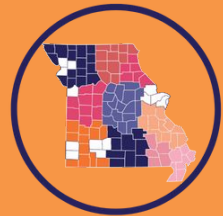**Missouri Balance of State Continuum of Care**

FULL COC MEMBERSHIP MEETING

March 20th, 2024

Visit Our Website
moboscoc.org

Welcome

Meeting Etiquette for Online Attendees:

- Remain muted; users will be muted throughout the meeting as needed
- If you are accessing the meeting via phone, use *6 to unmute
- There will be moments for questions and responses; a staff member monitors the online meeting to ensure participation.
  - Use the hand-raise feature or drop questions in the chat
- This meeting will be recorded.

Nathaniel Meece is the COC Planning Director. He has worked with the CoC for several years and has experience with IT and tech support. He enjoys working and teaching folks new techniques to improve systems and processes.

Community Norms

Summarized from our Governance Charter

- Professional conduct and diligence.

- Active participation and personal responsibility.

- Positive attitude in all activities.

- Support and collaboration for open communication.

- Respect diversity of opinions.

- Express dissent professionally.

Attendance

The link for attendance will be dropped in the chat now. This form confirms your attendance to the Full CoC Membership meeting.

Agenda

Welcome, Access and References

Centering and expectations for CoC members, attendance and reference for those who may be new to the CoC.

Board Updates

Presentation from Board Chair providing updates and need to know information on the Board.

YHDP Project Updates

The Youth Homelessness Demonstration Program awards, what the projects are, and how to access them.

CoC Lead Agency Updates, Advocacy, and Committee Overviews

Presentations from the Committees, HMIS Lead Agency (ICA) and Lead Agency (CPSEMO) providing updates and need to know information.

Training Topics

Leadership from the MO BoS CoC will provide short training discussion on Serving clients with unique service needs.

General and Reminders
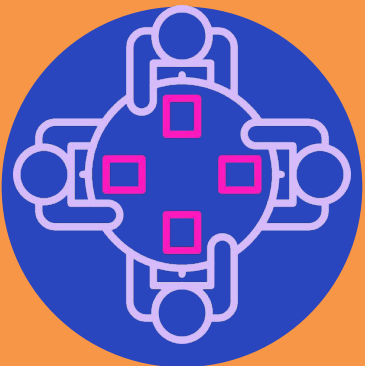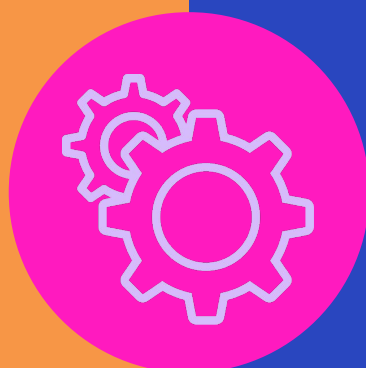
There are some house keeping items that we need to remind members of. Complete attendance to ensure your presence is recorded at the CoC meeting.

TELL US YOUR STORY!

Let us know a story of how your committee or organization helped someone in your community.

Respond for a chance to win a **$25 gift card!** Link will be in the chat.

We would like to use your responses for any publication and media in the future. Thank you!

Reference:
Understanding the CoC

Overview
What is the CoC?

Breakdown
Understanding the CoC

Meetings
Becoming an Active member!

The CoC (Continuum of Care) helps plan and fund housing and services for the homeless in 101 counties within the Balance of State region. The CoC coordinates housing and services for the homeless in 101 counties within the Balance of State region.

The CoC is made up of organizations, agencies, and individuals that coordinate homeless assistance and resources. The MO BoS CoC comprises committees and regions operating under the decision-making body of the Board of Directors.

Participating in you regional monthly meetings and joining one of the CoC's committees are excellent ways to becoming an active member of the CoC. Find out more about committees and all our monthly meetings on our website.

Board Updates

Martha Sander
Board Chair
Council for Families in
Crisis

YHDP Project Updates

- Projects are in the final stages of implementation at this point.
- Please maintain communication with the Lead Agency to know more about when these projects may be serving your community.

- **Coordinated Entry**
- **Crisis Peer Host Homes**
- **Crisis Response Outreach**
- **Transitional Housing**
- **Rapid Rehousing**
- **Hotel/Motel**

Lead Agency Updates

The Lead Agency is the point of contact for all bodies and efforts throughout the CoC. We are dedicated to working with agencies and equipping the community with resources to end homelessness in CoC.

