

# Meeting of the Interagency Council on Homelessness (ICH)

August 2, 2018 10:00am – 12:00pm

United Way of Central Maryland 1800 Washington Boulevard Baltimore, MD 21230

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## I. Welcome – Franklin Baker, President and CEO, United Way of Central Maryland

- a. Meeting began at: 10:10AM
- b. 5 minute tours available after the meeting
- c. Member introductions
- d. Approval of May 2018 meeting minutes – Motion to approve minutes, seconded, and approved with no objections.
- e. Review Agenda

## II. New Business

- a. **County Spotlight, Montgomery County Reductions in Chronic Homelessness** – Amanda Harris, Chief of Special Needs Housing, Montgomery Co. Dept. of Health and Human Services. (10:15-10:45AM)
  - Using a Housing First Approach reaching “functional zero”
    1. Reached this in Dec. 2015
    2. “Functional Zero” defined as 0.01% of PIT or 3 persons, whichever is greater.
  - MoCo Stats:
    1. 49.4% of MoCo residents housing burdened.
    2. PIT Stats
    3. # of People Experiencing Homelessness; Sheltered vs. Unsheltered
    4. \$51,949,744 Total Budget
  - Key Ingredients:
    1. Informed Decision Makers – Building political will
    2. Realizing that it is possible!
    3. Engaged Community: Interagency Commission on Homelessness; conversations with members in the community, local business owners, etc.
    4. Marketing Campaign – “Inside Not Outside” – Logo
      - a. The Launch: Community Memorial Event
      - b. New Website: [www.montgomerycountymd.gov/homelessness](http://www.montgomerycountymd.gov/homelessness)
      - c. Communications Committee
      - d. Build a sense of urgency; people are dying on the street and we need to act now!
      - e. Public Deadline
    5. Outreach & Prioritization
      - a. Developing a Quality By-Name List
      - b. Unknown Client Policy
      - c. Increased Outreach Capacity
        - i. SAMHSA Grant for the Benefit of Homeless Individuals (GBHI)
      - d. Coordinated Entry – Dedicate all PSH to people who met the chronic definition
      - e. Quarterly “Blitz” Counts – Targeted Outreach; VI-SPIDATS
    6. Landlord Recruitment

- a. "Be a Smart Landlord" Campaign
- b. Most of their resources were Tenant-Based Vouchers
- 7. Other Strategies
  - a. Landlord Appreciation Events
  - b. Housing Coordinator/Housing Locator Collective
  - c. Holding Fees
  - d. Mass Lease-Up (Background checks had already been completed)
- 8. Results:
  - a. Housed ~150 people in 3 months
- 9. Resource Development
  - a. Move-Up Strategy:
    - i. PHA Partnership – 10 Housing Choice Vouchers + others
    - ii. Affordable Housing Partners – 10-11 Units; Usually 50%
      - 1. Shadow Subsidy – Allowed them to accommodate 30%
    - iii. Non-traditional partners
    - iv. Used an Acuity Scale which looked at frequency/intensity scale
    - v. They found ~80 households that were ready to move up
  - b. Flexible PSH Reimbursement Model
    - i. Not all PSH looks alike
    - ii. Tiered Reimbursement based on acuity
    - iii. Duplicative services
    - iv. Ebb & flow within PSH
    - v. Allowed them to stretch their resources.
  - c. Medicaid 1115 Waiver (Pilot Program) and HCVs
    - i. Since they were able to get \$ for services, they were able to re-invest local dollars.
  - d. Reallocation – Evaluating Cost per Positive Exit
  - e. Advocating for New Resources
    - i. Using the By-Name List to ask for money!
    - ii. Went to the County Council to ask for Gap Funding
  - f. The Numbers
    - i. 15 Units from HUD
    - ii. 12 from "Move Up"
    - iii. 10 Units – Reallocation
    - iv. 11 Units – Affordable Housing set-asides
- 10. Housing Placement since Jan. 2016
  - a. Total Placement: 386
  - b. 9 Chronically Homeless Persons left to house as of this month
- 11. Lessons Learned
  - a. What went well:
    - i. A solid, public deadline
    - ii. Stretching resources
    - iii. Regular in-person CES meetings
    - iv. Inside (Not Outside) Marketing
  - b. What could have been better:
    - i. Clear guidance on interpreting & documenting Chronic Status
    - ii. Predicting Turnover Rates
    - iii. Early & continued engagement with landlords
  - c. The Team:

