



***Interagency Council on Homelessness***  
***Strategic Planning Committee***



***13 December 2022***



**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](mailto:ich.info@dc.gov).

# Welcome, 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 **not** on the listserv, you will **not** receive materials
- To join the listserv, email [ich.info@dc.gov](mailto:ich.info@dc.gov)

# Agenda Review



- I. Welcome & Agenda Review (5 mins)**
- II. Discussion Items (75 mins)**
  - a) HUD CoC NOFO Debrief (25 mins)
  - b) HMIS Planning Initiative (50 mins)
- III. Governance & Updates (as needed)**
- IV. Announcements & Reminders (as needed)**
- V. Summary & Adjournment (5 mins)**
  - a) Next Meeting: February 28, 2023

# Meeting Agenda



- I. Welcome & Agenda Review (5 mins)
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# FY2022 HUD NOFO Debrief

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# Debrief Purpose

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Earlier this fall, TCP submitted applications for new and renewal funding to HUD under the FY2022 HUD CoC Program NOFO and the Unsheltered Supplemental NOFO.

We would like to provide an update to the community on the project applications that were submitted under each funding notice.

Additionally, we want to give the community the opportunity to revisit the priorities they set for use of new HUD funding and populations to be served with new HUD dollars and to update those priorities as we look ahead to the FY2023 application cycle.



# Understanding the Funding Notices

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During FY2022, HUD released two separate but related notices of funding opportunity (NOFO):

**CoC NOFO:** This is the annual funding competition to renew existing HUD CoC Program Grants and to apply for new programs under the Permanent Housing Bonus and Domestic Violence Housing Bonus

**Unsheltered Supplemental NOFO:** The purpose of this special NOFO is to target efforts to reduce unsheltered homelessness, particularly in communities with very high levels of unsheltered homelessness and homelessness in rural areas. Through this Special NOFO, HUD will award funding to communities to implement coordinated approaches - grounded in Housing First and public health principles - to reduce the prevalence of unsheltered homelessness, and improve services engagement, health outcomes, and housing stability among highly vulnerable unsheltered individuals and families.

# CoC NOFO Project Applications: Renewing & New Project Applications

**Renewing Applications:** The CoC submitted 38 project applications to renew CoC Program funding.

**New Project Applications:** The CoC submitted 2 applications for new funding under the Bonus Funding Opportunity:

Bonus Opportunity	Project Type	Population to be Served	Units of Housing	Funding Level	Initial Grant Period
Permanent Housing Bonus	Joint Transitional-Rapid Rehousing	Unaccompanied Women	10	\$1,322,132*	2 Years
Domestic Violence Housing Bonus	Rapid Rehousing	Homeless Unaccompanied Adults and Families who are Survivors of DV	24	\$1,248,209	1 Year

\*After the 2-year initial grant period this grant will be eligible for renewal on an annual basis. The annual renewal amount will be \$661,066

# CoC NOFO Project Applications: Reallocations/Reduced Renewals

**Reallocations/Reduced Renewals:** Reallocation as a process that CoCs use to shift funds in whole or part from existing eligible renewal projects to create one or more new projects without affecting the CoC's Annual Renewal Demand. CoCs may use relocation to create new and expansion projects. The CoC used the reallocation process to reduce renewals by \$800,333. These recaptured funds were used to expand the following projects:

Project Type	Population Served	Capacity Before Expansion	Units After Expansion	Funding Level Before Expansion	Funding Level After Expansion
Joint Transitional-Rapid Rehousing	Homeless Unaccompanied Adults and Families who are Survivors of DV	26	92	\$495,672	\$1,109,730
Permanent Supportive Housing	Unaccompanied Youth Aged 18 to 24 Years at the Time of Program Entry	7	9	\$303,944	\$316,658

The balance of funding recaptured through the reallocation process was used to help fund the bonus project applications.

# CoC NOFO Project Applications: Reallocations/Reduced Renewals Continued

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**Reallocations/Reduced Renewals:** The CoC is considering making greater use of the reallocation process to ensure we make the most strategic use of our HUD CoC Program dollars. Grant spending may be incorporated into the ranking criteria in future application cycles.

TCP has begun meeting with providers that left 25% or more of their most recent grant unspent. TCP is working with providers to develop spending plans, modify budgets, and adjust their funding requests in order to best position these providers to prepare for the possible change.

If you received an email from Marsheika Gee at TCP requesting such a meeting, please respond to her ASAP.

# Unsheltered Supplemental NOFO Project Applications

Project Type	Number of Applications	Total Funding Requested	New Units of Housing Created
Street Outreach	6 (including 3 applications for youth-focused outreach)	\$10,924,249	N/A
Rapid Rehousing	2	\$2,921,074	30
HMIS	1	\$764,907	N/A

**Total Funding Requested: \$14,610,230**

# Status of Funding Decisions

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HUD makes the decisions about the projects it will fund.

When HUD announces awards, TCP will notify individual project applicants of HUD's funding decisions and then provide an update to the ICH.

