeting Notes & Managing the Listserv

II. **System Check-In (20 mins)**
   a) Community Concerns (5 mins)
   b) DHS Updates (5 mins)
   c) ICH Updates (5 mins)
   d) TCP Updates (5 mins)

III. **Discussion Items (60 mins)**
   a) HMIS Update: Privacy Notice and Release of Information (30 mins)
   b) Full Council Debrief and Follow Up, including CA & ED Reflections (30 mins)

IV. **Announcements & Reminders (as needed)**

V. **Summary & Adjournment (5 mins)**
   a) Next Meeting: 08/08 from 1:30 – 3 pm

Intro & Call for Announcements

❖ **Intros:**
  - ➤ Chat intros for attendees: name, pronouns, org, title/role
  - ➤ Quick round of hellos from Co-Chairs and ICH staff with formal roles leading or supporting meeting

❖ **Call for Partner Announcements/Reminders:**
  - ➤ Please "chat" any significant partner announcements, especially those changes/updates that impact the system
  - ➤ We will make time on the agenda, as appropriate, or include in the notes

Adopting Notes & Managing the Listserv

❖ **Adopting Prior Meeting Notes:**

➢ Automatically adopted unless meeting attendees flag issues

➢ Generally, ICH team sends out meeting notes within a week

➢ Please review as soon as possible and flag any errors/issues

➢ If we don't hear back within a week, assuming good to adopt

❖ **Managing the Listserv:**

➢ Meeting materials are only distributed to listserv members

➢ If you are **<u>not</u>** on the listserv, you will **<u>not</u>** receive materials

➢ To join the listserv, email <u>ich.info@dc.gov</u>

Feedback on Agenda & Housekeeping

Q&A:

❖ **Q: …**

❖ **A: …**

❖ **Q: …**

❖ **A: …**

❖ **Q: …**

❖ **A: …**

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Community Concerns

- ❖ **Encampment Protocol –** need for consistent meaningful conversation around broader strategy.
  - ➢ Trends related to encampment closures, including impact on ability to advance in housing process. Do we have data on this?
  - ➢ What is the role of NCS relative to serving encampment residents?
  - ➢ Front Door Services WG will be the main space for this.

- ❖ **FDBK from Umi:**
  - ➢ Outreach: Request for Pathways outreach to visit Farragut this week.
  - ➢ Encampments: Aware of recent articles.
    - ✓ Individual named in the article, has been matched to a voucher since last year.
    - ✓ Very frustrated about communication, trying to be patient.
    - ✓ Concern about removal of restrooms at encampments.

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DHS Updates

❖ **Peer Case Management Institute**

➢ DHS working with TCP to design.

➢ Classroom and practicum experience for individuals with lived experience.

➢ Coordinating with:

✓ Howard U on classroom curriculum

✓ YAB and CEWG members to codesign

✓ ICH forums to share updates as available

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ICH Updates

- ❖ Annual Update Reflections

- ❖ ICH Staffing

- ❖ Nominations & Full Council Membership

Annual Update Reflections

KPI deep dives show significant disparities in

❖ the number of resources and exits to permanent housing for individuals when compared to families

❖ the Youth System

➢ Potential silos from broader system and performance concerns across TH and ETH programs

✓ Illustrated by the 1.9% of exits to permanent destinations relative to # of resources

➢ Impact of the matching rate and success

✓ Over 40% of matches made in January to March did not move forward

Subsystem	Exits to Permanent Destinations (FY22)	Total Experiencing Homelessness (FY22)	Percent
Families	834	1,046	79.7%
Single Adult	1,281	7,834	16.4%
Veterans (Single)	272	606	44.9%
Youth (Single)	18	931	1.9%

Annual Update Reflections

❖ Planning to address in upcoming Youth forums:

  ➢ 07/18 Youth Policy WG

  ➢ 07/27 Youth CMTE

*ICH will consolidate forums for youth planning beginning in August, leveraging existing Youth Policy WG timeslot.

