District of Columbia

Interagency Council on Homelessness

Strategic Planning

May 26, 2020

ICH Strategic Planning Committee

Welcome to today's meeting; we will begin shortly. In the meantime, please review the reminders below.

WebEx Meeting Participation Reminders

- Please use only one source of audio – your computer's audio or by calling in with your phone. If you use both, you will get an echo.
- Your line will be muted via WebEx upon entry; please keep it on mute unless you are presenting or called on for a question or comment.
  - ✓ Note that if you are using your phone for audio, there will be two mute functions – WebEx and your phone. Both must be unmuted for participants to hear you. (We will unmute the WebEx line, but you must unmute your phone.)
- Please find the "Participants" list by clicking on the Participants button below. Locate your name in that list. If it appears as a number, right-click and rename it as yourself. Everyone is welcome to participate, but you must identify yourself.

Meeting Agenda

I. Welcome and Opening Remarks
II. Our New Reality (20 minutes)
   - COVID implications
   - Mayor's Budget
III. Strategic Planning Committee Work Plan for FY20-21(30 minutes)
IV. Input on phased reopening of CAHP (30 minutes)
v. Agency and partner updates (10 minutes)
VI. Adjournment

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Strategic Planning Committee Roles & Responsibilities

- Homeward DC Performance Management, including:
  - Review of system-wide performance data
  - Tracking investments toward the plan
  - Updates to system modeling (as needed)
  - Input on annual progress report
- Coordination and oversight of CAHP system implementation, including:
  - Developing dashboards & reviewing CAHP system performance
  - Development of annual prioritization criteria (singles/veterans/families)
  - Monitoring quality control & system efficiency, recommending corrections as needed
- Continued input on family system reforms (via Family Systems and Medicaid Billing Work Groups).
- Continued input on single adult system supportive housing reforms (via Single Adult System and Medicaid Billing Work Groups).
- Input on HUD CoC competition process and recommendations
- Monitoring capacity building needs to help improve network of CoC providers, and serving as forum to coordinate with Partnership to End Homelessness (PTEH) on provider capacity building.

Additional Projects and Priorities for FY20-21

- Support development of COVID supportive housing strategy (i.e., modifications to CAHP system supportive housing services protocols in a pre-vaccine world).
- Identify monthly turnover estimates by voucher funding source based on average annual turnover rate (to help with planning); establish CAHP-system tracker to ensure vouchers/units are coming back to the CAHP system upon turnover.
- Improve PSH and RRH Service Quality and Fidelity
- Convene expert task force to review system operations through lens of racial equity; issue report to Executive Committee on findings and recommendations.
- Convene expert task force to review system operations through lens of trauma; issue report to Executive Committee on findings and recommendations.
- Improve care coordination between healthcare providers and homeless services system.

Strategic Planning Work Plan

Which specific strategies should be prioritized over the next 16 months from the following topics (i.e., topics under the purview of the Strategic Planning Committee)?

- CAHP System Improvements
- Improving PSH and RRH Service Quality and Fidelity
- Provider Capacity Building
- Homelessness & Healthcare Integration
- Family System Reforms

Proposed FY20-21 Work Groups & Special Project Teams

Work Groups (ongoing, multiple projects/priorities, work will last duration of year)

- Family System Work Group
  - Co-Chairs: Courtney Hall (Housing Up) and Noah Abraham (DHS)
- Single Adult System Work Group
  - Co-Chairs: Adam Rocap (Miriam's Kitchen) and Carmen Hernandez (DHS)
- Medicaid Billing for PSH Services Work Group
  - Dena Hasan (DHS) and Christy Respress (Pathways to Housing)
- Healthcare & Homeless Services Integration?
- Other ?

Special Project Teams (time-limited, convene to complete specific project)

- Racial Equity
- Trauma

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Phased "Reopening" of CAHP

- Each system (families, single adults, youth) is in slightly different position.
  - Clients matched to a housing resource pre-COVID could continue, but extent to which they moved forward likely depended on a) where they were in the process and b) the creativity of their service provider.
  - New matches to PSH largely put on hold (esp in single adult system)
- Since March:
  - DCHA has created virtual processes for voucher issuance/briefing, inspections, etc.
  - ICH staff have worked with DMV and DOH to develop virtual processes for obtaining ID documents.
  - Early emphasis has been on matches to site-based projects.

CAHP "Reopening"

- Significant challenges will include locating clients (especially in the single adult system), engaging clients virtually, assisting with paperwork completion, and assisting with housing search.

Discussion Questions

- What monitoring or protocols need to be in place to ensure clients don't get "stuck"?
  - Average Length of Stay will be ever more critical with more people accessing our system and fewer resources to help.
- How long should we allow case managers to work with clients remotely before triggering a different type of response?
- What will providers need to feel more comfortable increasing in-person services?

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