Minutes

Committee: Membership Council

Duration: 1:00 – 3:00

Presiding:

Attendance:
P = Present
TC = Attended via Dial in
A = Absent

Date: 10/5/2020

Meeting Place: VIRTUAL MEETINGS VIA ZOOM
https://us02web.zoom.us/j/86532870646
Meeting ID: 865 3287 0646

Membership Council Members							
P	Dr. Virginia Brown	A	Esther Johnson	P	Kelly White	A	Steven James Potter
A	Christy Moffett	P	Greg McCormack	P	Andrew Miller	A	Gretchen Nelson
P	Summer Wright	A	Ryan Adam	P	Laura Ward	A	Vella Karman
P	Ann Teich	P	Jessie Metcalf	P	Lisa Garcia	P	Yvonne Camarena
A	Catherina Conte	P	Dawn Perkins	P	Lyric Wardlow		
A	Donna Ware	P	Kathleen Casey	P	Peggy Davis Braun		
		P	Kathleen Ridings	A	Steve Brothers		
Committee Chairs							
P	Kellee Coleman	P	Dylan Shubitz	P	Kali Holyfield	P	Susan McDowell
P	Erin Whelan						
Advisors							
A	Awais Azhar	P	Bill Brice	A	Sarah Cook	A	Irit Umani
P	Adelita Winchester	A	Paul Caudero	A	Thomas Visco	A	Cossy Hough
A	Cacki Young	A	Phil Session	A	John Waller (COA)	A	Sam Verde
P	Lynn Meredith	A	Ruth Ahearn	A	Jason Phillips	A	Quiana Fisher
A	Lara Foss	P	Neil Hackett	P	Akeshia Johnson-Smothers	A	Ashley Richardson
ECHO (CoC Lead)							
P	Matt Mollica	P	Kate Moore	P	Preston Petty	P	Axton Nichols
P	Laura Evanoff	P	Sarah Duzinski	P	Chris Davis	P	Chris Murray
P	Claire Burrus	A	Mason Turpin	P	Whitney Bright	A	Norman Harris
P	Andrew Willard	P	Akram Al-Turk	P	Eri Gregory		

AGENDA			DISCUSSION	ACTION ITEMS
I. Welcome & Approval of Minutes	Dr Brown	1:00 – 1:10	**Review and Approve September 2020 Minutes** • *Action item: Review and approve September 2020 minutes*	• **Action Item**: September 2020 minutes approved by consensus without revisions
II. Membership Council Business	Dr Brown	1:10 – 1:40	**Membership Council Business** • Summer Wright introduced herself to Membership Council and provided a brief bio (see snapshot from Coversheet on page 10 of minutes).	• **Action Item**: Summer Wright approved by consensus to join

AGENDA	DISCUSSION	ACTION
	Action Item: *Approve by consensus Summer Wright to fill the Austin vacant seat on Membership Council representing the Youth Collective*	Membership Council as a voting member representing the Austin Youth Collective
Dr Brown	**Decision-making Sub-Committee** • Dr. Brown provided update on summary of feedback collected from members on the use of ad hoc subcommittees. Link to Comments • Commenters largely not in favor of creating an ad-hoc committee to review and approve PSH Written Standards o Commenters largely opposed to committees making decisions that are brought to MC for approval. Rather committees should bring recommendations to MC to inform members who will approve or deny as the final decision-making body. • Commenters in favor of a collaborative approach utilizing online Google Docs to facilitate discussions prior to items being brought to Membership Council for consideration • Overall, comments indicate an additional need for trainings around conflicts of interests, perceived conflicts of interest, and how to navigate those situations. • Discussed need for continued governance work with TA provider HomeBase.	**Action Item:** ECHO to coordinate Conflict of Interest training for November meeting.