ICH Staffing

❖ Jorge's last day with the ICH is 07/14 as he will be leaving to delve back into clinical and non-profit work.

Staffing:

❖ Eileen will be the Special Advisor for all Subpopulations (Family, Singles, Veterans, and Youth)
  ➢ Goal: Consistency in approach across all subsystems

❖ New Special Advisor role for System Level Care Coordination,
  ➢ Goal: point person for all the services and supports needed for homeless services, including behavioral and physical healthcare, developmental, and employment

Nominations & Full Council Membership

Purpose: Initiate 2024 Members Nomination Slate despite MOTA delays in appointing 2023 Members

- ❖ **Goals**:
    - ➢ Define the roles/responsibilities for Members, Co-chairs, etc.
    - ➢ Given the shifting environment:
        - ✓ System and ICH Capacity
        - ✓ Launching a Health Care CMTE, etc.
    - ➢ Establish Voting Slates across all WGs
- ❖ **Next Steps:** ICH needs support & will convene an Executive Advisory Group:
    - ➢ To include:
        - ✓ Members who served 2020 – 2023 and still active in homeless services
        - ✓ Co-Chairs of all ICH CMTEs and WGs
    - ➢ Logistics: Webex link to be distributed after today's meeting!

ICH Updates

Q&A:

- **Q: Does the 1.9% include youth only housed through youth specific programs or young people connected through other single/family resources?**
  - **A:** Youth HoH families generally mirror families at large. Disparity is in unaccompanied single adults and single young adults.

- **FDBK: "Would also like to see the year-over-year re: how many single adults we've housed each year vs. the percentage? The percentage is important, but without context we have no idea whether we're trending up or down."**

- **FDBK: "Youth feed into our system and traditionally we have a system for them."**

- **Q: How is youth family defined?**
  - **A:** Youth Headed Family defined as HoH age 18-24 years old.

- **Q: How are ICH tracking justice involved individuals housing concerns.**

- **Q: If medical vulnerability is part of how we prioritize for permanent housing, then young adults will likely not be prioritized.**

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2023 HUD CoC Program Notice of Funding Opportunity (NOFO)

DISTRICT OF COLUMBIA CONTINUUM OF CARE

Timeline

1. **Registration**: FY 2023 CoC Program Registration for Collaborative Applicants closed March 2, 2023, at 5:00 PM EST. **In its role of Collaborative Applicant, TCP completed the registration ahead of the deadline.**

2. **NOFO Release Date**: July 5, 2023

3. **Project Application Due Date***: August 21, 2023

4. **Bonus Project Application Due Date**: August 14, 2023

5. **Consolidated Application Due Date****: September 28, 2023

*Project Application Due Date is the project applications are due to TCP.

**Consolidated Application Due Date is the date the complete application package is due to HUD.

Bonus Opportunities

Domestic Violence Bonus. The Consolidated Appropriations Act provides "not less than $52 million" for new projects HUD determines to be critical in order to assist survivors of domestic violence, dating violence, sexual assault, or stalking, who are experiencing homelessness. The DV Bonus provides new funding to create Rapid Rehousing and Joint Transitional Rapid Rehousing programs for survivors.

CoC Bonus. The CoC Bonus provides new funding to create new Permanent Supportive Housing, Rapid Rehousing and Joint Transitional Rapid Rehousing programs for eligible households experiencing homelessness.

Next Steps

- TCP will begin scheduling provider informational sessions and project application training sessions. Additional information and materials will be shared at these sessions.

- TCP will create project application templates for its subgrantees and Bonus Project applicants to complete. TCP will input these applications into esnaps for inclusion in the Consolidated Application package.

- Direct Grantees should ensure they have access to esnaps and be in touch with their representatives at the HUD Field Office if they have any issues.

- TCP and ICH will assemble the CoC Ranking and Selection Committee to conduct the project ranking and select the bonus applications that are put forward to HUD for funding consideration. Nonconflicted community stakeholders interested in serving on the Ranking and Selection Committee can reach out to TCP.