# Community Input

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# Community Input – Priority Populations

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Do we need to revise the priority populations for which the CoC is seeking applications for new funding, as we look ahead to the FY2023 Application cycle?



# Project Applications

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## Community Input:

The Community prioritized funding for new project applications during the FY2022 HUD application cycle, as follows:

	CoC NOFO (Permanent Housing Bonus and DV Permanent Housing Bonus)	Unsheltered Supplemental NOFO
Joint TH-RRH/Rapid Rehousing	Yes	Yes
Street Outreach	No	Yes
HMIS	No	Yes
PSH	Yes (Permanent Housing Bonus only)	Yes
CAHP	No	Yes

## Community Input – Priority Populations Identified for the PH Bonus

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### **Permanent Housing Bonus:**

- ❖ Joint TH-RRH for Youth who are Returning Citizens
- ❖ Joint TH-RRH for Unaccompanied Adults who are Returning Citizens
- ❖ Permanent Housing Programs that Help Create Parity in the Number of PSH slots available to Unaccompanied Men and Women
- ❖ Maternity Housing
- ❖ Permanent Housing for the LGBTQ Population in the Adult System
- ❖ LGBTQ Housing with a Healthcare Focus
- ❖ Permanent Housing Programs Focusing on Immigrants and Undocumented Individuals Experiencing Homelessness
- ❖ Housing Programs that allow for Flexible Definitions of “Family”

## Community Input – Priority Populations Identified for the DV PH Bonus

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### **DV Permanent Housing Bonus:**

- ❖ DV Joint TH-RRH for Youth 18 to 24
- ❖ DV Housing for the LGBTQ Population
- ❖ DV Housing for Trans Women of Color
- ❖ DV Housing for Lesbian Women
- ❖ DV Housing with a Healthcare Focus
- ❖ DV Joint TH-RRH for Survivors who are Returning Citizens
- ❖ DV Housing Programs Focusing on Immigrants and Undocumented Survivors Experiencing Homelessness
- ❖ DV Housing Programs that allow for Flexible Definitions of “Family”

# Questions?

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# Leveraging the HMIS Planning Process



## Purpose:

- ❖ Leverage the HMIS Planning Process to gather feedback and submit requests to
  - Add/subtract/change HMIS data fields
  - Add new programs
  - Leverage HMIS reporting capabilities
  - Address HMIS visibility-related issues

## Roadmap:

- ❖ Background on Initiative
- ❖ Discussion

Task	Status
<p><b>1. Level-setting and kick-off planning by hosting orientation to what's already in place:</b></p> <ul style="list-style-type: none"> <li>• HMIS Data Standards (Federal and District requirements)</li> <li>• Reporting capabilities of HMIS (System Performance Measures and Performance Quality Improvement Initiative)</li> <li>• Visibility updates and status, next steps</li> <li>• Accountability of funders, providers, and staff</li> </ul>	<b>Completed!</b>
<p><b>2. Gather feedback from orientation attendees, Committees/WG, and HMIS User group re</b></p> <ul style="list-style-type: none"> <li>• Data elements: to add/remove/change in HMIS</li> <li>• New programs that need to be added</li> <li>• Reporting/Performance tracking Needs</li> <li>• Persistent HMIS visibility/usability issues</li> </ul>	<b>Completed!</b>
<p><b>3. Develop &amp; administer a survey tool</b> To ensure all voices are captured and heard in the planning process</p>	<b>Completed!</b>
<p><b>3. Evaluate feedback with the HMIS User Group</b></p>	<p><b>Completed!</b> TCP to present during 12/13 Strategic Planning Committee.</p>
<p><b>4. Follow up with Committee/WGs on subsystem specific requests and issues:</b></p> <ul style="list-style-type: none"> <li>• Supporting the community understand what is possible (or not) and why</li> <li>• Work with ERSO &amp; SAS to understand and map out Streamlining Intake requirements</li> </ul>	<b>Underway Now</b>
<p><b>5. Propose a comprehensive set of updates/changes to HMIS to the Executive Committee</b></p> <ul style="list-style-type: none"> <li>• Including accountability of Programs and Staff</li> </ul>	TBD