Lead Agency Work:

- Annual NOFO Competition and collaboration with the Grants Committee for local competition
- CoC committee and Regional support
- Technical Support to member agencies and partners
- Data Reports and Collaboration with HMIS
- Performance Improvement Tools for Members

Meet the team

- Nathaniel Meece| CoC Planning Director

- Bonnie Pickel | CoC Administrative Specialist

- Quinton Roberts | CoC Communications Specialist

- Amanda Statler | CoC Coordinated Entry Specialist

- Laire Valentine | CoC Youth Programs Specialist

- Christian Freeman | CoC Performance Coordinator

- Tom Boyd | CoC Digital Assistant

- Emily Dillon | YAB Support Staff

- Melissa Stickel | Executive Director CPSEMO

- Calvin Garner | Director of Operations CPSEMO

Advocacy and Bill Details

The best thing to do is contact your Senator, and Senator Holly Rehder about the **SB 1336**. You can go on EMpower MO and see their programs and outcomes, and why PSH (Permanent Supportive Housing) is a good thing.

We want to stress that people living outdoors shouldn't be criminalized for being alive.

You can join Empower MO **March 27th in Jeff City** [(register here)](register here)
You can contact your Senator and Senator Rehder (email Sarah Owsley @ sarah@empowermissouri.org)

You can sign and share your call to action

Leah Woods

HMIS Lead Updates

LEAH WOODS, MA

HMIS MANAGER

INSTITUTE FOR COMMUNITY ALLIANCES

What Do We Do?

The HMIS Lead ensures that the Homeless Management Information System meets all regulatory and reporting requirements outlined by HUD, provides training and technical assistance in the use of the HMIS, and works with the CoC to provide data analysis and to submit required federal reports

The Team

Leah Woods, HMIS Manager for the Balance of State

Tessa Cook, HMIS YHDP Coordinator

Belle Delacruz-Lysell, HMIS CES Coordinator

Taylor Cummins, System Administrator for Regions 1, 6, 7, 8, 9

Diana Kilguss, System Administrator for Regions 2, 3, 5

Krystal Searcy, System Administrator for Regions 4, 10

Updates

Looking Back
- Longitudinal Systems Analysis
- System Performance Measures

In Progress
- Point in Time & Housing Inventory Count
- Youth Homeless Demonstration Projects

On the Horizon
- Coordinated Entry
- Technical Assistance Assessments

Looking Back

Longitudinal Systems Analysis (LSA)

- Looks at data from the previous two fiscal year (10/1/ - 9/30) to evaluate how household move through the CoC's homeless response system

- HUD bases funding decisions for the CoC in part on the data submitted and this data help inform local and national planning efforts

- ICA completes a comprehensive data quality review with agencies after the end of the federal fiscal year to ensure the data for our CoC is as accurate as possible.

What data is included in the LSA?

Project Descriptor Data	Enrollment Data	Client and Household Demographics
• Bed and Unit Inventory • Funding Sources • Geocodes	• Entry/Exit dates (nights of stay) • Prior Living Situation • Relationship to Head of Household • Disability Status • Fleeing Domestic Violence Status • Chronic Status • Housing Move-In Date (if applicable) • Exit destination	• Age • Gender • Race • Ethnicity • Veteran status

Looking Back

Longitudinal Systems Analysis (LSA)

- ICA uploads the data to HDX 2.0 and then engages in a lengthy review process with HUD's Technical Assistance advisors, where we work with agencies to update data as needed and works to explain improbabilities in the data (like low or high utilization, significant changes from last year).

- This report was successfully submitted by the January 24th deadline, and the data submitted should be considered accurate enough to be used in the Annual Homeless Assessment Report to Congress (AHAR), which has historically been a scoring factor for the NOFO competition.

Looking Back

System Performance Measures

- The System Performance Measures (SPMs) looks at data from the previous fiscal year (10/1 – 9/30) to evaluate the CoCs performance on 7 benchmark measures from year to year

- Performance on these outcomes has historically influenced scoring on our NOFO

- ICA completes a comprehensive data quality review with agencies after the end of the federal fiscal year to ensure the data for our CoC is as accurate as possible

- These reports were successfully submitted prior to the deadline on March 14th

System Performance Measures

❌ Measure 1: Length of Time Homeless, on the whole, increased from FY22 to FY23

❌ Measure 2: Returns to Homelessness increased by 3% from FY22 to FY23

✔️ Measure 3: Number of Persons Experiencing Homelessness decreased for unsheltered persons but increased for sheltered persons