P Braun	**ECHO Board Updates**
	• Peggy Davis Braun introduced new ECHO Board member, Lynn Meredith, and is learning more about ECHO's role and work.
	• During the September Board meeting, ECHO viewed informational videos created by ECHO's Communications Manager- Chris Davis.
	   o First video highlighted the work of the Community Health Paramedics
	      ▪ Video available here: https://www.austinecho.org/blog/2020/07/31/9740/
	   o Second video introduced ECHO's Homelessness Diversion program. Alesandra Dominguez, Coordinated Entry Program Manager, provided presentation to board members about Diversion as system intervention and services offered by ECHO.
	      ▪ Video available here: https://www.youtube.com/watch?v=7HE34SX6ZCk&feature=youtu.be
	      ▪ Accepting donations here: https://www.austinecho.org/get-involved/diversion-donations/	

AGENDA			DISCUSSION	ACTION
			• ECHO Board is convening a taskforce to examine racial equity at ECHO and in ECHO hiring practices • Discussed annual evaluation process for ECHO's Executive Director • Discussed ongoing ECHO Board engagement/development strategies	
III. Coalition Updates	L Wardlow	1:40 – 2:15	**Austin Youth Collective** • AYC has been conducting trainings to bring new members up to speed • Reviewing AYC Bylaws for 2021 • Working with ECHO Communications Manager to develop a video highlighting AYC • AYC will be presenting to the Ending Youth Homeless committee on 10/7/20 with LifeWorks. Presenting on feedback collected from youth in Rapid Rehousing programs	
	S McDowell		**Youth Homelessness Demonstration Project Leadership Advisory Council** • Susan McDowell provided update. No meeting held in September 2020, but will be meeting in October (10/29/20) • Youths continue being housed • LifeWorks has been onboarding new RRH case workers to increase program capacity	

	P Petty		**Equity Task Group**
			• Preston Petty provided update: HUD selected the Austin/Travis County CoC to participate in their Racial Equity Demonstration Project
			   o Eight CoCs across the country were selected for their work around racial equity
			   o HUD has assigned 3 technical assistants to our CoC to provide guidance around
			      ▪ Effective project management
			      ▪ Engaging perspectives of people with lived experience of homelessness
			      ▪ Establishing data analysis standards to identify racial disparities
			   o More details coming later	

	C Davis		**System Communications**
			• Highlighting Partner Spotlight videos
			   o Most recent: The Other Ones Foundation (published on 9/7/20)
			   o Upcoming video will be on the City's Eating Apart Together Initiative to increase access to food to people experiencing homelessness during the pandemic.
			   o Plans to work with AYC on a future partner spotlight video	

AGENDA			DISCUSSION	ACTION

IV. Committee Updates	K Holyfield	2:15 – 2:40	**CoC & ESG Committee**
			• Reviewed progress on work to update the CoC Projects Scorecards
			• Reviewed Quarter 2 CoC Performance Scorecard Summary
			    o No projects placed on Performance Improvement Plans
			    o Overall, scores dropped slightly but all projects are meeting threshold requirements
			• Received update from ECHO HMIS department on plans to update the HMIS Helpdesk ticketing system and plans for additional HMIS trainings
			• Eri Gregory from ECHO presented on the status of implementing the Educational Service Policy and project as a Social Work intern under the Community Planning and Partnership Department to identify areas of improvement within our CoC and partnerships.
			    o Educational Services Policy was approved by MC in Sept 2019
			        ▪ Policy focuses on working with local school districts (e.g., Austin Independent School District) and the Homeless Liaisons to make sure families with school-aged children and youth are aware of their educational rights and services they qualify for under the McKinney Vento Act.
			    o Presentation began to outline an implementation plan for the policy	

	D Shubitz		**Local Policy and Practice Committee**
			• ECHO Community Housing Director Bree Williams presented on Texas Department of Housing and Community Affairs' (TDHCA) revised Qualified Action Plan (QAP)
			    o This plan dictates program rules for various programs including the Low-Income Housing Tax Credit which is one mechanism used in the development of affordable housing
			    o Proposed changes would mandate minimum criminal background check requirements for Supportive Developments
			        ▪ Many Supportive Development units are targeted to individuals experiencing homelessness, thus proposed changes could have a major impact on housing programs designed to end homelessness
			        ▪ Previously no such state-mandated background check requirements existed
			        ▪ Proposed changes would likely preclude housing developments from pursuing a "Housing First" model
			    o Proposed changes to TDHCA's QAP are open to public comment until October 9, 2020	

AGENDA	DISCUSSION	ACTION

	▪ QAP can be viewed here (changes regarding criminal background checks begin on pg 98): https://www.tdhca.state.tx.us/board/docs/books/200903-supplement-200831.pdf
	▪ Comments can be submitted online here or emailed to htc.public-comment@tdhca.state.tx.us
	