TCP Contact Information

- **Jose Lucio, Chief of Contracting and Procurement**
  - **jlucio@community-partnership.org**

- **Tom Fredericksen, Chief of Policy and Programs**
  - **tfredericksen@community-partnership.org**

Feedback on HUD NOFO

Q&A:

❖ **Q: Are individuals able to apply to NOFO?**
  ➢ **A from TCP:** Funding through the NOFO is for programs and projects. Project applicants must meet organizational other HUD eligibility criteria.
  ➢ **FDBK from ICH**: HUD CoC NOFO is largely focused on permanent housing programs.

❖ **Q: Talked about leveraging funding opportunities/mainstream resources at Full Council. What is opportunity for group homes and SROs?**
  ➢ **A from TCP**: We can and do fund shared permanent housing with the HUD CoC Program dollars. In most cases these are shared apartment units where two clients, each have their own bedroom and share the common areas of the apartment. We would welcome applications to create other such programing. One flag on shared units - all units funded by the HUD CoC Program (whether or not they are shared) must pass a housing inspection. If there is an appetite to discuss this more in depth, we can have a conversation that includes TCP's Chief of Housing, Clarence Stewart.

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Updating HMIS Privacy Notice and Release of Information

ICH, TCP, DHS

Increased HMIS Visibility

- ICH Executive and Strategic Planning bodies were tasked with working to increase visibility in HMIS due to consistent feedback from ICH workgroups and committees

- We know this increased visibility is crucial to an improved client experience, and quicker connection to appropriate services.

Why are we doing this?

- As stated on the previous slide, this was a mandate from the ICH Committees

- In addition to ICH feedback, TCP held additional listening sessions in which we consistently heard the consumer experience needed to be improved through increased HMIS visibility
  - The current visibility structure makes it difficult to coordinate across providers
  - Providers do not know what other providers a client is working with and may provide duplicative, redundant, or contradicting services being provided

Other Benefits

- In addition to improving the consumer experience as they move through the system, additional benefits of updating the ROI and Privacy Notice include:
  - Language was updated to be more precise and descriptive, when possible
  - Aligned both ROIs in HMIS so clients only have to sign one

Shared Information

- Currently, HMIS Users can look in the system to see if a consumer has a record and, if so, can build out an existing one instead of creating a new record

- The information that is currently visible across the system is just enough to ensure that the provider has selected the right client record

- What will be shared moving forward – provided the consumer has a signed ROI – is more information about disabling and health conditions, time with previous providers, and housing outcomes if any.

What's Currently Shared & What Isn't

UNIVERSAL IDENTIFIERS (ONE ANSWER PER CLIENT RECORD)

- Name
- Name Data Quality
- Social Security Number
- Social Security Number Data Quality
- Date of Birth
- Date of Birth Data Quality
- Race
- Ethnicity
- Gender
- Veteran Status

UNIVERSAL PROJECT STAY ELEMENTS (ONE OR MORE VALUES PER PROJECT STAY)