# HMIS User Group Feedback

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# Meeting The Need

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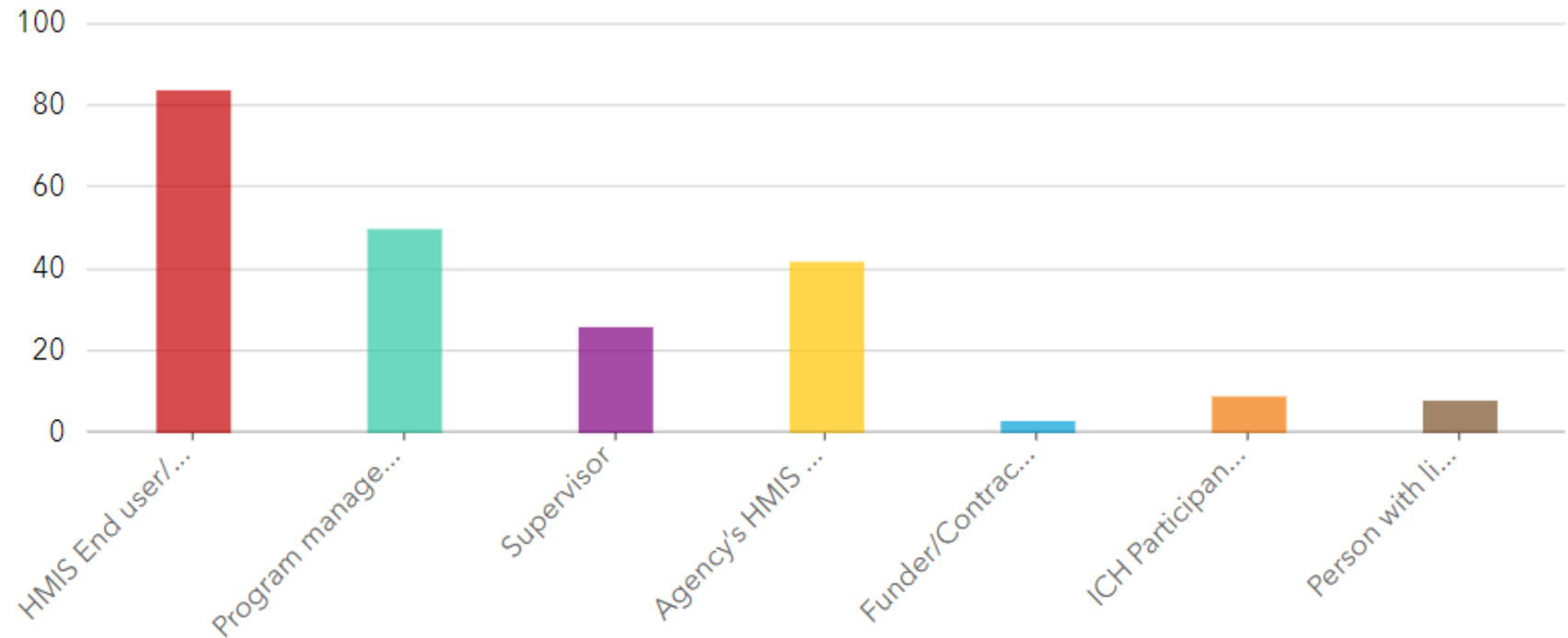
- The community as a whole has a need for a forum to discuss HMIS needs, projects for the Continuum, and progress of the work being done.
- There is a lot of exciting work we as a community want to get done, and there are a lot of requests that come to TCP from a variety of people in various formats.
  - We want to organize this and make sure that all voices are being heard and things are being prioritized fairly.
  - We want to be more transparent about what requests are, where we are in the work, and bring the community into the review process.