	• Proposed Outreach Request Policy and Procedure
	   o Document sent out to MC council along with meeting materials for Oct MC meeting
	   o MC members are encouraged to review the policy in advance of Nov MC meeting where approving the policy will be an action item
	
	• Permanent Supportive Housing Program Transfer Policy
	   o Dylan Shubiz presented the recommendation from the Local Policy and Practice Committee to approve the PSH Program Transfer Policy.
	   o Policy comes into effect if a client enrolled in a PSH project needs to transfer to a different PSH program in the community due to the first project not being able to meet the needs of the client
	   o Policy outlines the process for submitting transfer requests, reasons for approval/denial of requests, the timeline for responding those requests, and the body responsible for processing requests
	   o Policy document includes the form that needs to be completed to request a transfer
	   o Local Policy & Practice Committee members discussed and approved the policy to be submitted to MC for approval and adoption
	
	Action Item: Approve by consensus the proposed CoC Permanent Supportive Housing (PSH) Program Transfer Policy
		Action Item: Review Outreach Request Policy before November meeting. Questions/comments will be collected in advance if needed – email Laura Evanoff lauraevanoff@austinecho.org who will coordinate with the chairs of Membership Council and Local P&P Committee.
		
		Action Item: CoC Permanent Supportive Housing Program Transfer Policy approved by consensus without revisions or changes. ECHO to post on website.

V. Continuum of Care & HMIS Lead Agency A Al-Turk 2:40 – 2:55	**Akram Al-Turk Intro** • Akram Al-Turk is the new Director of Research and Evaluation at ECHO o This is a new position overseeing a relatively new department at ECHO • Akram has worked in various research positions over the last decade including in Washington DC	

AGENDA			DISCUSSION	ACTION

	A Nichols		• More recently has pursued a PhD in Sociology at the University of North Carolina Chapel Hill and will be defending his dissertation later this month
			    o Work at UNC focused on affordable housing and education policy
			• Worked with a number of NGOs in Tunisia and Egypt four a couple years around 2010
			
			PIT Count 2021 Planning
			• Axton Nichols provided an update on the current planning and status surrounding the 2021 PIT Count.
			• Working to finalize new PIT Count logo design (by Lyric Wardlow)
			• Still waiting on information from HUD on potential changes to the 2021 Count
			    o Sheltered and HIC count have been confirmed
			    o Hoping to hear about PIT Count in the coming weeks
			    o HUD is "exploring other options"
			• Potential changes to local PIT Count methodology, schedule, and timeline being discussed
			    o May need to rely more heavily on service provider staff
			    o Possibly eliminate community volunteers in order to reduce exposure and spread of COVID
			    o Looking at counting a smaller coverage area vs a complete count
			    o Survey locations known to have large homeless populations supplemented with randomly selected outlying/less populous areas
			    o Hosting the count on multiple days vs one night.
			    o More post-count "magnet events," service-based enumeration
			• Texas Homeless Network (THN) Stakeholder Survey
			    o ECHO helped THN put together a survey to send out to other Texas CoCs about their thoughts and plans for the 2020 NOFA. Responses (11 total) included CoCs serving Dallas/ Fort Worth area, Houston, San Antonio
			    o Summary of responses included:
			        ▪ Concerns about being able to recruit enough volunteers and inability to ensure safety of volunteers and unsheltered people
			        ▪ Concerns about the feasibility and cost of supplying PPE and other safety supplies to volunteers	