✔️ Measure 4: Employment and Income Growth for persons in CoC Projects, on the whole, increased for both Stayers and Leavers

✔️ Measure 5: Number First Time Homeless decreased

❌ Measure 7: Successful Exits from Outreach decreased significantly but Successful Exits/Retention in Permanent Housing increased

YHDP Projects

While YHDP recipients have been working hard to get their projects operational so they can begin serving clients, ICA staff have been working hard to:

- Onboard new agencies

- Set up projects in HMIS

- Update data collection forms, practice cases, and user resources

- Provide user training

Once agencies can meet baseline data entry and reporting requirements, we look forward to working with the YAB, the CoC, and funded projects to:

- Identify any supplemental data needs

- Develop custom reports and dashboards to help measure progress towards meeting the goals and objectives outlined in the Coordinated Community Plan

In Progress

Point in Time Count
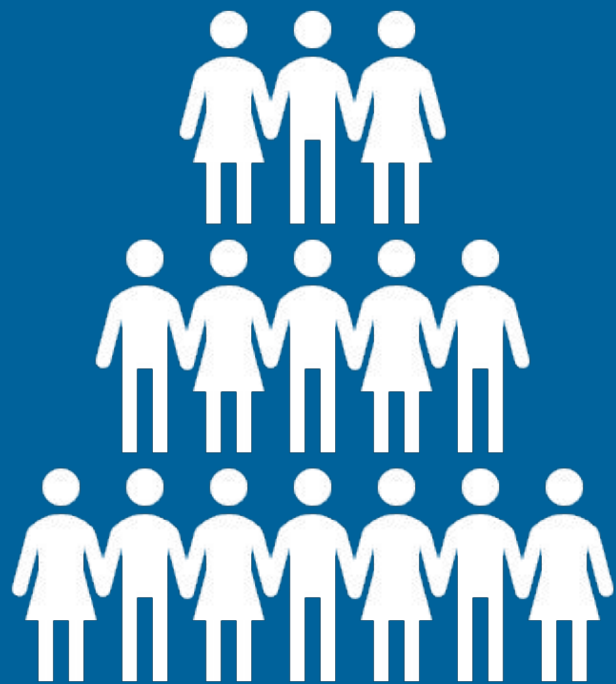
What is the PIT?

The Point-in-Time (PIT) count is a census of all homeless persons in a Continuum of Care on a single night in January

The count includes persons who are:

Sheltered

Unsheltered

PIT Data includes:

Demographics, chronic status, domestic violence status, disability information

Designation of special populations: veterans, unaccompanied youth, parenting youth

Housing Inventory Count (HIC)

- Point-in-time inventory of providers within a Continuum of Care that provide beds and units dedicated to persons who are homeless

- HIC data is collected for a single night, typically at the end of January

- The following project types are included:
  - Emergency Shelter (ES)
  - Safe Haven (SH)
  - Transitional Housing (TH)
  - Rapid Rehousing (RRH)
  - Other Permanent Housing (OPH)
  - Permanent Supportive Housing (PSH)

Point in Time and Housing Inventory Count

- ICA created/updated data collection tools for HMIS and non-HMIS agencies, prepared training documents and materials, and worked with agencies and CoCs to prepare for conducting the count on the night of the PIT

- ICA System Administrators works with agencies to ensure the submitted data is complete and accurate, and all data quality issues are addressed

- ICA Reporting Team aggregates the data across all HMIS and non-HMIS projects and prepares preliminary reports for CoC approval before final submission

- Final data must be submitted to HDX 2.0 by April 30th

In Progress

On the Horizon

Coordinated Entry APRs

- The CoC has been awarded several grants that require the submission of a CE-APR, a report that pulls information for **all** coordinated entry providers in the CoC, regardless of whether they are funded by this project or not

- The CE-APR looks at the number of CE Events and CE Assessments recorded during the reporting period, along with demographic information for those clients

- This makes properly recording CE Events and CE Assessments essential for demonstrating the work that we as a community are doing to provide access to coordinated entry throughout the state

- We are currently working with the Reporting Team to develop a report that will assist Access Points in identifying CE Events/Assessments that may be missing or incomplete, and we look forward to providing the CoC with additional training and support for these data entry needs

On the Horizon

Technical Assistance Assessments

- Ensures your agency is compliant with HMIS policies and procedures set by HUD and the CoC

- ICA completes 1 TAA per year, which includes either a desk monitoring that focuses on a data quality, or an onsite visit the focuses on verifying a secure, confidential setup for data collection

- These typically occur during the summer and result in a letter of compliance or non-compliance that goes to your funder

- If your agency is non-compliant, you will be provided with a list of corrective actions to take that would bring your agency back into compliance

Thank you

MOHMIS@ICALLIANCES.ORG

Break

Committees

Policy and Planning

The Missouri Balance of State Continuum of Care established the Policy and Planning Committee in December of 2022. The purpose of this committee is to provide guidance and recommendations for CoC level policies and strategic planning.