## Survey Results

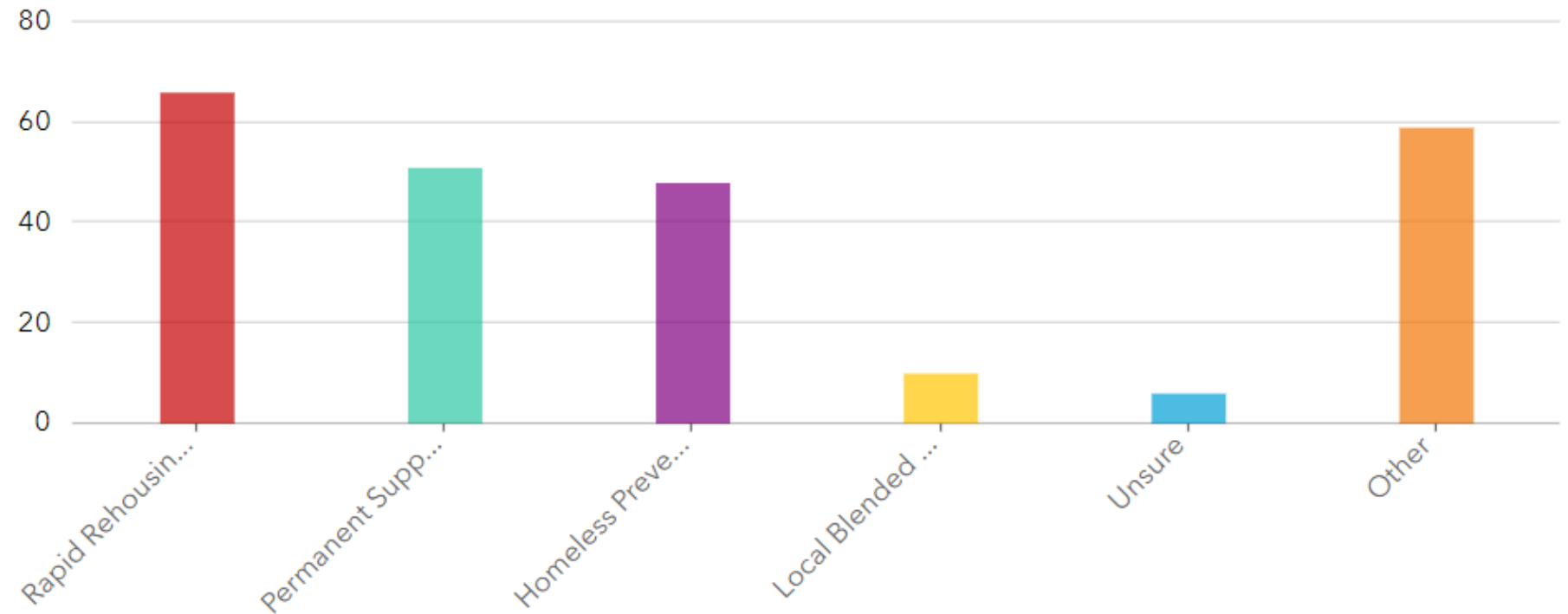
# Survey Overview: User Type

- 171 HMIS users took the survey
- Almost half (49%) of users are end users or front line staff
- 29% are program managers or directors
- 15% are supervisors
- 25% are agency admins
- 12% are funder/contractor monitors, ICH participants, or people with lived experience



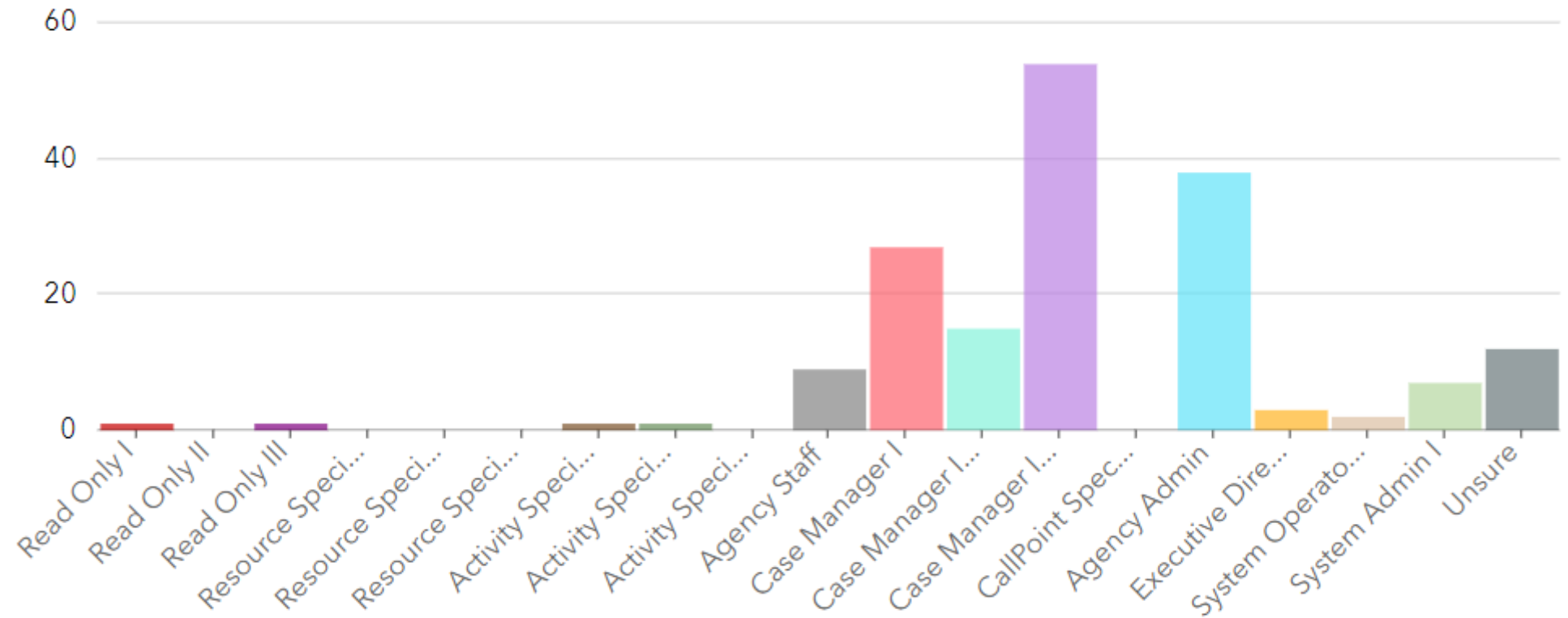
# Survey Overview: Programs

- 97% of users work in an RRH (39%), PSH (30%), or HP program (28%)
- 6% of users work in an LBS program
- 35% of users work in a program other than RRH, PSH, HP, or LBS



# Survey Overview: Level of Access

- Almost a third of users (32%) are Case Manager III
- 22% of users are Agency Admin
- 25% of users are Case Manager I or II\*



# Survey Overview: User Frequency

- 68% of users use HMIS on a daily basis
- 20% of users use HMIS on a weekly basis
- 12% of users use HMIS a few times a month or less