AGENDA	DISCUSSION	ACTION
C Burrus	- Concerns about the ability to follow-up/contact-trace if volunteer later tests positive for COVID-19. Potential spread of COVID-19 - Overall increase in workload for PIT organizers to accommodate safety precautions - CoCs have not done much planning due to lack of guidance from HUD - Likely rely heavily on virtual trainings - Target low-risk populations for volunteer recruitment - No consensus on alternatives (e.g. date change, observation only, use other data to estimate pop size, self-report) - Consensus on the importance of having good data on homeless population size but widespread concerns about the effectiveness and safety of counting during a pandemic - If CoC needs to make major changes to our PIT Count methodology, those proposed changes will be brought to MC for approval. **FY 2020 Q2 CoC Performance Scorecard Summary** - Claire Burrus presented updates on the CoC Performance Scorecard reporting and the Quarter 2 Scorecard Summary Report. - Scorecards cover data from period of July 1, 2019 to June 30, 2020 2020 Q3 Scorecards will be due at the end of October 2020 - All projects scored above the threshold of 60 points. Scores that fall below a 60 would require initiating a Performance Improvement Plan. - Average performance scores for projects decreased around 3 points - Some projects experienced a slight dip in performance scores between Q1 and Q2 of 2020. Other projects' scores remained unchanged - Metrics where most projects are not receiving full points include - Timeliness of annual assessments - Income growth - Metrics with consistently strong performance - HMIS data completeness and timely submission of data completeness reports - Successful exits to Permanent Housing destinations - All CoC-funded programs are utilizing our community's Coordinated Entry system	

AGENDA			DISCUSSION	ACTION

	L Evanoff		• Bed utilization rates dipped a few quarters ago but have trended upward since then
			   ○ Bed utilization rate looks at whether projects are serving as many people ("filling beds") as they indicated on their project applications. High bed utilization rates are desirable.
			See Scorecard Summary Report at end of minutes report (pg. 11-12).
			
			Written Standards for Permanent Supportive Housing
			• Laura Evanoff provided a brief update on the process to provide comments to the drafted PSH Written Standards for Service Delivery.
			• Open to public comment through October 5th
			   ○ View draft Written Standards and submit comments here: https://docs.google.com/document/d/1Zyb-3QWg1auiMr7-dpmwabGjYTye65FR/edit?pli=1
			• Will continue to revisit next step for review and approval process due to confusion around who can approve the written standards and what constitutes a Conflict of Interest related to the approval process.
			
			Meeting Ended 30 minutes early
				Action Item: Members to review and make comments to PSH Written Standards.

Adjournment			<mark>***Next Meeting:* November 2nd, 2020** 1:00PM – 3:00PM</mark>	

AGENDA	DISCUSSION	ACTION
AN Axton Nichols (Co-host, me)	Chris Murray, ECHO	KS kellee she, hers
LE Laura Evanoff (Host)	Claire Burrus	KW Kelly White
MM Matthew Mollica (Co-host)	DP Dawn Perkins	Laura Ward
Sarah Duzinski (Co-host)	Dylan Shubitz	LG lisa g
PD Peggy Davis Braun	EG Eri Gregory (She/Her) - ECHO …	Lynn Meredith
VA Virginia A Brown, PhD (she, her,…	E- Erin - LifeWorks	LW Lyric Wardlow
Akeshia Johnson-Smothers	GM Greg McCormack	PD Peggy Davis Braun
AA Akram Al-Turk	JM Jessie Metcalf	PP Preston Petty
AW Andrew Willard	KH Kali Holyfield	SW Summer Wright
AT Ann Teich	KM Kate Moore	Susan McDowell
A awinchester	KC Kathleen Casey	V VHACTXMilleA
Bill Brice	K Kathleen.Ridings	WB Whitney Bright
CD Chris Davis	KS kellee she, hers	YC yvonne camarena
Chris Murray, ECHO		

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Recording: https://us02web.zoom.us/rec/share/fyuBW22SMjkoqSgR_bTTJCObxVHv6P_i5UKdLPwDY0lYqOKcwA1PZ5mJoeS4nrEH.H-I-5YBiQ6t0Hdti