- i. DHHS, DHCA, Affordable Housing Providers
      - ii. MoCo Coalition for the Homeless – Chapman Todd
      - iii. +13 Street Outreach
    - d. Questions:
      - i. Retention Rate: ~90%
- b. Engaging Consumers in Policy Making, Research & Recommendations – Mauricio San Miguel, Masters Student. (10:45AM-10:59AM)
  - Mauricio gave an overview of his research regarding Consumer Advisory Boards (CABs). An Executive Summary was provided to meeting attendees entitled “Consumer Advisory Board on Homelessness Toolkit.”
  - Pros:
    1. Self-efficacy
    2. Community Representation
    3. Consumer Expertise
    4. Effect on Policy
  - Key Take-aways:
    1. Constant Recruitment
    2. Training
    3. Compensation - Participants should be compensated for their time
    4. Outside Assistance
  - Example Success:
    1. CAB in Fairfax County, VA suggested an after hours hotline for the homeless, which was implemented.
    2. Baltimore City
      - a. Their CAB evolved organically.
      - b. Theirs has been meeting on Fridays for the past year.
      - c. Emergency Services Coordinator – Tracks the comments that come out of that workgroup.
      - d. Chair of the Workgroup is on the CoC Board
  - Recommendations:
  - Questions: What power do CABs have to effect policy & influence change?
- c. Employment for Disconnected Populations, Highlights from the DLLR State Plan -Richard Reinhardt, Deputy Assistant Secretary, Division of Workforce and Adult Learning (11:00AM-11:10AM) - Richard gave an overview of various programs at DLLR, and passes out several resources to meeting attendees:
  - Maryland’s State Workforce Plan
  - Maryland’s Benchmarks of Success for Workforce Development
  - EARN Success Stories
  - DWDAL: Resources
  - Workgroup Leader
- d. **Continuum of Care (CoC) Mergers** – Stuart Campbell, Director, Office of Community Services Programs, DHCD (11:15-11:22AM)
  - There are currently 16 CoCs in the State of Maryland
  - A few multi-county CoCs include: Mid-Shore, Southern Maryland, and the Lower Shore.
  - Dilutes the scores that they can obtain
  - CoC NoFA process

- HUD has shared the scores with us.
- 11 of the 16 scores scored below passing.
- Average score in FY17 was 148.5
- Passing score is 159.
- Some very strong CoCs scored in the 180s
- We are developing a strategy to reach out to the CoCs and highlight the benefits of merging.
- HUD is offering up to 25 points for CoCs to merge with lower performing CoCs
- Willing to offer TA
- HMIS NOFA – Could provide funding to help CoCs merge.
- Broader strategy is to look at other ways to increase the score.
- Current NoFA is due September 15.
- Note: DHCD has no authority to require any changes; it has to be initiated by the CoCs.

### III. Updates

- a. **Homelessness Solutions Program Grant Awards** – Steve Holt, Assistant Director, Homelessness Initiatives, DHCD (11:22AM-11:30AM)
  - Total Amount awarded: \$9.1 million
    1. Total Grantees: 16 CoCs, 84 providers, Emergency Shelter - \$4 million, Rapid Re-housing - \$2.1 million, Homelessness Prevention - \$1.5 million, Outreach - \$490K, PSH Case Management - \$370K, Admin for CoCs to manage grants – \$503K, HMIS - \$39K
  - Grantees Must Work to comply with:
    1. Housing First, Low-Barrier Shelter, Fair Housing, Equal Access, State Data Warehouse
- b. **ICH Housing Goals – Update on DHCD’s RRH and PSH goals and accomplishments (11:30-11:50AM)**
  - Increase housing options for approximately 5,000 chronically homeless youth and veterans over the next 5 years.
  - Approximate number of RRH placements needed: 900 over the next 3 years.
  - Approximate number of PSH placements needed: 2,800 over the next 5 years.
  - *(Memo Referenced, cost of supportive services)*
  - DHCD has been looking across our portfolio of existing housing stock
  - Work with other State PHAs

