PLAN FOR ACCELERATING TRANSFORMATIVE HOUSING (PATH) INNOVATION COMMITTEE MEETING - AMENDED

MINUTES

Date: Thursday, August 18, 2022, 3 pm – 5 pm

Recording of Discussion:
https://us02web.zoom.us/rec/share/Lq1H1NbVYc0eKLSXyFlQ0XeoqdtjU1ZrOPxOkaJOnb1nA5wJ4HGyyAzcpZTnvuZI.EknOJSKwAB4WVxe6

Passcode: UAd&0C1m

Time	Agenda Item	Presenter/Facilitator
3:00	• **Welcome and Introductions**	- *Matt Mitchell, Focus Strategies*
	• **Review and Approval of Minutes**	- *Matt Mitchell, Focus Strategies*
	• **Public Comment -** Open Period for public comment on items discussed or not listed on the agenda.	- *Members of the public*
3:10	• **Presentation: Prevention and Rapid Exit Program Models**	- *Shelby Ferguson, H3* - *Dana Ewing, H3*
3:20	• **Presentation: Prevention Current State** • **Discussion: Problem Identification and Solutions**	- *Shelby Ferguson, H3* - *Dana Ewing, H3* - *Matt Mitchell, Focus Strategies*
3:50	• **Presentation: Rapid Exit Current State** • **Discussion: Problem Identification and Solutions**	- *Shelby Ferguson, H3* - *Dana Ewing, H3* - *Matt Mitchell, Focus Strategies*
4:20	• **Discussion: Shared Improvement Opportunities for Prevention and Rapid Exit**	- *Matt Mitchell, Focus Strategies*
4:45	• **Next Steps**	- *All*
4:50	• **Announcements**	- *All*

Welcome and Introductions

Committee Members in Attendance: Deanne Pearn, Jo Bruno, Juno Hedrick, Margaret Schiltz, Shawn Ray, Teri House, Tony Ucciferri, Wayne Earl

Staff and Consultants: Jamie Schecter (H3), Dana Ewing (H3), Shelby Ferguson (H3), Jamie Klinger (H3), Hana Gossett (Focus Strategies), Matt Mitchell (Focus Strategies), Diego De La Peza (Focus Strategies), Michele Byrne (Homebase), Nate French (Community Solutions)

PLAN FOR ACCELERATING TRANSFORMATIVE HOUSING (PATH) INNOVATION COMMITTEE MEETING - AMENDED

Review and Approval of Minutes

Seeking approval of the minutes from the June 16, 2022 and July 21, 2022 PATH meetings. Teri House made a motion to approve the minutes. Shawn Ray seconded that motion.

Wayne Earl noted that the June meeting minutes had not been included in the August meeting packet. Jill Ray confirmed that a vote should not be held on materials not included in the meeting packet, even if previously posted.

Teri House amended her motion to approve only the July meeting minutes. Shawn Ray seconded that motion.

A vote was held and the motion passed with six committee members in favor of approving July's meeting minutes and two abstaining from the vote.

Approval of the June meeting minutes was postponed until the September meeting.

Public Comment - Open Period for public comment on items discussed or not listed on the agenda.

No Public Comments

Meeting Goal

Matt Mitchell reviewed the agenda and explained that the goal of the meeting was to provide more context into the current state of Prevention and Rapid Exit and brainstorm potential action items or areas for improvement for the two programs.

Prevention & Rapid Exit Overview

Shelby Ferguson presented an overview of the Prevention and Rapid Exit program models. She explained the target population of Prevention were people at risk of becoming homeless in the next two weeks, while Rapid Exit targets those who are already in the homelessness response system and have identified a potential housing solution. Both interventions focus on providing one-time financial assistance and on-going case management to help maintain or find stable housing. The interventions have different referral sources, with Prevention referrals coming from 211 while Rapid Exit referrals coming from CORE or other agencies providing case management.