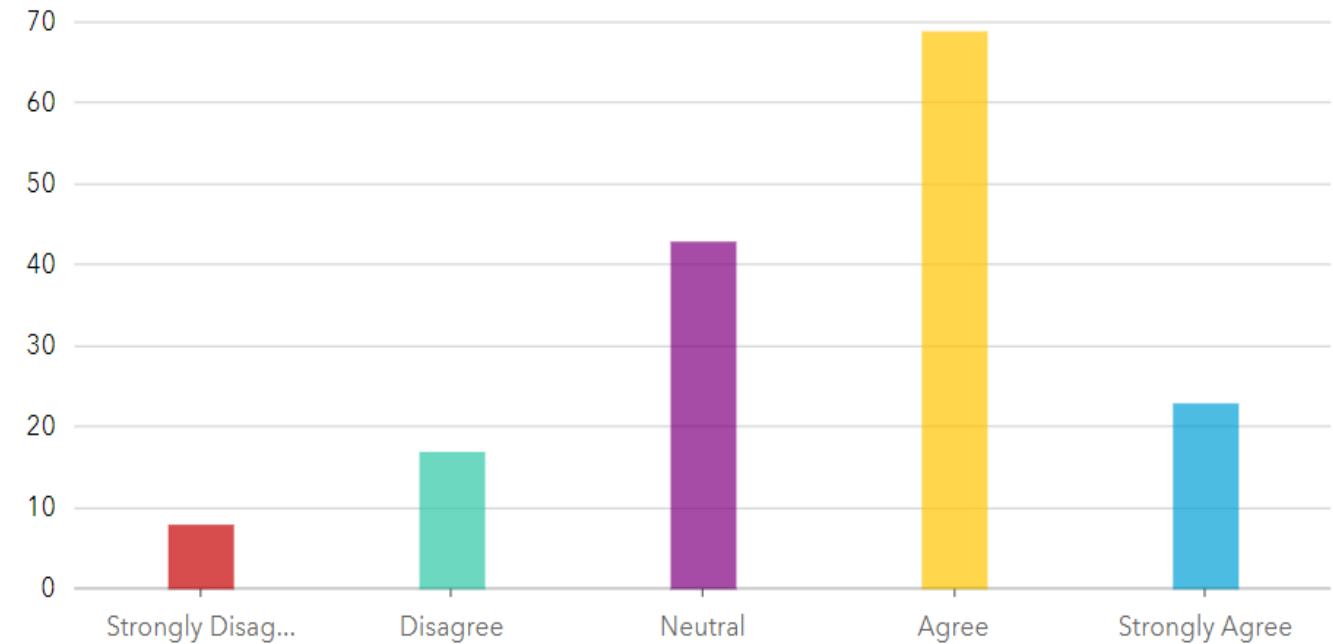
- Every day/almost every day
- Once or twice a week
- A few times a month
- Less than monthly

## Rate the following statement: HMIS meets all of my needs as an HMIS user

The majority of users (58% of respondents) agreed or strongly agreed that HMIS meets all of their needs as an HMIS user. A small portion of users (16% of respondents) disagreed or strongly disagreed that HMIS meets all of their needs as an HMIS user.

**Question:** For those who disagreed or strongly disagreed, how is HMIS not addressing your needs as a user?

**Notes:** In future meetings, we will provide more robust data analysis of individual users and discuss the answers of those who disagreed or strongly disagreed



# Which components of HMIS negatively affect your experience as an HMIS user?

Rank	Answers	1	2	3	4	5
1	Visibility/Data Sharing	31.58% 54	15.2% 26	9.36% 16	5.85% 10	10.53% 18
2	Reports	13.45% 23	15.79% 27	11.7% 20	14.04% 24	9.94% 17
3	Documentation	11.11% 19	10.53% 18	12.87% 22	13.45% 23	11.7% 20
4	Navigation	9.94% 17	12.28% 21	15.79% 27	8.77% 15	8.19% 14
5	Accessibility (508 Compliance)	4.68% 8	10.53% 18	9.94% 17	12.28% 21	9.36% 16
6	Too many assessment questions	9.94% 17	6.43% 11	8.19% 14	8.19% 14	11.7% 20
7	Too few assessment questions	2.34% 4	8.19% 14	9.94% 17	10.53% 18	12.28% 21
8	Training	5.26% 9	5.26% 9	10.53% 18	10.53% 18	9.36% 16
9	Help Desk	5.26% 9	10.53% 18	6.43% 11	8.77% 15	8.77% 15
10	Login	6.43% 11	5.26% 9	5.26% 9	7.6% 13	8.19% 14

## Overview:

- Almost a third (32%) of users ranked Visibility/Data Sharing as the #1 component of HMIS that negatively affects their experience as a user.
- Most of these users' dissatisfaction stems from uncertainty surrounding visibility and EDA.
- The other 9 components were ranked fairly evenly

## Question:

- Since visibility is a relatively new but crucial component of HMIS, how can the HMIS team best address uncertainty and issues surrounding visibility and EDA?
- Many users want to see historical client data - are there pieces of client data that we don't want shared across agencies, or are we okay with sharing all client data as we work towards system-wide data sharing?
- When do we want to ask clients about their willingness to share their data? When they enter, while their in the program, when they transfer?
- Are there any concerns with client consent and data sharing?