Committee Chair: **Becky Poitras**
Metro Lutheran Ministry

Vice Chair: **Reginald Jennings**
Habitat for Humanity

Secretary: **Martha Sander**
Council on Families in Crisis

*Meets on the second Tuesday of the month.

Grants

The Grants Committee is responsible for ensuring that the CoC and funded agencies acquire all appropriate, available funding. The Grants Committee oversees the development of a fair scoring tool
and feedback policy for each funding process so that resources can be fairly and effectively distributed throughout the CoC.

Committee Chair: **Reginald Jennings**
Habitat for Humanity

Vice Chair: **Martha Sander**
 Council on Families in Crisis

Secretary: **Patti Brayfield**
Project 360

*Meets on the third Thursday of the month.

Coordinated Entry

The MO BoS CoC Coordinated Entry (CE) Committee will draft overarching policies and procedures by which all agencies participating in coordinated entry within the Balance of State must abide and create a coordinated entry structure for agencies in the BoS to participate in, per HUD's guidelines and benchmarks. The CE Committee provides support and advice for regions as they implement coordinated entry and make recommendations to the Board regarding coordinated entry related policies and procedures.

Committee Chair: **Maggie Thomas**
Metro Lutheran Ministries

Vice Chair: **Kelli Kemna**
MO Dept. of Mental Health

Secretary: **Tammie Bratton**
FCC

*Meets on the first Tuesday of the month.

HMIS

The HMIS Committee is responsible for the coordination of the HMIS Lead Agency, the CoC at large, the Board of Directors and the Lead Agency of the CoC. Currently, the HMIS lead agency is Institute for Community Alliances. The committee works to ensure the accountability of these entities and to provide insight on overall improvement of HMIS processes in the Missouri Balance of State Continuum of Care.

Committee Chair: **David Henrion**

Vice Chair: **Open**

*Meets on the third Monday of the month.

Secretary: **Open**

Membership

The MO BoS CoC Membership Committee works to identify how the CoC should recruit, engage, and support the membership of the CoC. Membership Committee also works to address any challenges member agencies may face in communication, training, funding applications, and other work related to participating in the CoC.

Committee Chair:
Edwin Cooper
DMH

Vice Chair: **Ann Gosnell**
House of Hope

Secretary: **Shamarie Johnson**
PFH

Goals for 2024:
- Establish Sub-committee to assist with Membership Meetings

*Meets on the third Wednesday of the month.

Performance

The Performance Committee is responsible for monitoring the performance of the COC and the projects that operate within it. The Performance Committee also seeks to use the process of monitoring and reviewing performance data to create strategies and tools to improve project performance and ensure that the work of the MO BOS COC meets the highest performance standards possible.

Committee Chair:
Sonia Campbell
Catholic Charities Kansas City/St. Joseph

Vice Chair: **Leah Woods**
Institute for Community Alliances

Secretary: **Yolanda Redd,**
Homeless Project Contract Specialist

Goals and Strategies

- Moving on Strategies
- Updating Performance Data Goals
- Work on Coordinated Entry performance reviews and developing strategies on what we need to measure CE performance.

*Meets on the second Thursday of the month.

The MO BoS CoC Point-In-Time Count Committee will work with the Collaborative Applicant and HMIS Lead to complete the HUD-required annual Point-In-Time (PIT) Count and Housing Inventory Count (HIC). Through recruitment of local leadership, development of training material, and standardization of processes, the Point-In-Time Count Committee enables the CoC to conduct a complete count of all homeless persons in its geographical area.

Committee Chair: **Ann Gosnell**
Lexington House of Hope

Vice Chair: **Edwin Cooper**
MO Dept. of Mental Health

*Meets on the first Monday of the Month.

Youth Services

The MO BoS CoC Youth Services Committee works to represent the needs of youth and young adults who may interact with the homeless system of care. Through quality data, collaborative efforts, and partnerships within and outside of the CoC, the Youth Services Committee will diligently ensure fair and effective service for youth within the CoC.

