



Butte Countywide Homeless Continuum of Care

BUTTE COUNTYWIDE HOMELESS CONTINUUM OF CARE HMIS/CES COMBINED COMMITTEE MEETING MINUTES MONDAY, October 11th, 2021 at 1pm-3pm Zoom Meeting

COMMITTEE MEMBERS PRESENT:

Debbie Villasenor, Housing Consultant
Elisa Rawlinson, DESS Housing & Homeless
Christy Taylan, Caminar
Shelly Watson, Jesus Center
Carolina Cruz, Catalyst
Nancy Jorth, Youth For Change
Stefan Spirk, CAA
Sarah Frohock, BCDBH

OTHER ATTENDEES:

Isabel Alainz-Alvarado, DESS Housing & Homeless
Renee Devol, DESS APS
Kayla Davis, DESS Housing & Homeless
Melissa Jamison, United Way Northern California
Kyle Prieto, DESS Housing & Homeless
Wendy Lo, DESS Housing & Homeless
Nick Fashing, DESS Adult Services
Jay Coughlin, DESS Housing & Homeless
Lorena Reed, BCDBH
Pahua Thao, DESS Housing & Homeless
Shelly Storkan, BCDBH
Tara Sullivan-Hames, Butte/Glenn 211
Jaymee McLaughlin, CUSD, Homeless and Foster
Liasion TOSA
Rachel DeLeon, DESS Eligibility
Crystal Hutchinson, DESS CSD
Susan Wilson, Safe Space
Javi Pinedo, Housing Authority- Butte County

Angie Little, Housing Authority – Butte County

COMMITTEE MEMBERS NOT PRESENT:

Amanda Gaylord, CHAT
Keesha Hills, OSCIA
Trishalana Ott, BCDBH
Joaquin Jordan, True North Housing Alliance
Annie Terry, Oroville Rescue Mission
Sara Sweaney, Nation's Finest
Masaki Hirayama, Veteran's Administration
Lauren Kohler, Safe Space
Tracy Stogsdill Gillihan, 2-1-1 Help Central

RECORDING SECRETARY:

Kyle Prieto

ORDER OF BUSINESS:

1. **CALL TO ORDER:** The meeting was called to order by Chair Elisa Rawlinson at 1:03 P.M.
Roll call taken
2. **APPROVAL OF MINUTES - ACTION:** The minutes for the HMIS/CES Committee Meetings for September 13th, 2021, were approved with no corrections.

Motion to approve: Stefan Spirk
Seconded: Debbie Villasenor

3. **AGENCY UPDATES:** Debbie Villasenor announced she is waiting to hear back from the State of California regarding the release of “No Place Like Home” round four funding. She is hoping to have a project identified to be able to submit an application for permanent supportive housing, noting coordinated entry will be utilized for tenant referral.

Christy Taylan of Caminar, reported that Scott Walker who used to be the manager of Base Camp has moved to a new career, Cody McCormac will be replacing him.

Stefan Spirk, of CAA, announced the celebration of Esplanade House’s 30th anniversary.

Jay Coughlin, of DESS, informed the group HDAP has added two new Housing Navigators, Isabel Alaniz-Alvarado and Michael Wright, and new funding for the HDAP program has just been received from the state. This will be discussed more in next week’s CoC meeting. The HDAP team is hoping to start adding clients from the waiting list as well as CES to the program.

Nancy Jorth, with Youth for Change, stated that her agency has downloaded the Heart annual report from HMIS and uploaded it into the Fisby system and was pleased with the quality and functionality of the process.

Shelly Storkan, of BH, announced the Chronically Homeless Committee will be meeting virtually next week and invited people to join if they are interested, contact information was given in the chat box.

Tara Sullivan-Hanes, with Butte/Glenn 211 provided an update regarding the total number of 211 specialists that input information into CES, that team now consists of ten people. Five of those ten people are contracted through the DESS HSP program. Additionally, Butte 211 are providing information to the public related to scheduled power safety shut-offs.

