

Allegheny County Homeless Advisory Board

HAB Quarterly Meeting

July 22, 2014 10:00 AM to 11:50 AM
Human Services Building, Liberty Room
One Smithfield Street, Pittsburgh.

Purpose: The Homeless Advisory Board (HAB) is a public/private partnership formed to assist and recommend Allegheny County, the City of Pittsburgh, the City of McKeesport and the Municipality of Penn Hills on public policy, programs, activities, data and all other efforts that will eliminate homelessness and improve the wellbeing of homeless persons and families.

Goal: Work towards greater alignment between the requirements of HEARTH, the experience of providers, and the community through the discussion at HAB meetings. Today the Executive Committee and Committee Chairs will discuss inspirational ideas taken from their recent trip east and weave these ideas/strategies with the good work that is taking place at the committee level (see attached trip summary).

HAB Member Attendees		
Amy Adams, Consumer	Nicole Anderson, AIU	Jerry Cafardi, City PGH
Charles Christen, PATF	Betty Cruz, Office of Mayor PGH	Jewel Denne, re:solve
Julie DeSeyn, UWAC	Jane Downing, PGH FDN	Nancy Dunkis, ACED
Frank Hammond, BNY Mellon	Linda Kilderry, SVdP	John Lovelace, UPMC
Jack McGraw, ACHA	Mary Francis Pilarski, VA	Lenny Prewitt, Family Links
Barb Smith, HEARTH	Adrienne Walnoha, CHS	James Withers, OSN
Reggie Young, DHS		
Shaina Madden on behalf of Tom Cummings, URA		
Carrie Pavlik on behalf of Joe Lagana, HCEF		
Lisa Wimbs on Behalf of Laurie MacDonald, Center for Victims		
Emil Pyptyk on behalf of Don Clark, OBH		
Guest Attendees		
Major A. Clark, Salvation Army	Sr. M. Farabaugh, Salvation Army	Steve Evrard, DHS
Anita Brown, BTI	Donna Harskmer, BTI	Natalie Ryan, CHS
Christina Miles, SHIM	DeNetta Benjamin, Beth Haven	Kimberly Swain, Center for Victims
Diana Reichenbach, Goodwill SWPA	Altagracia Moquette, DHS	Steve Chopek, PHFA
Mac McMahon, CHS	Jack Irwin, Light of Life	Judy Eakin, HEARTH
Kelly Hart, Renewal Inc.	Ashley Mancine, SDHP	Nicole Molinaro, WC&S
Lois Mafuka Martin, Beth Haven	Rob Eamigh, DHS	Jen Hayes, SHIM
Kathleen Gaudio, Genesis	Abigail Horn, DHS	Andrea Bustos, DHS
Kevin Boozel, PA 211 SW	Pat Fenton, ACTION- Housing	Dan Pellis, Chartiers
Liz Daniels-Totten, City PGH	Steve Rorison, Light of Life	Patricia Kehren, UPMC/HUD Program
Terri Laver, DHS	Traci Arnold, Hope Center	Lynnetta Ward, OSN
Cynthia Haines, HUD	Lolly Kaysor, Our own Home	Annie Boyd, DHS
Stephanie Chiappini, OSN	Joyce Sacco, Housing Alliance	Karen Snair, AVAC
Pat Valentine, DHS	Chuck Keenan, DHS	Gale Schwartz, Housing Alliance

Allegheny County Homeless Advisory Board

Notes

1. Welcome and Introductions (10:00): Frank Hammond, Chair
After all attendees introduced themselves, Frank discussed the Coordinated Assessment Training with Mike Lindsay as a one in a series to help unify the goal and purpose of the Homeless Advisory Board
 - a. Approval of last quarter's minutes – Linda Kilderry motions, Jane Downing seconds the motion, vote to approve unanimous
 - b. A Greeting from Pat Valentine, DHS Executive Deputy Director for Integrated Program Services: DHS wants to provide the appropriate support to those who are in great need and may have failed in other systems. The next step is to better serve those that we haven't served well in the past. The question is what does it take? One challenge is that HUD didn't work with federal partners to create solutions for when they chose to stop funding SSO. DHS is looking at resources and solutions at the state level. Also HMIS and DHS on the whole is moving towards integration and service and system integration especially with drug and alcohol, mental health, children, youth and family, and aging systems. DHS wants to bring it all together. Pat used the analogy of parallel play to describe the disconnect between systems now. DHS is also looking at strategies to create integration beyond itself such as with the health, education, and Veterans systems.