PLAN FOR ACCELERATING TRANSFORMATIVE HOUSING (PATH) INNOVATION COMMITTEE MEETING - AMENDED

Prevention

Dana Ewing presented 2021 data for participants served through Prevention and clarified questions from the Committee about who was included in the numbers. Answering Wayne Earl's question about length of time between referral and prevention services, Bertha Lopez explained that their program staff aim to contact referred participants before 48 hours after the referral is made.

Bertha Lopez provided an overview of the trajectory of participants' Prevention services and their approach to finding the best solution. She mentioned staff began by trying to discuss all possible housing solutions with participants and understanding their needs to refer or connect them with other resources.

Discussion: Prevention

A discussion was held to help clarify Prevention services and begin brainstorming possible areas of improvement for the program. The Committee asked questions around the availability of recurring services, referrals to other resources, and what is considered a successful outcome of the program.

Shawn Ray was interested in exploring why the racial composition of participants accessing Prevention services does not match with the racial composition of unsheltered individuals. He wondered if there needs to be targeted messaging to certain populations about Prevention services.

Wayne Earl was interested in seeing more recent data on Prevention to help assess the current situation. Dana Ewing mentioned that data could be explored monthly.

Prevention: Opportunities and Potential Action Items

Matt Mitchell transitioned the discussion into a conversation about potential areas of opportunity to improve Prevention services. He shared a digital white board to help guide and document the ideas from Committee members and noted points that had been previously raised in the discussion.

At the request of Wayne Earl, Samantha Quinn provided some insight as to what the challenges are for direct service providers, highlighting funding constraints and referral difficulties. Bertha noted that the challenge of obtaining proper documentation delays the process of participants obtaining stable housing.

Jo Bruno raised some of her concerns with the homelessness response system. As a person with lived expertise of homelessness, she sees how difficult it is to navigate the system and find landlords who are willing to work with housing services and be flexible to help people obtain housing.

Committee members and Hume Center staff discussed the difficulties of finding available housing and working with landlords/property management companies. Concerns were raised about how strict criteria for who can receive Prevention services makes it difficult to serve more people through those services. Bertha explained that their agency is seeing people who need financial help for rent subsidy, as

well as for rent backlog. Sometimes the amount of rent backlog is so high that it falls outside the range that Prevention services can provide.

Throughout the discussion, the Committee identified the following as areas of opportunity to improve Prevention services:

- Continuous staff training on referrals and triage
- Increased Collaboration between referral partners and Prevention staff
- Find ways to assist earlier to avoid crisis
- Furthering partnerships with eviction prevention programs
- Connect to more resources in East County
- Improve outreach and messaging around Prevention services
- Address disparities in back debt

Rapid Exit

Samantha Quinn provided an overview of Rapid Exit and explained that participants referred to Rapid Exit already have already identified solutions for stable housing with their case managers. The Committee discussed the importance of ensuring the identified solutions are a safe place for participants.

Dana Ewing presented data on 2021 Rapid Exit participants and outcomes. The Committee discussed interpreting exits to literal homelessness from Rapid Exit and the differences between exits from Rapid Exit and exits from the homelessness system.

<u>Discussion: Rapid Exit</u>

Rapid Exit provider staff mentioned that a lack of resources was a challenge, similar to Prevention services. They explained that it was easier to connect people to Rapid Exit, when compared to Prevention, because Rapid Exit serves people already connected to the homelessness response system. The Committee discussed the additional resources that Rapid Exit participants are connected too and inquired about referral partners who do a good job referring qualifying participants to Rapid Exit.

Teri House and Jo Bruno mentioned the need for increased services in East County and brainstormed potential solutions for increasing funding and partnering in the area.

<u>Rapid Exit: Opportunities and Potential Action Items</u>

The Committee identified the following as following as areas of opportunity to improve Rapid Exit services:

- Harm reduction and increasing levels of security

- Increase training of law enforcement on resources for those living in their vehicle
- Increase education on how to navigate through the system
- Learn from staff who make successful referrals
- Create templates or checklists for referral partners
- Expand staffing, resources, and referral partners
- Prioritize funding and services in East County

Shared Improvement Opportunities

The Committee discussed the overlap in improvement opportunities between Prevention and Rapid Exit and how many of the interventions mentioned above can apply to both programs.