Carolina Cruz, from Catalyst, reminded the committee that October is Domestic Violence Awareness month and that special events will be happening throughout the month. Catalyst has partnered with 20 local coffee shops in Butte County with a coffee sleeve campaign, providing domestic violence coffee sleeves to the public in an effort to raise awareness. She also reported that the transitional house is still available for a family in need, it is a three bedroom, two bath, vacant home and the application is on the Catalyst website. Angie Little with HACB is currently still working on the emergency housing vouchers with the goal of dispersing all 116 vouchers by November 1st, 2021. Nick Fashing spoke about the Home Safe Program and that they are still waiting to hear what the allocation of funding will be. Elisa discussed the new AB 977 law that was signed into effect by the Governor of California and the potential effect it will have on future housing assistance. Starting January 1st of 2023 all state housing assistance programs will have to start imputing information into HMIS which will expand the system greatly. Debbie Villasenor questioned whether or not this law would also increase funding for the HMIS/CES programs, and it was noted that the law was unclear in that area but different programs within the system would be receiving more funding. Debbie went on to discuss one of the last CoC meetings and the suggestion that the HMIS/CES committee continues to explore funding for programs such as Butte 211. She believes that further exploration of finding funding sources should no longer be at the HMIS/CES committee level, which should be the CoC and Board of Supervisor's responsibility.

4. **Updates:** A) Emergency Housing Vouchers. All 26 coordinated entry clients have been identified and have been contacted by a Housing Navigator. These clients have had their applications and supporting documentation given to HACB, and at least one CE client has attained housing. There were 7 emergency housing vouchers that were direct referrals from agencies that were redistributed because they had not been used. B) Moving contact information from CES enrollment page, there are two people working on this project Kyle Prieto and Kayla Davis. There are currently 2,380 individuals on the coordinated entry list and of those clients there are only 529 names left to move their contact and location information to the client level tabs. It is hoped that within 2-3 weeks this conversion to be completed. Upon completing this project the section on the enrollment page for contact and location information will be removed and all future collected data will be put into those client level tabs resulting in every agency having access to the information.
5. **New HMIS User Request Form:** a) Distribution list for all HMIS End Users. A new request form has been created for agencies to use when they have new users that they would like to onboard into the HMIS system. The form is available on the CoC website under the HMIS/CES page. An overview of what the form consists of and what information will be required was given. It was also noted that user licenses will be affected by the number of staff that are on boarded into HMIS as there is a limited number of licenses available. Butte

County has 120 licenses available of that there are 109 in current use. Please note that the licenses are for individual people and not per agency, being consciences of the number of people are utilizing the licenses is important. If a user leaves an agency, informing the HMIS/CES lead within 24 hours is very important so they can remove that person's license and access to the system. A form is being created for participating agencies to utilize in informing HMIS/CES of that users leaving.

- 6. HMIS/CES Training/Office Hours:** a) Data Quality Reports. There are currently 6 data quality reports that each agencies CHO administrator can run. Examples were shown of a few different types of reports that are available, such as Duplicate Client which can help identify if a client has been imputed into the system more than once. There is a report also that can show the date a client entered into the system and how long it took them to achieve sustainable housing, that report is located under Program Based Reports and called Program Outcome Measures. That report can be used in any program and all agencies. Agency Management reports are also available to agencies, one of those reports is a User Activity Report. This report allows agencies to see how often each user within the agency is logging into the system, this is helpful for identifying users who are not utilizing their access. If a staff member is not active in the system they can have their license deactivated and another user can utilize the license. Any user can run this report. There are data quality reports that administrators can use, Elisa is currently running the reports and she will be reaching out to varying agencies regarding the information in an attempt to get ahead in preparation for the Longitudinal Systems Analysis (LSA).
- 7. Client and CES Workflow Handouts:** A flyer/handout was created with important information for clients regarding how to become enrolled into the Coordinated Entry System. It shows a step by step process of how to become enrolled and which participating agencies have the ability to enroll them as well as a description of what the Coordinated Entry System is. Each CES participating agency should be enrolling their clients into the system at the time of enrollment into that program. Information on the flyer also included how a client can contact a Housing Navigator within Butte County DESS, i.e. phone number and option number, as well as an email address, with a caveat that allows response within one business day. This flyer would be placed on the CoC website as well as in participating agencies lobby's or disseminated on their agency websites for public distribution once the CoC committee has approved its use. Questions were raised about the wording of certain sections of the flyer and concerns raised that the information was not particularly clear and that clients may not glean appropriate meaning of the information. Particular emphasis was placed on the phone number provided, it is a concern that a client viewing this flyer might misunderstand and try to contact a partnering agency using it instead of understanding that it is only for DESS Housing & Homeless. Another issue was raised with the expectation of receiving a call back within one business day, which was explained that it was an internal DESS policy not an expectation for partnering agencies. The addition of the Fair Housing