- Disabling Condition
- DV Status
- Case Plans/Case Notes
- Project Start Date
- Project Exit Date
- Destination
- Relationship to Head of Household
- Client Location
- Housing Move in Date (for RRH and Permanent Housing projects)
- Prior Living Situation
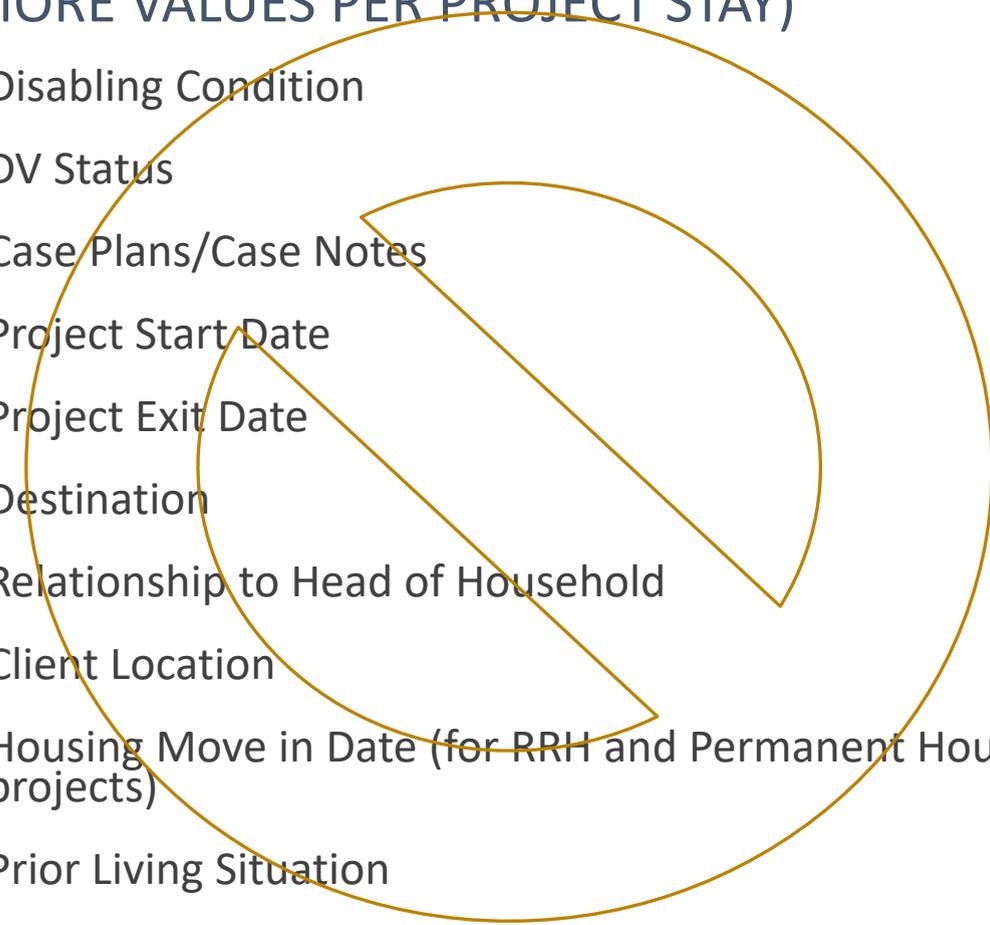
What Will Be Shared

UNIVERSAL IDENTIFIERS (ONE ANSWER PER CLIENT RECORD)

- Name
- Name Data Quality
- Social Security Number
- Social Security Number Data Quality
- Date of Birth
- Date of Birth Data Quality
- Race
- Ethnicity
- Gender
- Veteran Status

UNIVERSAL PROJECT STAY ELEMENTS (ONE OR MORE VALUES PER PROJECT STAY)

- Disabling Condition (Yes/No question only)
- Project Start Date
- Project Exit Date
- Destination
- Relationship to Head of Household
- Client Location
- Housing Move in Date (for RRH and Permanent Housing projects)
- Prior Living Situation
- Housing Plan and other Assessments and Sub-Assessments