Announcements

Jamie Schecter announced a CoC Training happening Monday August 21, 2022 around funding and encouraged all to attend.

Upcoming Meetings:

- The September to be rescheduled
- October 20, 2022 from 3-5
- November 17, 2022 from 3-5 PM

Additional Attendees

In addition to the facilitators, H3 staff, and Committee members listed, the following people attended the Zoom session:

- Bertha Lopez (Hume Center)
- Samantha Quinn (Hume Center)
- Jill Ray (Office of Supervisor Candace Anderson)
- Carl Mason

PLAN FOR ACCELERATING TRANSFORMATIVE HOUSING (PATH) INNOVATIONS COMMITTEE

August 18, 2022, 3:00 – 5:00

WELCOME & INTRODUCTIONS

Matt Mitchell, Focus Strategies

PATH Innovations Committee is comprised of a diverse group of community stakeholders and CoC partners who commit to leading, monitoring, implementing, and assigning priorities to reduce unsheltered homelessness by 30% in year one.

INTRODUCTIONS

PATH Innovations Committee Members
H3 Staff
Community Solutions
Homebase
Focus Strategies
Stakeholders

REVIEW & APPROVE MINUTES

Matt Mitchell, Focus Strategies

ACTION ITEMS

- Review and approve minutes from the June 16, 2022 & July 21,2022 PATH Innovations Committee meetings.

PUBLIC COMMENT

Matt Mitchell, Focus Strategies

Open period for public comment on items discussed or not listed on the agenda.

PREVENTION AND RAPID EXIT PROGRAM MODELS

Shelby Ferguson, H3

Dana Ewing, H3

Prevention/Diversion and Rapid Exit Program Models

Prevention/Diversion

Serves people still in housing and at risk of losing housing within next two weeks.

Rapid Exit

Serves people entering homelessness in the CoC with an identified housing resource.

Referrals made by 211 after triage assessment

Referrals made by shelter, CARE, CORE after triage assessment

Referrals made to HUME Center and Hope Solutions

- Case management (family/friend reunification, housing problem solving, mediation)
- One-time financial assistance (past due rent, move-in assistance, gift cards, transportation costs) up to $5,000 per family or $3,000 per individual