Logo was requested as an addition to the flyer by D. Villasenor. It was the decision of the committee to not submit this flyer to the CoC committee without making changes to the clarity of information provided. It was again stated, in great detail, that each participating agency should be entering clients into coordinated entry at the time of enrollment and completing the VI-SPDAT, if they are allocated additional funding if possible.

The second flyer that was shown was the Butte Countywide Coordinated Entry Partner Agency Workflow Process. D. Villasenor stated that the Butte County Fair Housing logo needs to be added as it will be distributed to the public. Elisa stated that this flyer was meant to be an internal flyer for users and agencies to utilize as a reminder of the procedure for training purposes. Some of the committee members were uncomfortable with projecting the “No Wrong Door Policy” that was stated on the flyer. Since there are so many possible entry points into HMIS/CES and the volume of staff turnover it was stated that for the right now Butte/Glenn 211 has the best track record for maintaining consistency and there are in fact “wrong doors” that cannot input clients into CES. Due to this it was requested that the “No Wrong Door” policy be removed from the flyer or make it more clearly transparent for the public. Elisa accepted the committee’s decision and will be making the decided upon changes to both of the flyers and she will bring them back to the discussion table at the HMIC/CES committee meeting in 1-2 months for their review before taking them to the CoC committee.

- 8. Additions to CES Enrollment Page (VHA):** There is a coordinated entry list that goes out every week that includes vital statistics for clients, there has been additional questions that have been added to the enrollment page specifically for Veterans. There were questions regarding the difference between the client answering no to a disabling condition but stating that they had a mental health condition, which can be attributed to the client not fully understanding how to appropriately answer these questions. Changes to the system are being made slowly but thoughtfully to correct identified problems and/or potential problems. When a client self-report that they have veterans status follow-up questions are pre-generated such as “Year Entered Military Service” and “Year Exited”. The HMIS/CES team has been working closely with the VA due to the fact that rural counties have on average a higher population of veterans and the need is in demand. One of the highest priorities for this demographic group is health care, the VASH program is highly utilized within our county. These new features within the HMIS/CES enrollment page will increase the effectiveness of connecting the client to veteran specific aid at the time of enrollment. Housing Navigators with Butte County DESS will receive the information and will appropriately determine the best way to assist the client based off their status. The last time that data was retrieved from HDIS, which is the state’s homeless data integration system, the percentage population of homeless veterans was at 11% within the HIMS system in Butte County.

9. Consistent Naming of Programs in HMIS: a) Program Name, Program Type-Agency (Funding). Funding sources are requiring the County to upload information into a variety of State and Federal websites, systems and databases for the purposes of tracking data as it relates to various funding sources. The consistent naming of programs is very important for the tracking of this data, as well as funding, within HMIS. It is being requested by the HMIS/CES lead that the program name always come first, then the program type (agency) come next as to further assist the funding source. No objections were made by the council so this process will take effect immediately within HMIS, with the expressed goal of consistency.

10. ANNOUNCEMENTS/NEXT MEETING: The next CoC meeting is Monday October, 8th, 2021 from 1:00-3:00. The flyer and flow chart will not be submitted to the CoC committee until very necessary changes are made and it has the approval of the HMIS/CES committee.

The next HMIS/CES Committee Meeting will be on November 8th, 2021 at 1:00-3:00

11. ADJOURNMENT: The meeting was adjourned at 2:55 P.M.