Committee Chair: Open
Vice Chair: Open
Secretary: Open

*Meets on the third Monday of the month.

Veterans Services

The MO BoS CoC Veterans Services Committee works to represent the needs of Veterans who may interact with the homeless system of care. Through quality data, collaborative efforts, and partnerships within and outside of the CoC, the Veterans Services Committee will diligently ensure fair and effective service for veterans within the CoC.

Trainings for the year:
- Veterans Justice Program Presentation
- Treating Veterans with PTSD and How this might be Different than Working with Civilians
- Veterans Legal Clinic
- Veterans and Interpersonal Violence (or Domestic Violence)
- Identifying How to best ensure Veterans Experiencing homelessness reach the appropriate service providers

Committee Chair: **Glenna Wilson**
Truman VA

Vice Chair: **Abigail Stotler**
Truman VA

Secretary: **DeAnna DeHaven**
CCSOMO

*Meets quarterly on the first Wednesday of the month.

Victim Services

Represents the needs of people fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, stalking or human trafficking.

Important Information

2024 Committee Leadership
Current leadership. Holding elections next week for 2024 leadership.
- Chair: **Jennifer Sander**
- Vice Chair: **Lori Haney**
- Secretary: **Christina Cherry**
- Committee email:
  - victim-services-committee@moboscoc.org

- Starting in March 2024 meeting will be the fourth Wednesday of every month from 10am-11am.

- Next meeting: Wednesday, March 27th at 10am.

Victim Services

Goals for 2024

The Committee is currently working on our work plan for 2024. Here are some overall goals.

- Connecting the Non-HMIS listholders

- Address issues and problems with the Non-HMIS PL

- Connect and onboard shelters not working with CES

- Participate in other committees to advocate for victims

- Work with the CoC on general education/trainings about domestic and sexual violence to create consistency across the regions.

2023 Recap

- We have been working on a new ROI that is in the final stages.

IDEA

The IDEA Committee works to ensure that inequities that exist within and outside of the homeless system of care are identified and addressed. Through the use of quality data analysis, collaboration with partners, and focusing on inclusion of people with lived experience of homelessness, the committee will ensure that representation, treatment, and outcomes among all populations are as fair and equitable as possible.

Committee Chair: **Christian Freeman**
CPSemo, Lead Agency

Vice Chair: **Michele Phelps**
FCC

Secretary: **Shamarie Johnson**
PFH

*Meets on the first Wednesday of every month

Youth Action Board

The Youth Action Board (YAB) works to empower youth and young adults, aged 24 and under, by providing a voice and active participation in the decision-making processes of the CoC. The Youth Action Board strives to ensure that the homeless system of care is responsive to the distinct challenges that youth and young adults may face.

Committee Chair: **Christian Freeman**
CPSemo, Lead Agency

*Meets every first and third Monday of the Month

CALENDAR

https://moboscoc.org/resources/calendar/

URL links for each calendar can be imported into your calendar apps!

Training Discussions
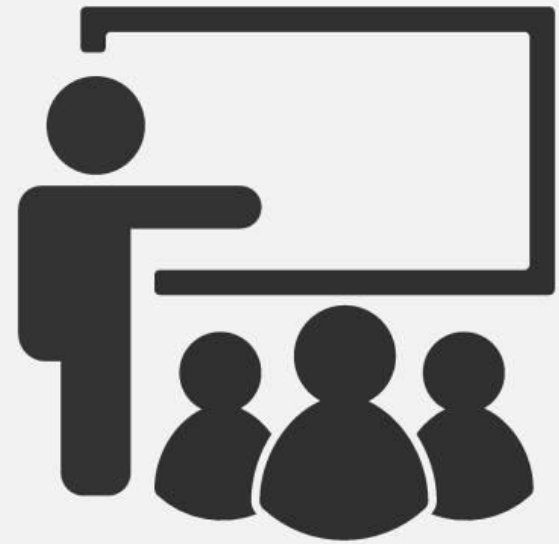
Efficient client identification and service provision are paramount in our mission to serve diverse demographics like survivors of domestic violence, veterans, and youth.

In today's discussion, we will refer to this client category as clients with unique service needs. This may also include other unique needs outside of those listed, and the concepts we talk about today may still apply.