What Will (Still) Not Be Shared

- Disabling Condition (specifics about condition/diagnosis)
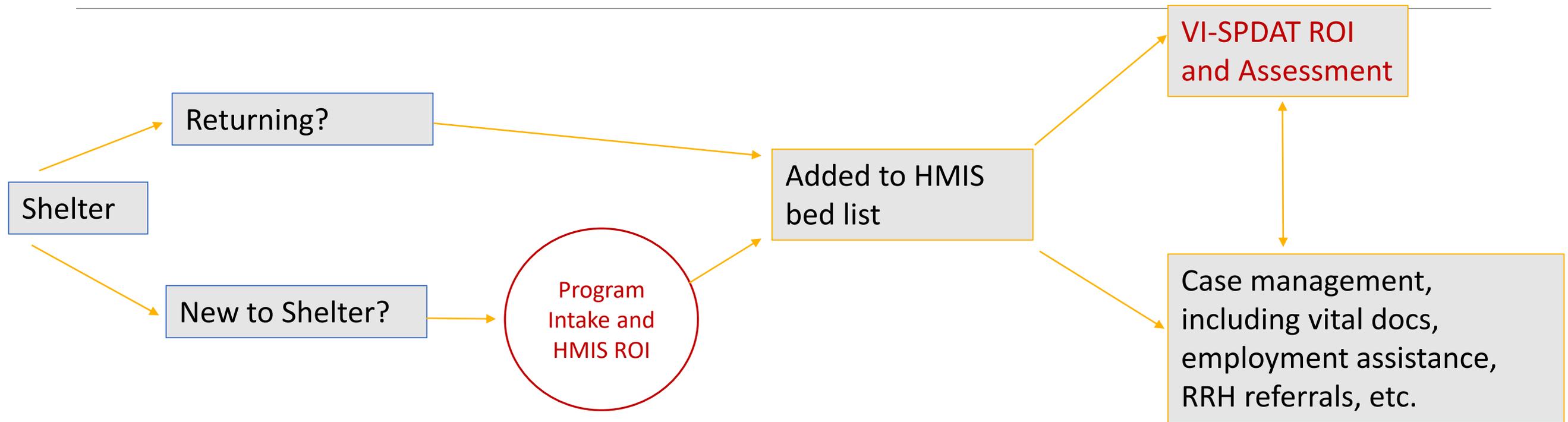
- DV Status

- Case Plans/Case Notes

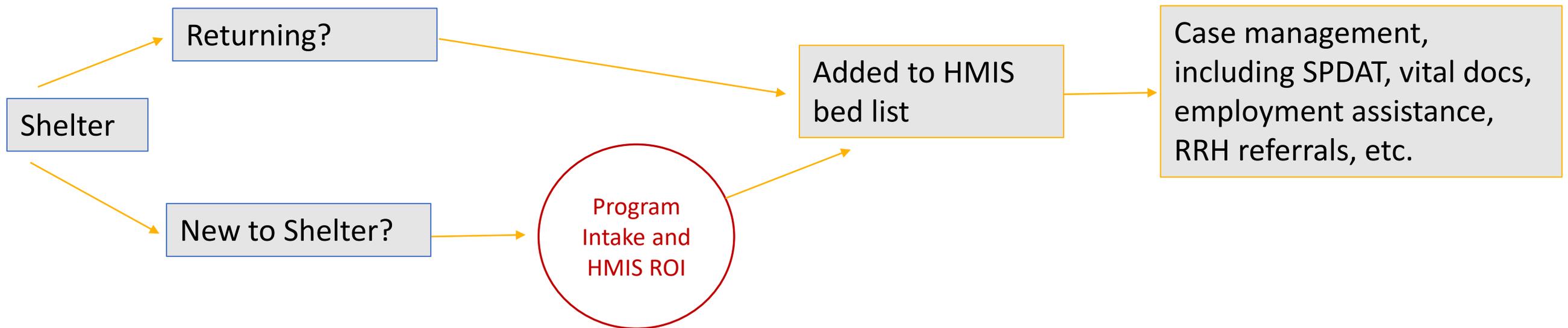*Unable to share these items due to privacy laws governing how HMIS works

Shared Information

- The ROI will also enable providers to see other information associated with the client record but not all notes may be shared due to privacy protections.

- Even though sharing will enable providers to see information entered previously by other providers, they will still need to verify/ask questions of consumers presenting for services so that they can ensure that they're documenting the information that is true for the consumer at the time they are entering a new program or engaging with a new provider.

Visual Process Map/Process - Current

Visual Process Map/Process - New

Shelter

Returning?

New to Shelter?

Program Intake and HMIS ROI

Added to HMIS bed list

Case management, including SPDAT, vital docs, employment assistance, RRH referrals, etc.