Outcomes

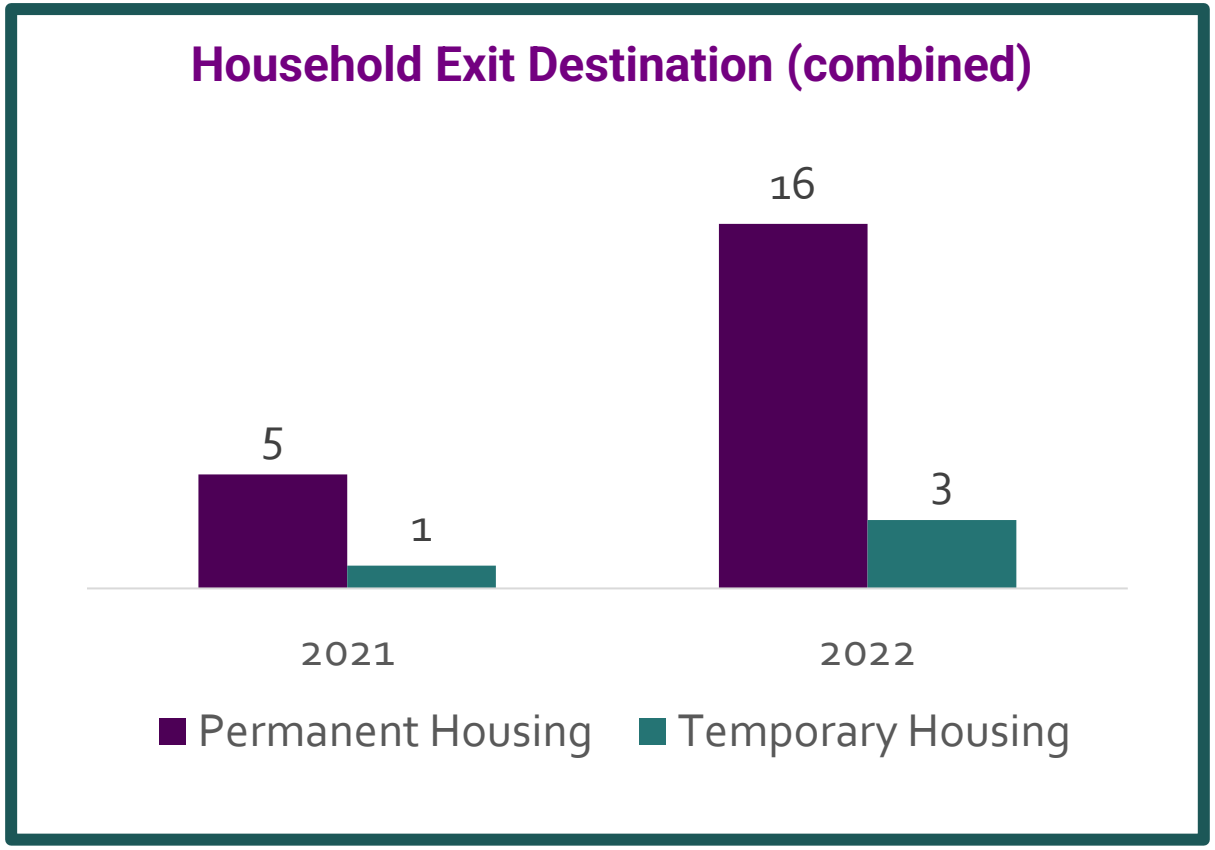
- Reconnect with family/friends for housing support, temporary or permanent
- Maintain or regain own housing

JULY 2021 AND 2022 DATA

Number of Households Served

	July 2021	July 2022
Prevention/Diversion	4	22*
Rapid Exit	8	14*

* Exit destinations not equal to number served likely due to late data entry for exits



PREVENTION: CURRENT STATE

Shelby Ferguson, H3

Dana Ewing, H3

PREVENTION

- **Purpose**: To prevent and divert households from entering our homeless system of care
- **Eligible/Target population**: households at imminent risk (14 days) of becoming homeless
- **Services offered**: housing problem solving, and one-time financial assistance as needed
- **Providers**: HUME Center and Hope Solutions