2. Discussion: HAB Leadership Tour of CoCs in Southeastern PA (10:10): *please refer to page 6 for details on the trip
 - a. Introduction & Overview: Anne Kainaroi & Nancy Dunkis
 - i. Nancy Dunkis discussed meeting with the leaders of the CoC in Montgomery and Chester Counties as well as providers in Philadelphia. The ideas she took from the experience was making the entire a CoC a community based system with all being responsible for the outcomes. It required planning for comprehensive data driven plan using HMIS, incentives Rapid Re-Housing & HUD housing prevention, rely on coordinated central intake, and she finished by discussing housing standards and program requirements with ESG. Currently in Allegheny County, ESG has housed 808 clients in 494 households.
 - ii. Anne Kainaroi discussed what she took from the meetings with Montgomery and Chester counties. She discussed the fidelity to the models and best practices of Housing First, Harm Reduction and Trauma Informed Care. She also discussed creating consensus within CoC by using a learning collaborative modeled after what was done in Alameda County, CA which used peer support in piloting and implementing the best practices. Basically in the model three people from each agency (executive, program director and frontline staff) made a time commitment to learn and then teach at their agencies these best practices.

Allegheny County Homeless Advisory Board

- b. Committee Reports- Frank discussed attendees and discussed the sense of collaboration but noted the time and initiative in each CoC is still a work in process
 - i. Liz Daniels-Totten asked how do we want to move it forward.
 - 1. Frank Hammond discussed what works for one doesn't work for all. It will take time, funding, and buy in. first we have to break out of silos and bring everyone into the conversation. It is not yet clear how it is going to evolve. The best option is to be involved in the board and the committees. This is an evolutionary process.
 - 2. Chuck Keenan discussed growing pains of any systems change but the goal should always be what's best for the client
 - ii. Continuum of Care (10:20): Linda Kilderry & Chuck Keenan: the committee recently developed a ranking tool and at the next meeting (Aug 12th) the committee will look at lessons learned from NAEH Conference and then review reasons for denial by providers.
 - 1. Coordinated Assessment- the committee will meet as needed to be a platform to allow for review of the systems. And also discussion of a master calendar for DHS trainings/meetings
 - a. Provider Peer Support—The spirit behind this initiative is that the best people to assist providers as they make adjustments their in-house policies and day-to-day business practices to accommodate change brought on by the transition to a coordinated intake system are other providers. sign-up sheet sent around and those interested will receive a follow-up email with more details from Gale Schwartz
 - 2. Linda Kilderry then discussed lessons from the trip first noting Montgomery and Chester counties named their systems. Also their system is 24/7 without option for walk-ins but providers can give access to phones. Also Shelters accept walk-ins over the course of the night. They used strategies such as VI-SPDAT, housing resource centers, and separate intake for DV.
 - a. Anne Kainaroi noted in Montgomery Co they programming is all rapid re-housing or Permanent Housing but cuts out some of the supportive steps
 - b. Judy asked how many providers in Montgomery Co. which attendees were unsure but their last PIT count was roughly 450.
 - c. Chuck Keenan discussed Allegheny County has 145 programs in HMIS is trying to compile the info. DHS is doing its best to reconcile provider detail to help generate right info for when the referral algorithm goes live. Chuck discussed outreach with providers will continue