Timeline/Next Steps

Item	Timeline
Full Council Vote	September 12th, 2023
User Groups	September 2023
Office Hours	September 2023
Updates to Training Documents	September 2023
Implementation: ROI & HUD Data Standards	October 1st

Feedback on HMIS Privacy Notice & ROI

Q&A:

- ❖ **Q: Are clients able to opt out of any of the items on the form?**
  - ➢ **A:** Clients have the option to not sign the ROI, but can not opt out of individual pieces of the HMIS record.
- ❖ **Q: Are the ROI's time limited and has there been some consideration for the potential impact when a DV/SA survivor discloses DV status midway through the process?**
  - ➢ **A:** Survivor information should not be inputted into HMIS, so should not be a factor with proposed changes under this HMIS ROI. Providers using comparable database for survivors should implement separate ROI.
  - ➢ **A:** For individuals who identify or disclose survivor status after being served in homeless services system - DV status will never be shared within HMIS.
- ❖ **Q: How do I change my mind or undo ROI?**
  - ➢ **A:** Individuals can revoke permission. Client record can be closed back down and only visible to the agency they have directly interacted with.
  - ➢ **Next Step:** Flag for SOPs and share draft Privacy Notice and ROI.
- ❖ **Q: Are there any other WGs or CMTEs that will discuss this before Sept Full Council?**
  - ➢ **A:** Will think through timeline of meetings and practical applications in ICH forums in August!

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Full Council Debrief & Follow Up

❖ CA & ED Reflections

❖ Meeting Materials

❖ Updates on Key Topics Covered

❖ Discussion

❖ Next Steps

CA & ED Reflections

❖ Firstly: so wonderful to see everyone in person!

❖ CA Reflections from Pre-Meeting and Public Comments:
  ➢ Call for **accountability**,
  ➢ Pathways to **self-sufficiency**, and
  ➢ appreciation for overall orientation to **solutions**!

Meeting Materials

- ❖ By CoB today, ICH will distribute:
  - ➢ 06/27 Full Council Meeting NTS and PPT
    - ✓ Standard meeting materials
  - ➢ July At-A-Glance
    - ✓ Meeting logistics and proposed agenda topics for July ICH meetings
  - ➢ May and June Meeting Digest
    - ✓ High-level readout of meeting topics, notes and next steps

Updates on Key Concerns

Concern	NTS from Pre-Meeting & Full Council	Forum for Tracking
Non-Congregate Shelter (NCS)	• **Post-Mtg Update: Purchase of Aston Approved by Council** • Emphasis on safety, privacy, and integrated health care • Community mobilization to support purchase of the Aston for client readiness Fall 2023 • Tracking implementation and performance as framework for future opportunities	• 07/13 Shelter Conditions WG • 07/26 ERSO CMTE • 08/01 Front Door Services WG • 08/03 Single Adult System WG
HMIS and Data Sharing	• Improvements needed to support care coordination - i.e., visibility and workflow updates • Leveraging existing and developing new data sharing agreements, including: DCHA, CFSA, DBH, DHCF	• Today, 07/13 Executive CMTE! • 09/12 Full Council
Leveraging mainstream resources, DCHA	• Discussion and emphasis on agency accountability, collaboration between DCHA and DHS; • Creation of a resource pipeline to ensure there is a pathway to graduating case management.	• 07/17 Housing Solutions CMTE *Announcements integrated in other mtg materials

Reminders to:

❖ Leverage monthly At-A-Glance HNDT for schedule of meetings and topics,

❖ Email ich.info@dc.gov with questions or to join meeting listservs.

Discussion Prompts

❖ **Planning**

  ➢ Communication

  ➢ Agenda Items

❖ **Logistics**

  ➢ Meeting Space

  ➢ Meeting Time(s), including break between meetings

❖ **Pre-Meeting**

  ➢ Feedback stations

  ➢ Public Comment Raffle

Next Steps

Full Council will resume quarterly cadence.

