# ACICHA –

“Eliminate homelessness in Alamance County by promoting interagency coordination to develop and sustain

a comprehensive system of housing and services designed to maximize the self-sufficiency

of individuals and families.”

## Meeting Minutes

**Aug 6th 2015 3:00pm – 4:30pm, 425 S Lexington, Burlington NC**

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| Next meeting: Sept 3, 2015  Reviewed Agenda, Joel proposed adding one item at the end.  Reviewed July Minutes, motion was made by Debra, received a second from Robin, approved unanimously by all members present. | Present Included: (enter names from sign-in sheet) |

1. Introductions were made as the meeting was called to order by Kim Crawford.
2. Announcements Included:

* Prevention / Diversion Training with Ed Boyte, Aug 27 and 28:

This interactive training (being sponsored by Allied Churches, United Way and Impact Alamance) includes customer service from a conflict resolution and client-centered approach, 4 steps of diversion and 4 diversion outcomes as well as practice sessions where participants apply the approaches and skills in different scenarios. The best way to describe CMC’s approach to diversion is that we seek to empower persons facing homelessness to chart their own path out of the shelter and back into safe housing – and our assistance follows the needs of each family or client.

* Bob had a question regarding the sign outside of Ala. Community Services Agency’s new office space, “Need Housing?” Jacqueline was attending ACICHA for the first time and is new to the agency, she wasn’t sure. Kim and Monica requested follow-up from Wendy, as Coordinated Intake is now in full swing for Ala. Co.

*Discussion* – Kim reviewed why we are here – Housing First! Two stories were shared about recent home visits to former shelter guests that are now living in the community with vastly different outcomes. The stories emphasized the importance of working together, ensuring a network of supports is in place for clients/guests so they can be successful and that it is important to remember that everyone’s perceptions of housing/home may be different. We must meet people where they are!

1. Project Homeless Connect / took place on July 23rd

* Reviewed data reports available. The planning subcommittee is still waiting for rest of feedback to come in from service providers and participants. United Way shared the total number of services provided at each booth. Family Abuse Services shared a success story from the event regarding helping someone get GED information and obtain glasses after eye injury. Kim reported that everyone loved the food, special thanks to United Way for helping to arrange the breakfast and lunch.

1. Burlington Comprehensive Plan

Kim explained that the governance subcommittee met and drafted a statement to provide during the public hearing slated for Aug 18th 7pm at City Hall. Kim reminded everyone that the plan had previously been discussed and ACICHA members had voted to assist with advocacy efforts. Proposed ACICHA Statement: Introduction (name and org intro): \_\_\_\_\_\_\_\_\_\_, representing the Alamance Interagency Council for Homeless Assistance or ACICHA. For those of you who are not familiar with ACICHA, our goal is to: “Eliminate homelessness in Alamance County by promoting interagency coordination to develop and sustain a comprehensive system of housing and services designed to maximize the self-sufficiency of individuals and families. At the last monthly meeting, Aug 6th, members of ACICHA voted to support the adoption of the City of Burlington’s Comprehensive Plan. This plan promotes the long-term growth of our community. Much of what is in the plan are initiatives and / or collaborations within the city that are already in place or progress. The areas of housing, jobs, and transportation directly affect the growth of our tax base and more importantly, the people we serve.” A motion was made by Robin, received a second from Tammy, passed unanimously by all members present. Kim agreed to attend the public hearing and speak on behalf of ACICHA. Other agencies that agreed to attend and/or speak included: United Way and Habitat for Humanity.