Allegheny County Homeless Advisory Board

- iii. Advocacy (10:40): Adrienne Walnoha discussed the value of inspirational ideas and the varying views of this social problem.
 1. Discussion of HAB Advocacy Toolkit: Adrienne discussed the need to initiate a different dialogue on homelessness. It is a public health and community issue. The goal is to reduce stigma and look at the humanity. The Advocacy Committee is asking membership to view a draft packet with language, stories and ideas, and an action item. She discussed the stories we tell people, the facts we site, and the suggestions we make to people can inspire a different conversation. Please submit feedback to Adrienne (awalnoha@chscorp.org) before the Aug 27th Advocacy committee meeting. Once the kit is done there will be training and a kick- off event.
- iv. Rapid Re-Housing Task Force: Abby Horn
 1. Abby Horn described the task force as a mini learning collaborative. The 1st two meetings were devoted to education and also the task force wants to be proactive for the next CoC to have plan for reallocated funds.
 2. Abby discussed her lessons from the trip: the CoCs back east looked at the Housing First model to get people into homes and looked at RRH at systemic level. She discussed the Housing Resource Center used in Montgomery County where everyone got an appointment. The service model is based on progressive engagement starting with the lightest touch and then adds services as necessary resulting in a more efficient use of limited resources. Another lesson was taken from their strategies to address the lack of affordable housing and the system level efforts for landlord engagement versus just at the individual provider level.
- v. Homeless Outreach Coordinating Committee (11:05): Mac McMahon – hearing key words such a community, collaboration, collective, etc. and is taking note that the language of the CoC is changing.
 1. HOCC is currently addressing concerns with emergency responders and increase in IV drug abuse in the camps. There has also been meetings with the magistrates create better communication so the systems can work better together. Working in environmental and safety issues with the street homeless
 2. Mon Valley Subcommittee is working to address those living in abandoned housing and get them better connected to services
 3. Non-provider Subcommittee includes police and public works as a way to address the adversarial relationship in the past between these systems and create aligned strategies to address community concerns
- vi. Homeless Education Network (11:15): Frank Hammond
 1. Next meeting is September 12, 2014

Allegheny County Homeless Advisory Board

2. Summit V: Stuck In Survival Nov. 14th—focus is on youth in transition
412-562-1054 to register
- c. Final Thoughts (11:20): Frank Hammond, Julie DeSeyn, & Jane Downing lead a discussion on the purpose and goal of the HAB and what direction it wants to take.
 - i. Next Steps: Developing Guiding Principles for the HAB and will have a rough draft for the membership at the October meeting.
 - ii. Julie DeSeyn shared her observation from the trip that it was striking the pride of the members in the coalition and it was a way to get away from the stigma. Each place was very client-centered and maximized the use and application of the data collected.
3. Lead Agency Updates (11:35): Chuck Keenan, DHS
 - a. HMIS updates—DHS is going to move in active consumers into the new system and hopes it will be improvement over last but please expect hiccups. DHS is going to do massive testing and are looking for volunteers and scenarios. There will be 2 phase of training: one when HMIS goes live and then the second when coordinated assessment goes live. There are weekly conference calls for two groups. The first call-in is for updates and the second is for those who are informing the training and testing of the system
 - b. Tier 2 funding announced
 - i. 5 SSO and the planning grant were cut, resulting in a roughly \$800,000 cut. DHS can and will reapply for the planning grant. The 5% cut is due to sequestration. The current philosophy of HUD is to fund bricks and mortar over services. New programs will be funded out of reallocated funds. The CoC did get 16 units through reallocation of funds
 - ii. Registration for the next application will open soon. DHS will apply for Unified Funding Status, HMIS, and planning grants. DHS needs resolution from the HAB and letters from providers to endorse to their application for lead funding agency
 1. Jane Downing motioned to vote resolution for DHS as lead agency, Julie DeSeyn seconds, approved unanimously
4. Announcements/Public Comments (11:45)
 - a. Joyce Sacco announced a Lobby Day next Thursday and has meetings with Sen. Toomey, Sen. Casey, Rep. Rothfus, Rep. Doyle and would like to invite anyone to attend and offer solutions.
 - i. There was discussion on power in numbers in effecting DC decision makers. We know how important the supportive services are and we are looking at foundation support. Reggie Young stated DHS wants to get away from the “HUD wants” talk to pull funding where it’s needed. Chuck Keenan stated HUD is not only game in town and DHS is looking at state funding for Rapid Re-Housing

Next HAB Meeting Tuesday October 28th @ 10:00 am

Allegheny County Homeless Advisory Board

HAB Leadership Trip East

HEARTH redefines homelessness and the priorities for the service system around evidence-based practices to most efficiently, effectively and humanely prevent, reduce the tenure of, and end homelessness. It:

- Makes the entire Continuum of Care (CoC), defined as a community-based homeless assistance planning network, responsible for the outcomes of that system;
- Requires planning - a comprehensive, data driven plan that produces measurable outcomes;
- Is data driven using the HMIS;
- Incentivizes the use of rapid re-housing to shorten homeless stays rather than the historic reliance on emergency shelter and transitional housing;
- Organizes these through the Emergency Solutions Grant;
- Relies on coordinated or centralized intake to ensure the most user-friendly and cost-effective interventions;
- Relies on permanent housing (including “housing first”) over shelter and transitional housing.