- ❖ **Next Meeting**: September 12, 2023
  - ➢ **Location:** TBD, community space
  - ➢ **Time**: TBD, likely same as June
    - ✓ Pre-meeting from 1-2:30 pm
    - ✓ Full Council from 3-4:30 pm
  - ➢ **Proposed Agenda**:
    - ✓ HMIS Privacy Notice, ROI, and SOPs
    - ✓ 2023 HUD CoC NOFO
    - ✓ FY24 Winter Plan
    - ✓ ICH Annual Update

Feedback on Full Council Debrief

Q&A:

❖ **FDBK from Umi:** Sent email to CM Pinto's office given frustration about the initial disapproval. Tired about negative community sentiment on homelessness. Every ward needs to be responsible. Understand compromise that needed to be made.

➢ **Clarification from DHS:** 50 is not the max capacity, it is the initial number of individuals to open the building in order to scale up the new intervention and staffing. Capacity for the building is around 190.

❖ **Q: Heard there will be a lawsuit. Will this delay opening? CM Pinto said 50 will be assessed. Do we have timeline for that assessment?**

➢ **A:** DHS is lead on planning and implementing scale up.

➢ **Next Step:** Kate Coventry (DCFPIR) to share more info on lawsuit as available.

❖ **FDBK: Collocated DV services in NCS program is key including safety planning and support services.**

➢ **A:** DHS to incorporate feedback into planning. Anthony.Newman@dc.gov DHS lead on this.

Feedback on Full Council Debrief

Q&A:

- ❖ **Q: Concern about how decisions are being made re: capacity and programs (scale up, program rules, etc.). Not comfortable with CM Pinto making these decisions. Need to ensure consumer representative is on community advisory group.**
  - ➢ **A from ICH:** Council is the body and has the right to approve the purchase. Everyone in ICH forums has right to express opinion to Council. Have faith that DHS acting in best interest of homeless services.
  - ➢ **A from DHS:** The removal of disapproval was a win and reflective of community action. If not at full occupancy this hypo season, it will be in the future. Will follow up on consumer participation in advisory group.
- ❖ **FDBK: Fear is if we allow this now, will lose ground in future negotiations for this site or future sites and set a bad precedent.**
- ❖ **FDBK: Pat Handy Legacy site is another example of this type of engagement.**

Feedback on Full Council Debrief

- ❖ **FDBK from Christy:**
  - ➢ Breaks/snacks if meetings are back-to-back would be great.
  - ➢ Pre-meeting was great! Just needs to be shorter next time.
  - ➢ Bigger space needed so people aren't standing/in the hall.
  - ➢ It was great to be back!

- ❖ **FDBK from Reggie:** Pre-meeting needed to be one facilitated conversation.

- ❖ **FDBK from Ms. Naomi via chat:** "Reparations Now....."whites" have 850K more wealth than "Blacks". "Black Americans" are not responsible for the fact that white wealth is so unevenly distributed. Economy Racial Wealth Gap is popular. Public Policy is a joke otherwise we wouldnt be having this conversation. The bottom caste is homelessness and black population. Uneven distritribution of wealth has been and remains. Discrimination is paying high rent when on a fixed income. Sheer dis-service to youth & seniors. We need a Societal Intervention."

- ❖ **FDBK from Qaadir:** We are getting things done!

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    a) DCHA: Waitlist, Client Portal, & Rent Reasonableness

    b) DHS: Upcoming Solicitations

    c) DHCF: Medicaid Renewals

V. Summary & Adjournment (5 mins)

DCHA Update: Voucher Wait List

DCHA has ~1,000 new Federal vouchers available!

❖ Last month, DCHA began pulling applicants from the waiting list based on the date and time of their application

❖ If an applicant is selected from the waiting list, they will receive a letter in the mail asking them to complete and return their application.

❖ Therefore, it is important that applicants keep their mailing address updated with DCHA.