1. 211 – April from United Way of Alamance County explained that 2-1-1 is a 24/7 hotline that connects people to services in their area. United Way of North Carolina has expressed an interest to work with us on a pilot 2-1-1 project in relation to coordinated assessment and housing intake. A sample was shared from Onslow County. ACICHA members were interested to learn more. Kim reported that the BoS is also looking into this. Addition information for consideration will be presented as it becomes available.
2. Coordinated Assessment (336-350-9985) Kim introduced Thadeous Carr as ACAC CA Intake Specialist. Thadeous explained that he is creating a list of professional contacts for his use, most of these are on our PHC list, please let him know if anything needs updating or changing. April made sure he was familiar with the Community Guide to Assistance for client referrals and he was already using it. Kim reminded everyone of the Referral Process / Score review (pg 12) and noted that the VISPDAT tool shouldn’t be changed, it had been previously changed, but it must be used in the standard way. The waitlist is being maintained by ACAC and it is updated by a two-way process with housing agencies to ensure accuracy. Those seeking housing must be homeless and complete the coordinated assessment intake process to be considered. Kim encouraged agencies to return their signed MOU as soon as possible, there are still a few outstanding.

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| **VI-SPDAT / DLA 20 Scores** | **Type of Housing** |
| 8 or higher /  50 and below | **Permanent Supportive Housing (PSH)** - is decent, safe, affordable, community-based housing that provides tenants with the rights of tenancy and links to voluntary and flexible supports and services for people with disabilities who are experiencing homelessness. |
| 4-7 / 51 -70  CTI Eligible:  VI-SPDAT **7-10** | **Rapid Re-Housing (RRH)** - provides financial assistance and services to prevent individuals and families from becoming homeless and help those who are experiencing homelessness to be quickly re-housed and stabilized.  **Critical time Intervention (CTI)** - a time-limited evidence-based practice that mobilizes support for society’s most vulnerable individuals during periods of transition. It facilitates community integration and continuity of care by ensuring that a person has enduring ties to their community and support systems during these critical periods.  **Transitional Housing** - is supportive housing that helps fight the homeless problem in today’s society. Transitional housing is generally for a limited time period. Stays can be from two weeks to twenty four months. Transitional housing provides people with help after a crisis such as homelessness or domestic violence. |
| 0-3 / 71+ | Private Sector Housing (No Housing Intervention) |

The coordinated process will be geared toward prioritizing those households with the most intensive service needs and housing barriers (e.g. chronically homeless households and households with multiple episodes of homelessness). The VI-SPDAT has a built-in scoring mechanism that prioritizes households for access to different housing programs. This will serve as the “starting point” for our referral process.

1. Individuals will be referred to the appropriate agencies based on program and funding criteria.
2. CM and CA Intake Specialist will contact the appropriate housing program according to the VI-SPDAT score.
3. Referrals will be made by phone and email. Referring agencies have *24 business hours to accept or decline the referral.*
4. If accepted and beds are available, the CM will start the process to transition the individual into the identified program.
5. If accepted and no beds are available, then the individual will be placed on a waitlist.

Bed availability, while ideally managed in real-time, will be managed via spreadsheet (tentatively proposed via a drop-box or google sheets). Each agency will update their bed availability daily.

The coordinated referral will be geared towards prioritizing those households with the most intensive service needs and housing barriers (e.g.: chronic homelessness, etc). ACICHA will conduct an annual discussion about which populations should be prioritized for services (see Oversight).

Referrals will also be based on each program’s admissions eligibility criteria, including populations served. For example, programs that serve only single adult men will only receive single adult men referrals. **Agencies participating in coordinated assessment must submit all of their eligibility criteria to ACICHA before they can participate in the coordinated assessment process.** Any changes to a program’s eligibility criteria or target population must be sent immediately to ACICHA via the chair to make sure referral protocol is updated accordingly.