The purpose of the HAB Board Development project is to provide an “extra set of hands” to DHS to staff the Homeless Advisory Board (HAB), to help it reconstruct itself to undertake the planning and re-engineering needed to fully implement HEARTH, to be maximally competitive nationally, to fully engage private philanthropy as a partner and to engage and educate a broad base of stakeholders about the continued need for partnership to end homelessness.

One activity planned to help the HAB prepare for the next strategic planning phase, is to see what is working in other communities. Across the state of Pennsylvania, there are 18 separate CoCs at different phases of the same transition to become fully compliant under HEARTH. It is with this in mind, that the Housing Alliance of Pennsylvania led a diverse group of individuals representing different degrees of leadership from across the Allegheny County’s CoC to view the strategies of other communities as they adjust to the changing regulation and funding priorities under HEARTH.

Over the course of 3 days, the Allegheny County delegation met with representatives from the Montgomery County CoC, Providers in Philadelphia, and Representatives from the Chester County CoC (please see addendum for details on these CoCs). The attached document is a graph of some of the lessons learned that the Allegheny Delegation took from their conversations with providers, funders, and government entities from the other side of the state. The delegation agrees these suggestions warrant conversation and possible exploration of applicability within the Allegheny County Continuum of Care.

Allegheny County Homeless Advisory Board

Trip Attendees

Frank Hammond
First Vice President
Community Investment
Officer BNY Mellon
Chair of the HAB

Julie DeSeyn
Director of Community Impact
United Way of Allegheny County
Vice-Chair of the HAB

Linda Kilderry
Director of Homeless Programs
St. Vincent de Paul
Co-Chair of Continuum of Care &
Coordinated Assessment Committees

Joe Lagana
Founder and CEO
Homeless Children's Education Fund
Chair of Homeless Education Network

Abigail Horn
Senior Advisor,
Dept. of Data Analysis, Research &
Evaluation
Allegheny Co. Dept. of Human Services
Co-Chair Rapid Re-Housing Task Force

Michael Yonas
Director of Research, Evaluation and
Engagement,
Allegheny Co. Dept. of Human Services

Anne Kainaroi
Director of ESG Programs
Community Human Services
ESG Provider

Nancy Dunkis
Housing Development Coordinator
Allegheny Co. Dept. of Economic
Development
ESG Administrator/HAB Member

Patricia Wohlfarth
Case Manager
Operation Safety Net
Mercy Behavioral Health System
Street Outreach Provider

Chuck Keenan
Administrator
Bureau of Homeless Services Allegheny Co.
Dept. of Human Services

Gale Schwartz
Project Specialist
Housing Alliance of Pennsylvania

Allegheny County Homeless Advisory Board

HAB Leadership Trip East: Ideas for Future Conversations				
Introduction: Managing Performance & Outcomes	Coordinated Assessment/ Central Intake	Advocacy	Rapid Re-Housing	Final Thoughts: Strategic Planning/ Funding
Fidelity to best practices: Trauma Informed Care/ Harm Reduction/ Housing First	Centralized Intake w/Unified Shelter System	Sold the program as a community health and welfare issue versus only a homeless problem	Progressive Engagement	There is a Master/Strategic plan with a high degree consensus
Ongoing analysis of provider and consumer experience in the system	SPDAT assessment tool Risk assessment issue— looking at vulnerability/ suitability vs. point of time entry into queue	Messaging--Branding The CoC & Strategic Plan (Name It!) ex. Your Way Home	Landlord Engagement Strategy	Action Team Model vs. Committee Structure Model
Data driven processes and analysis			Landlord forum	Philanthropic Collaboration
Learning Collaboratives			Housing First Model	Funding all in one place, but outside entity sought more funds
				Act 137 housing trust fund to create funding for the CoC/ using TANF funds
				Mandated Training Curriculum