PREVENTION/DIVERSION 2021 DATA

48 households (three were households with children) serving 52 people

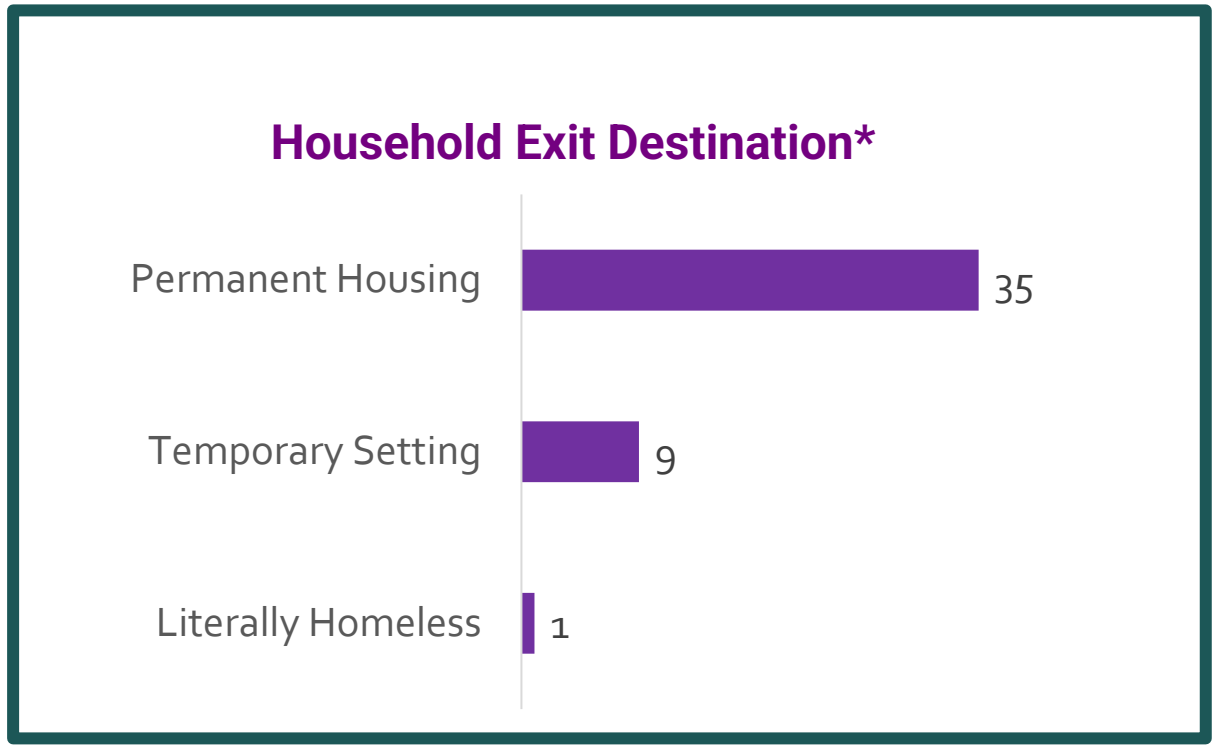
Demographics

Race/Ethnicity:

White	(54%)
Black/African Am	(23%)
Native American	(6%)
Multiple Races	(5%)
Native Islander	(4%)
Asian	(4%)
Missing	(4%)
Hispanic/Latinx	(23%)

Age:

<18	(6%)
18-24	(7%)
25-54	(58%)
55-61	(13%)
62+	(15%)



* The graphic does not include all exits (excludes those exiting to unknown exits, institutions, or incorrectly appearing as still active in HMIS).

.

PREVENTION: PROBLEM IDENTIFICATION AND SOLUTIONS

Matt Mitchell, Focus Strategies

RAPID EXIT: CURRENT STATE

Shelby Ferguson, H3

Dana Ewing, H3

RAPID EXIT

- **Purpose:** To rapidly exit households from our homeless system of care
- **Eligible/Target population:** households who are literally homeless
- **Services offered**: housing problem solving and one-time financial assistance
- **Providers**: HUME Center and Hope Solutions

RAPID EXIT 2021 DATA

42 households (all single adults).