# Key Data Elements

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## Suggestions:

- Primary reason for homelessness – remove or allow multiple answers?
- Sexual Orientation – more harmful than helpful?
- Length of time in homeless situation – difficulties getting an accurate answer?
- Preferred pronouns on profile tab
- Pregnancy status and due date for all program types
- In depth mental health questions
- Client's need for translation services - are programs following through?
- Human trafficking questions upon entry and exit – youth specific

# Common HMIS User Issues

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Other than Visibility, other common HMIS user issues include:

- Difficulty with or inability to edit client notes
- System navigation and user friendliness
- Needing more hands-on/specific training and HMIS reference materials

**Questions:** Would more interactive training be helpful to users?

Which specific parts of HMIS are challenging to navigate?



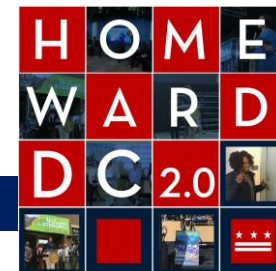
# HMIS Planning Process Proposal

# Next Steps

Task	Person/Persons	Proposed due date	Notes/comments
Primary Reason (Remove)	Patrice/Sara		PIT Plus
Sexual Orientation	Patrice/Sara		Context
Length of Time	Patrice/Sara		Training
Pronouns	Patrice/Sara		HOLD
Pregnancy	Patrice/Sara		Entry/ Interim/ Exit
Mental Health	Patrice/Sara		
English Proficiency	Patrice/Sara		Restructure
Human Trafficking	Patrice/Sara		
EDA	Patrice/Sara		

# Feedback from ICH Forums

# Adding/Subtracting/Changing Data Elements



Topic/Issue	Notes
Next of Kin Designation & Emergency Contact Info	This is essential information to collect at intake.
Pregnancy	Recommendation to add fields: <ul style="list-style-type: none"> <li>• Pregnancy status and due date</li> <li>• Referring CM and contact details</li> <li>• Documentation for high-risk pregnancy and outcomes</li> </ul>
Service Flags	Indicators on Client Profile for service needs and notes such as: <ul style="list-style-type: none"> <li>• Need for SOAR assessment</li> <li>• Recommendation for connection to DACL resources</li> <li>• Housing match status and provider</li> <li>• BOLO alert</li> </ul>

\*Note that there are required fields the District must maintain per HUD standards and requirements, including but not limited to client demographics, homeless history, disability, and income.

# New Programs to Consider/System Coordination



Topic/Issue	Key Notes
Peer Engagement Data Entry	<ul style="list-style-type: none"> <li>• Program for peers to enter service engagement and view client records</li> <li>• Visibility to system to serve as indicator for locating clients and to count as “active” in CAHP</li> </ul>
CAHP/SPDAT Assessment Tools	<ul style="list-style-type: none"> <li>• TAY-VI-SPDAT is too long, clients are walking out in the middle of the survey</li> </ul>
Shelter Usage and Trends	<ul style="list-style-type: none"> <li>• Are we analyzing how people are using the shelter and supporting clients that are struggling with our shelter and/or programs?             <ul style="list-style-type: none"> <li>• For example, if someone is consistently breaking the rules and leaving a shelter location or otherwise struggling with services at a location? How is program exit recorded? Does it include negative exits that we should be analyzing?</li> </ul> </li> <li>• Unusual Incident Reports: Are unusual incident reports a better source of data for clients? Shelter Conditions was working through how often to analyze unusual incident reports.</li> </ul>
Returning Citizens	<ul style="list-style-type: none"> <li>• How do we understand the number of returning citizens in our system?             <ul style="list-style-type: none"> <li>• Should we be asking this question at intake?</li> <li>• Can we get this from SPDAT?</li> </ul> </li> <li>• Or doing data bumps with the appropriate agencies/partners?</li> </ul>

# Leveraging HMIS Reporting Capabilities



Topic/Issue	Notes
Deaths in Homeless Services	<ul style="list-style-type: none"><li>• Reports related to deaths in homeless services as part of annual performance reporting</li><li>• Distinction between deaths for people unhoused and people once housed through RRH or PSH</li></ul>
Pregnancy Status	<ul style="list-style-type: none"><li>• Frequent reports for health care system (likely MCOs) on individuals that are pregnant/expecting in homeless services</li><li>• For example – client location, CM supporting the client</li></ul>
VWFRC/HPP Referral Outcomes	<ul style="list-style-type: none"><li>• Report or tool to identify and track outcomes of referrals to VWFRC or HPP services</li><li>• To support protocol/process for following up with CM at the referring site and identify why so we can investigate barriers to successful referrals</li></ul>
Vital Documents and Attachment	<ul style="list-style-type: none"><li>• Report to understand what attachments are on a client record for monitoring and coordination</li><li>• Getting vital documents at the front door of the Family System is a critical issue</li></ul>