* CTI (Critical Time Intervention) is a new service available in Ala. Co. through Cardinal Innovations (as approved in July 2015) – See chart above for scoring and placement in referral process. Debra explained how the program works and who is eligible.
* **Wait List Management**: (pg 4-5) ACAC will perform the intake and assessment. Clients are referred to eight (8) possible different housing agencies; a waitlist is used by each agency. Agencies are trained on screening and assessment policies & procedures. ACAC staff input client applications into excel spreadsheet, refer to appropriate housing agency, act as primary “POC” (Point of Contact) for waitlists, and follow up on client check-ins and referrals to partner agencies.
* A master waitlist will be maintained by the CA Intake Specialist at ACAC.
* Agencies will be asked to maintain a current waitlist and update their waitlist by noon on Monday of each week.
* The CA Intake Specialist will compile the information received by each agency and send out the master waitlist by Tuesday morning of each week.
* BoS Reporting – Kim reminded applicable agencies to complete the HMIS data migration training.

1. BoS updates:

**NC Balance of State**   
**Steering Committee meeting, Aug. 4**

* Coordinated Assessment: The Steering Committee approved coordinated assessment plans for the Caswell, Down East and Rockingham Regional Committees. Staff outlines the expectations for Regional Committees implementing coordinated assessment:
  + Full implementation within 30 days of plan approval
  + All staff watch BoS trainings on each of the 3 parts of the assessment tool they are using
  + Regional Committees report on outcomes quarterly (first report due Oct. 15)
  + Provide feedback on how coordinated assessment is working locally
    - One forum for this feedback is the BoS CA Dialogue call, Second Tuesdays, 3:00-4:00 p.m, August meeting will be on 8/11, please register on the NCCEH website: [ncceh.org/events/916](http://ncceh.org/events/916)
* NCCEH staff expect HUD to release the CoC application NOFA soon. Staff will be in touch with grantees, agencies applying for new projects and members of the Project Review Committee about next steps.
  + CoC grantees and potential grantees: Please review the draft document outlining recipient agency responsibilities and send feedback to [bos@ncceh.org](mailto:bos@ncceh.org) by Monday Aug. 10: [ncceh.org/files/5825/](http://ncceh.org/files/5825/)
  + Agencies Interested in Applying for NEW Projects: Complete FY2015 CoC Intent to Apply form: <http://bit.ly/1LEJDzO>
* The Regional Committee structure workgroup designed a survey to get input from local groups on capacity. Please complete one structure survey per Regional Committee by Sept. 30:   <http://goo.gl/forms/yYGZqAjfhT>
* HMIS migration is underway for BoS agencies. HMIS Agency Admins, please register for and attend HMIS Migration trainings in your area: <http://www.ncceh.org/events/month/>. In advance of migration trainings, Agency Admins must complete trainings and submit agency agreements ASAP. Contact NCCEH Data Center with questions: [hmis@ncceh.org](mailto:hmis@ncceh.org), [(919) 410-6997](tel:%28919%29%20410-6997)
* PSH Program Managers: Please register for and attend PSH Subcommittee meeting, Mon. Aug. 17, 10:30-11:30 a.m. Register online: [ncceh.org/events/877](http://ncceh.org/events/877)

1. Added Agenda Items: Joel with Cardinal Innovations explained that their PSH Grant with HUD is up for renewal and letters of support are needed from community partners for each program (they have a total of two). Joel shared a sample letter and provided a handout with basic information. Kim requested that Joel provide an update on the status of these grants before requesting letters of support, Joel agreed to provide this information at the next meeting. In the meantime Kim will research the best practice for handling renewals and letters of support.
2. Roundtable

* Debra reported that Cardinal Innovations will be hosting an all day trauma based therapy speaker on Sept 16th in Chapel Hill.
* April reported that the governance committee has been meeting and drafting ideas for ACICHA review.
* Family Abuse Services reported that renovations are proposed for the kitchen and house.
* Volunteers of America reported a position opening, Admin. Assistant (out of the county).
* Ala. Co. Community Services Agency reported a Back to School supply event will be taking place at First Baptist on Apple Street.

1. Next Meeting: Thursday SEPT 3, 3:00pm / City Hall (Note time change, and permanent location change)

Robin made a motion to adjourn.

***ACICHA meets monthly to discuss current community issues surrounding homelessness***