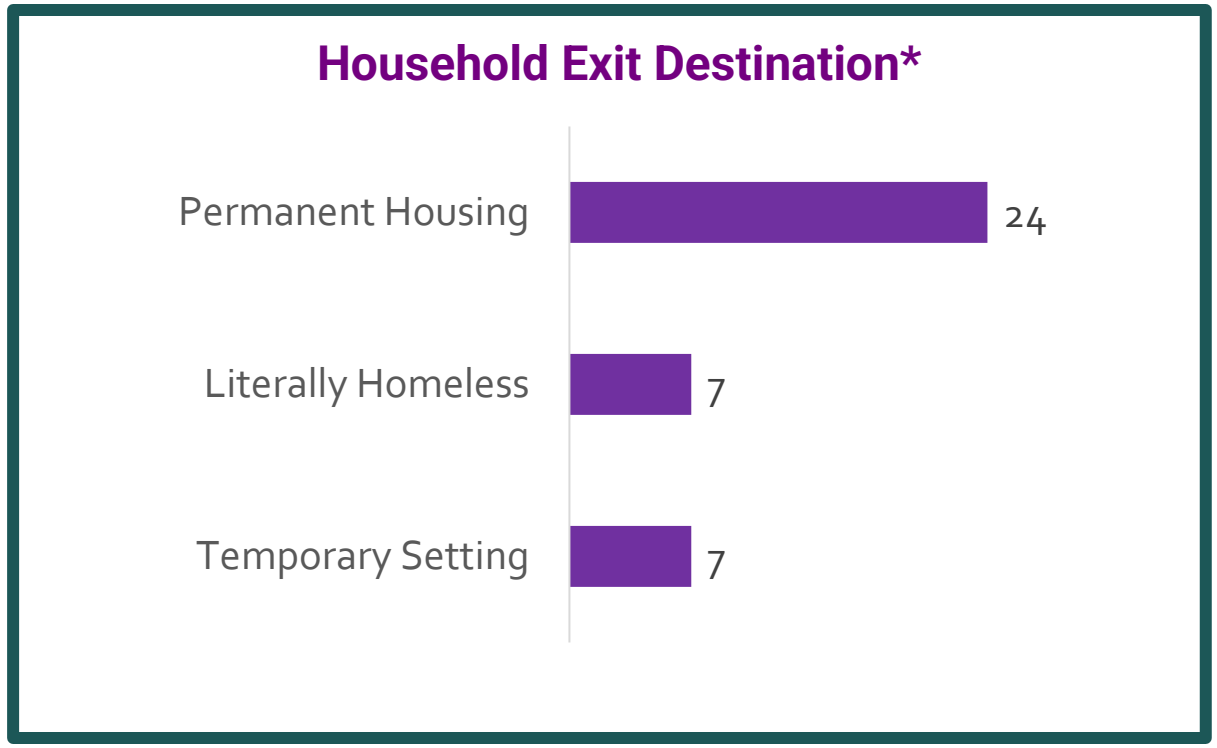
Demographics

Race/Ethnicity:

White	(57%)
Black/African Am	(31%)
Native American	(2%)
Multiple Races	(7%)
Native Islander	(0%)
Asian	(0%)
Missing	(2%)
Hispanic/Latinx	(14%)

Age:

<18	(0%)
18-24	(14%)
25-54	(38%)
55-61	(21%)
62+	(26%)



* The graphic does not include all exits (excludes those exiting to unknown exits, institutions, or incorrectly appearing as still active in HMIS).

.

RAPID EXIT: PROBLEM IDENTIFICATION AND SOLUTIONS

Matt Mitchell, Focus Strategies

NEXT STEPS

Matt Mitchell, Focus Strategies

ROADMAP THROUGH DECEMBER 2022

By December 2022, the PATH Innovations Committee will:

- Develop work plans for prioritized bodies of work
- Assess progress of initiatives
- Review unsheltered metrics quarterly
- Update priorities in September 2022 (mid-point review)
- Set priorities for Calendar Year 2023

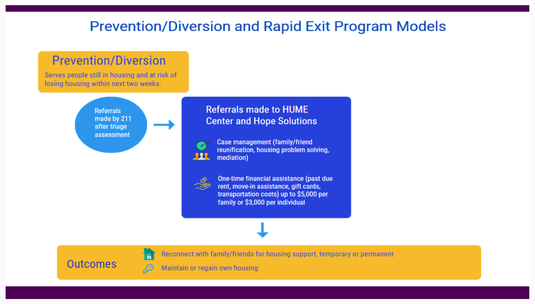
ANNOUNCEMENTS

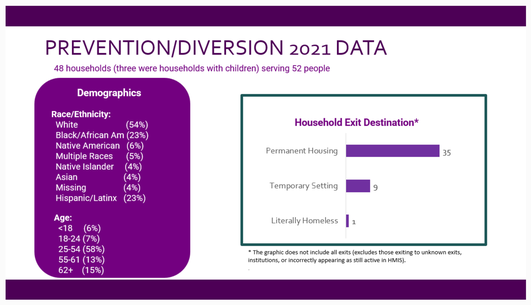
UPCOMING MEETINGS

- **PATH Innovations Committee Meetings**
  - 3rd Thursday of each month, 3:00-5:00
    - [September meeting to be rescheduled]
    - October 20
    - November 17

Prevention

Current State





Goals

240 households served
70% exits to permanent or temporary housing
(that divert from households from homelessness)

Problem Identification and Opportunities

Where are we seeing pain points and challenges?
Where are we seeing opportunities?