# HMIS Visibility



Topic/Issue	Key Notes
Front Door Services for Single Adults	<ul style="list-style-type: none"> <li>• Recommendation to mirror family system visibility in HMIS</li> <li>• Visibility group between CAHP (Youth and Adult) and LBS/Bridge</li> </ul>
Housing Provider Visibility	<ul style="list-style-type: none"> <li>• Current visibility contributes to the inability to engage/locate</li> <li>• Need to understand the number of clients not engaged/not located but active at the Front Door and if people move between program locations</li> </ul>
Enter Data As (EDA)	<ul style="list-style-type: none"> <li>• Request for an alternative to EDA process since:               <ul style="list-style-type: none"> <li>• It is an extra step to data entry</li> <li>• It can create complications if staff forget, especially newer staff</li> <li>• If missed, it prevents a system/agency admin from seeing the data</li> </ul> </li> </ul>
Vital Documents and Attachments	<ul style="list-style-type: none"> <li>• Visibility of vital documents when uploaded by different agencies</li> </ul>



# Key Performance Indicators (KPIs)

# System Performance

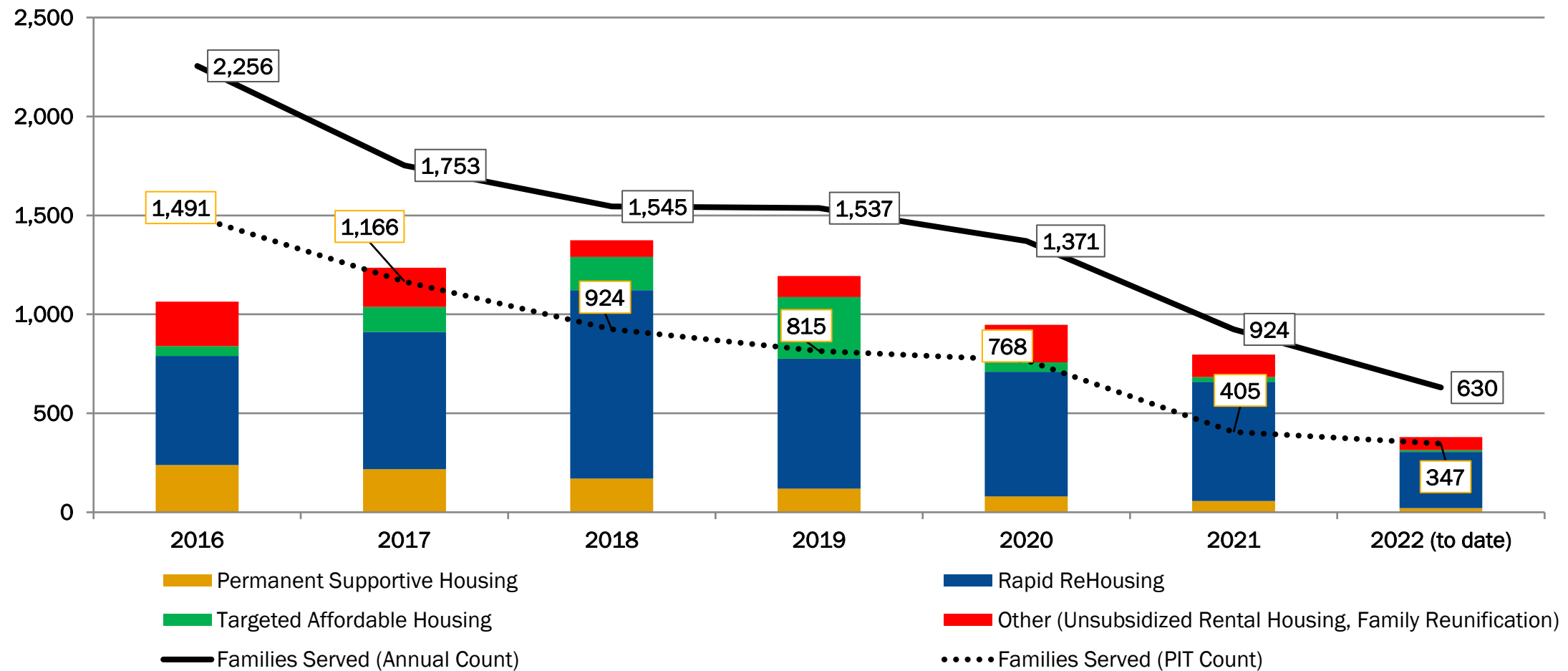
## The CoC's Key Performance Indicators (KPIs)