#### Strategies to Reach our PSH Goals:

- Prioritize a portion of turnover of existing LIHTC units and tenant-based vouchers for the homeless.
  - Create new units - through project-based rental assistance, LIHTC program, etc.
  - HUD-Funded PSH, encourage move on to a lower level of support where appropriate
  - Connect CoC Leads and service providers to owners/operators of existing units.
  - Second meeting with developers in Sept/Oct. (to attend, email [Heather.Sheridan@maryland.gov](mailto:Heather.Sheridan@maryland.gov))
- Stuart Campbell gave an update on the RRH Learning Collaboratives and successes to date:
- 27 Providers participating since October 2017
  - Note: No increase in Funding, except for increased efficiencies under HSP.
  - Equipped with tools & strategies
  - 259 RRH placements made since May 2018 (as of Week 10)

- (Compared to 89 during the same period of time last year)
- 100 Day Challenge ends in August 2018
- Big celebration Event coming up in the Fall

*Questions Asked:*

Is there someone at DHCD that people can be referred to?

DHCD can refer people to the COCs.

Mdhousingsearch.org – Free Service for Landlords to List Properties for Rent; There they can indicate preference for Veterans, etc.

Tenant Selection Plan – Strategic Conversations with Developers -Danielle Meister

- c. **Update BWI Homelessness Outreach Initiative** - Heather Sheridan, Associate Director of Homelessness Initiatives
  - Outreach began at BWI airport on June 1, 2018
  - Due to hiring constraints, 8 visits conducted by Prologue, Inc.
  - Nightly counts range from 23 to 83 unique individuals
  - Coming from: Baltimore City, Baltimore County, Harford and Anne Arundel Counties
  - Majority are over the age of 45.
  - 2 Housing Placements made thus far.

**IV. Work Group Announcements/Requests**

- a. Section 811 – 11 Residents housed for at least 2 year. - ?
- b. Health & Homelessness Work Group
  - Asking contacts from different jurisdictions about discharge from hospitals & jails.
  - Working on planning a Medical ? Conference
- c. Youth Work Group
  - Youth Homelessness Bill passed this year but without funding.

**V. Administrative Updates**

- a. Nominations for Vacant Positions (5)
  - At least one needs to be a Consumer
  - Email Name, Contact Info, and why they would be helpful
  - Heather will send out Voting Nomination Form to ICH Members
- b. Joint Committee on Ending Homelessness – Potential Hearing Dates 9/26/18 and 10/23/18

**ICH Members in attendance (18):**

<i>Sec. Kenneth Holt</i>	<i>Elizabeth Kinney</i>	<i>Lisa Klingenmaier</i>	<i>Sandy Monck</i>
<i>Amanda Harris</i>	<i>Leslie Dews</i>	<i>Patricia Sylvester</i>	<i>Heather Sheridan</i>
<i>Patricia Flanigan</i>	<i>Terry Hickey</i>	<i>Kate Farinholt</i>	<i>Stephanie Slowly</i>
<i>Shannon Snow</i>	<i>Dana Hendrickson</i>	<i>Jeff Garrett</i>	<i>Richard Reinhardt</i>
<i>Dr. Sylvia Lawson</i>	<i>Susan Taylor</i>		

**ICH Members not in Attendance (8):** *Carrie DiSimone, Shannon Frey, Jeffrey Kendrick, Bridget Patton, Christina Drushel Williams, Kristina Donnelly, Randi Walters, Kevin Lindamood*