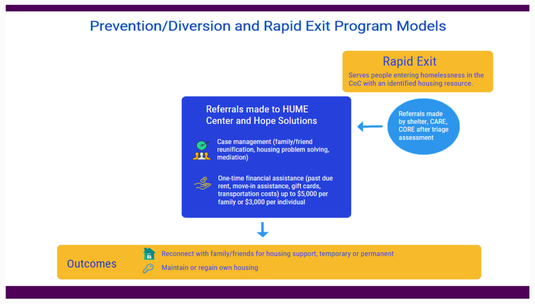
- Speed--is it fast enough?
- Access and racial equity
- Marketing and outreach?
- Data quality
- What were the services provided?
- Quicker data to understand what's happening
- Getting back to people
- Money is the primary issue for people (deposit, back rent)
- Temporary Covid grant for utilities, but no longer
- People are in deep water--need strategies for other services
- Home Match for seniors
- Get creative--how to afford $900 rent??
- Change living situation--shared housing?
- Rent rooms in your apartment/house
- Temporary solutions may feel uncomfortable
- Barrier: Time to get services and red tap/paperwork
- Try to anticipate documents needed
- Landlords do not have patience--move to eviction
- Repeated calls from same apartment complexes-- issues with partial payments
- Landlords won't accept vouchers
- Need connection between service providers and landlords
- How do these resources prevent someone from entering homelessness?
- Flexibility from landlords
- How to problem solve and include landlords
- Have the conversations with property managers and landlords
- Help the person advocate for themselves
- Resources are limited--don't go very far
- Build relationships/trust with community
- Geographic issues--desire to stay in specific areas
- Need advocacy from multiple services providers
- Limited staffing ratio given the need
- 2021: Only served 48 households
- Inflow outpaces resources/flexibility
- Prevention can only serve a small subset of people
- Large amount of back rent
- Move-in deposits greater than can be afforded
- Overall housing affordability
- Landlords unwilling to take partial payments
- Need more staffing and more funding
- Changes to data system skew the data that's pulled
- 2021: 268 served with 100+ resolved
- Appropriateness of referrals
- Improve staff training to improve referrals
- 2-weeks to homelessness too short (HUD requirement)
- Challenge of losing personal supports to receive services

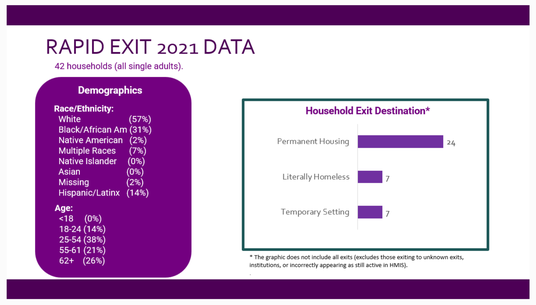
Solutions: Idea Generation

- Continuous staff training on referrals
- Continuous staff training on triage
- Closer collaboration between referrers and prevention staff
- Get ahead of crisis by helping sooner
- Furthering partnerships with eviction prevention programs
- Connect to more resources in East County
- Improve outreach and messaging about services
- Address disparities in back debt

Rapid Exit

Current State





Goals

100 households served
75% exits to permanent or temporary housing
(from literal homelessness)

Problem Identification and Opportunities

Where are we seeing pain points and challenges?
Where are we seeing opportunities?

- Limited resources
- Consistency/quality of housing plans/referrals

Solutions: Idea Generation

- Improved connection with law enforcement
- Leverage people's resources, like cars!
- Harm reduction and increasing levels of security
- Educate people on how to navigate through the system
- Learn from staff who make good referrals
- Templates/checklists for referral partners
- Support with training
- More services/partners in East County
- Expand referral partners
- More staffing/resources
- Prioritize providers in East County for funding
- Funding proposal through Contra Costa Consortium

Shared Opportunities

- East County!
- Landlords
- Getting the message out
- Increase funding
- Flexible funding
- More staffing
- Referral process
- Resources distribution--access to services
- Change management--keep an eye on how changes affect programs