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- To monitor performance on the District's goals for the CoC, the ICH, DHS and TCP established the CoC's KPIs – system-wide performance metrics that track progress made toward Homeward DC's vision of making homelessness *rare, brief, and non-recurring*.
- In 2015 TCP began to distribute Performance Quality Initiative (PQI) reports to providers to show how each program is impacting system-wide performance. In turn, TCP has reported on system-level performance annually to the ICH Strategic Planning Committee since the implementation of Homeward DC.
- The CoC's KPIs are:
  - Number of households (families and single persons) served throughout the fiscal year/at PIT
  - Number of households exiting the CoC for permanent destinations
  - Number of households returning to the CoC after an exit (with 6-12 mos.)
  - Number of households experiencing homelessness for the first time
  - Average length of time households experience homelessness
- The following examples will show annualized (fiscal year) performance on each KPI since FY16 and will highlight how performance on each impacts the number of individuals and families served by the CoC

# Family System

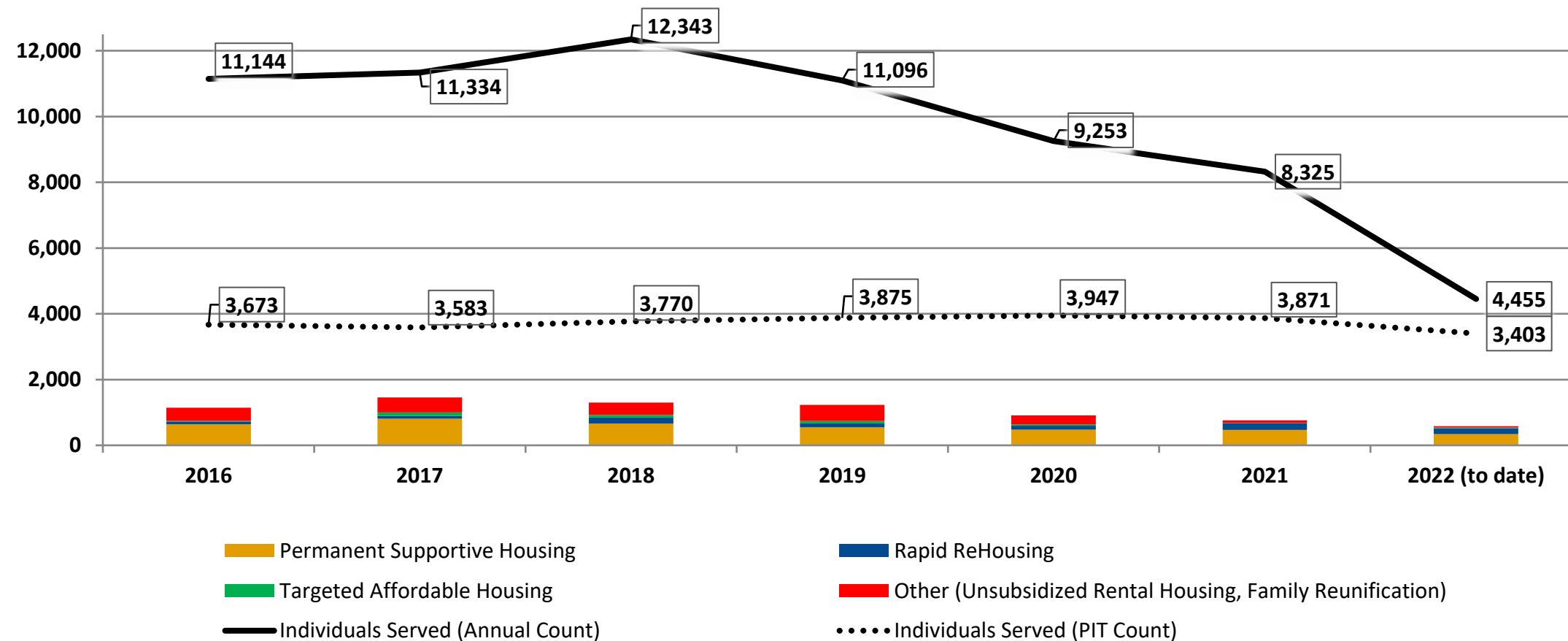
## Exits to Permanent Destinations (by Type), & Families Served Throughout the FY and at PIT



Note that the data included under 2022 (to date) is as of May 2022 and does not reflect the full fiscal year 2022. This graph is included as a visual representation of reporting options as reviewed in previous meetings.

# Singles System

## Exits to Permanent Destinations (by Type), & Counts Throughout the FY and at PIT



Note that the data included under 2022 (to date) is as of May 2022 and does not reflect the full fiscal year 2022. This graph is included as a visual representation of reporting options as reviewed in previous meetings.

# KPI Changes

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Currently, the CoC's KPIs are:

- Number of households (families and single persons) served throughout the fiscal year/at PIT
  - Number of households exiting the CoC for permanent destinations
  - Number of households returning to the CoC after an exit (with 6-12 mos.)
  - Number of households experiencing homelessness for the first time
  - Average length of time households experience homelessness
- 
- Should we make any changes to the above KPIs?
  - Are there other indicators that we should measure to better understand our system performance?

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