- Identify clients through assessments and collaboration.
- Establish clear referral protocols, maintain strong networks, and provide comprehensive information to clients.
- Adapt and collaborate to tailor services effectively. At times, services unique to the client's needs are not available. Understanding that your agency is not the perfect fit, but the best option for the client.
- Regularly assess training needs to ensure competency.
- Build partnerships and engage in collaborative initiatives to enhance service delivery.

Discussion questions

Please remember to avoid using client names or identifying details. We are sharing practices and stories to make our programs more effective, and we should preserve clients' dignity and privacy.

If your agency provided services to a client with unique service needs...

- What barriers kept them from seeking services at another location?
- What barriers did they face that were unique from other clients in your agency?
- What barriers did you have in providing services to them?
- Were there age barriers to providing services?
- What specialized services were you able to provide? Did you find a creative solution for some service needs?

Discussion questions

Please remember to avoid using client names or identifying details. We are sharing practices and stories to make our programs more effective, and we should preserve clients' dignity and privacy.

When someone presents to your agency with unique service needs...
- What strategies did your agency take before serving this client that helped with their needs?
- What strategies did your agency use to create your project design(s)?
- What strategies did your staff use to meet service needs?
- What Harm Reduction strategies has your agency considered with unique service needs?

Discussion questions

Please remember to avoid using client names or identifying details. We are sharing practices and stories to make our programs more effective, and we should preserve clients' dignity and privacy.

Success stories and resources
- What Success stories can you share about clients with unique service needs?
- What resources made the difference for their outcome?
- Known resources
    - MOCADSV network
    - YHDP Projects and
        - Qualified Minor Tool
    - VA network
        - veterans committee
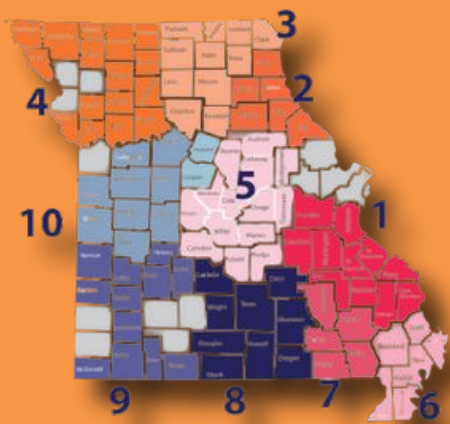
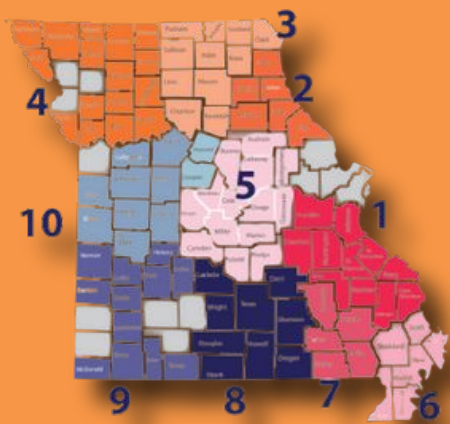**Missouri Balance of State Continuum of Care**

Password

For closing out MHDC grants, grantees need a signature from the CoC to show participation in CoC meetings.
The MO BoS CoC uses a password that acts of this signature on your closeout documentation.
This password will be provided to CoC members at the end of the Business meeting via completion of a survey to show complete attendance to the meeting.

Missouri Balance of State
Continuum of Care

QUESTIONS
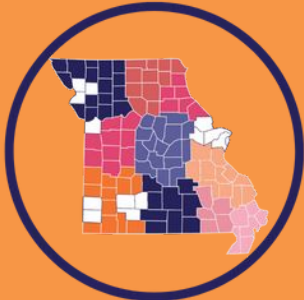AND ANSWERS

Visit Our Website
moboscoc.org

CLOSING
THOUGHTS
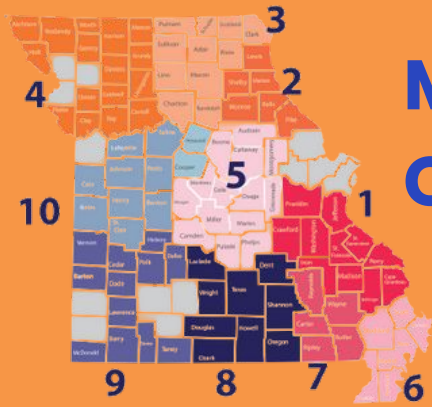
Missouri Balance of State
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Missouri Balance of State Continuum of Care

THANK YOU
FOR YOUR ATTENTION

Visit Our Website
moboscoc.org