Applicants can update their information in several ways:

❖ **Online**: Access DCHA's Applicant Portal:
  ➢ The link to the portal is: https://services.dchousing.org/.
  ➢ From the landing page, click "Applicant Login"
  ➢ If not already registered, please follow the instructions to register.

❖ **By Phone**: Call DCHA's main phone number : 202-535-1000

❖ **Email or In Person**:
  ➢ Access Waitlist Update form on DCHA Website – www.dchousing.org
  ➢ Click on "Customer" tab and select "Documents and Forms" to download our latest forms and fill out your update.
  ➢ Completed forms can be emailed to updatewaitlist@dchousing.org or dropped off at one of our Customer Solutions Centers (625 D St SW or 2000 Alabama Ave SE)

DCHA Update: HCVP Customer Portal

Housing Choice Voucher Program (HCVP) Customer Portal Update

❖ DCHA HCVP is launching a customer portal for participants to be able to access their information online through a customer portal called "Rent Café". Residents will be able to:
  ➤ View contact information
  ➤ Update contact information
  ➤ Review income, assets, tenant/HAP portion and other household information
  ➤ View inspection information

❖ **Access to the Portal**
  ➤ HCVP participants for whom DCHA already has an email address on file will receive email notification inviting them to register for our online portal.
  ➤ Participants that don't have an email address on file with DCHA should expect to receive a letter in the mail with instructions on how to register along with a unique registration code.
  ➤ A Customer Portal Registration Guide is available on DCHA's website and through the QR Code.

❖ Have questions or need support?
  ➤ Call DCHA call center at **535-1000**.

DCHA Update: Rent Reasonableness

- ❖ Effective July 1, 2023
- ❖ DCHA is modifying the process for determining rent reasonableness and utility allowances to conform with HUD guidelines.
- ❖ DCHA has contracted AffordableHousing.com to utilize their software to complete rent reasonableness assessments for the agency.
- ❖ Three stakeholder meetings were held in June
- ❖ To learn more, please:
  - ➢ Review a Frequently Asked Questions document (also available under the Landlord tab on DCHA website: www.dchousing.org)
  - ➢ DCHA Updates at 07/17 Housing Solutions CMTE meeting

Upcoming DHS Solicitations

Updates shared at 06/13 ICH Strategic Planning Committee Meeting

Name	Anticipated Timeline
Youth Transitional Housing	OUT NOW, link HERE, due July 23
Downtown Day Service Center	Closed 07/10
General Transportation Services	Closed 07/06

Additional Solicitations Flagged by the DHS Team post 06/13 Mtg:

- **Homeless Prevention Program (HPP) RFA** (released June 15, due July 7)
- **Emergency Rental Assistance Program (ERAP) RFA** (released June 8, due July 7)
- Solicitations are available for download from the **Office of Partnerships and Grant Services website** under the **District Grants Clearinghouse** (http://opgs.dc.gov/page/opgs-district-grants-clearinghouse).

Medicaid Renewals

- ❖ **Medicaid Renewal Coming Soon!**
    - ➢ Led by DHCF
    - ➢ Beneficiaries must update contact data to re-enroll. Visit districtdirect.dc.gov
    - ➢ Starting on Saturday, April 1, 2023, Medicaid beneficiaries will have to renew their health coverage within the next 14 months -by before June 30, 2024
    - ➢ CoC stakeholders are asked to be advised, help advertise

- ❖ **How You Can Help:**
    - ➢ Visit DHCF Medicaid Renewal Information Webpage
    - ➢ View the DHCF Communications Toolkit to help message
    - ➢ Join biweekly DHCF meetings – Email Medicaid.renewal@dc.gov.
    - ➢ Questions? Email Medicaid.restart@dc.gov.

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V. **Summary & Adjournment (5 mins)**

    a) Next Meeting: 08/08 from 1:30 – 3 pm

    b) Potential Agenda: 1) HUD NOFO Priorities, 2) Annual Update & 3) Nominations