Pw: o+$b^8%A

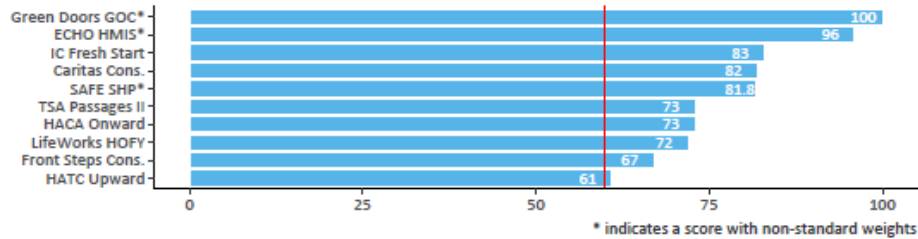| Decision to be made	Document for Review	Background & Notes
Approve by consensus Summer Wright to fill the Austin vacant seat on Membership Council representing the Youth Collective	N/A	The Austin Youth Collective holds two standing voting positions on Membership Council. The AYC met to replace the position held by Alex Zapata and recommend Summer Wright to represent AYC as a voting member on Membership Council. Summer Wright is a 24 year old woman with lived expertise in homelessness, from staying in shelters in Pittsburgh and on the streets of Austin to couch surfing in the UK. She has worked in systems level efforts to end homelessness in Manchester as a liaison between borough governments among other roles and as an advocate with the Austin Youth Collective, as well as years of volunteering in LGBT and refugee specific nonprofits. Her interests as they pertain to social justice/combatting homelessness are LGBT rights, the decriminalization of survival (drug use, panhandling, sex work, etc.), and opening borders. Her interests outside of work are games of all kinds--video, board, or card--music, and her cat.

Decision to be made	Document for Review	Background & Notes
Approve by consensus CoC Permanent Supportive Housing (PSH) Program Transfer Policy	Attached	The Local Policy and Practice Committee reviewed the proposed policy and is recommending the adoption of the PSH Program Transfer Policy. This policy outlines the reasons in which a PSH program participant may request a transfer and the process in which requests are reviewed and approved; allowing participants to be transferred to another PSH program in the community. The VAWA Housing Protections Workgroup reviewed the PSH Program Transfer Policy. Review process included feedback and changes to remove VAWA Emergency Transfer criteria and resulted in the creation of the VAWA Applicability Determination Guidance to support the PSH Program Transfer Policy.

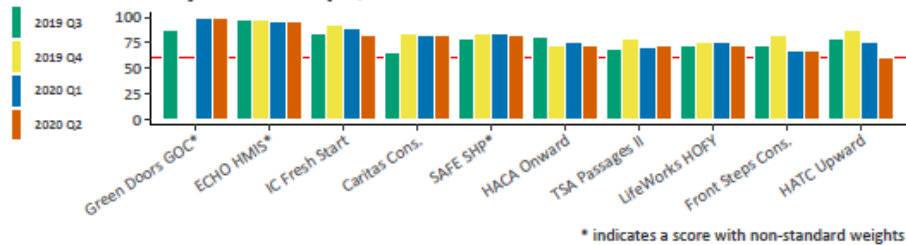## TX-503 Austin/Travis County CoC Performance Scorecard
Summary 2020 Quarter 2

What are Performance Scorecards?   Performance Scorecards are used as one of the ways HUD CoC funded projects in Austin/Travis County are evaluated on their ability to meet performance benchmarks. The Scorecard measures each project's ability to meet HUD expectations for the purpose of CoC funding, requirements related to grant administration, HMIS data quality, and performance outcomes. Scorecard performance over the year is used to highlight strengths, challenges, and areas for growth over time. Scorecards are completed quarterly by grant recipients and monitored by ECHO. Scorecard results from Quarter 1 are used to rank projects during the Annual CoC NOFA Competition. The following CoC-funded projects were not included in the Scorecard report: LifeWorks YHDP RRH+, LifeWorks YHDP PORT, LifeWorks YHDP Diversion, SAFE DV Bonus.

This Summary is for the most recent submission date range: July 1, 2019 - June 30, 2020. Throughout this summary, this date range is called 2020 Q2 and includes data over 12 months.
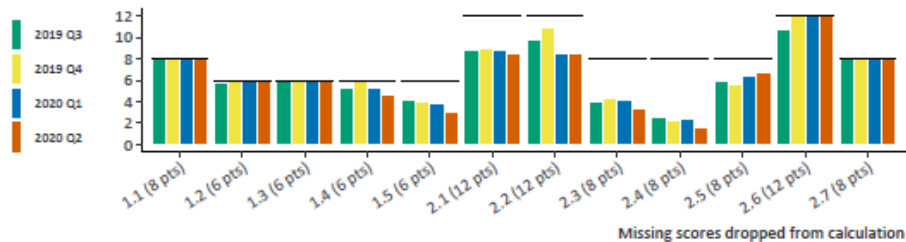
Project Scores for 2020 Q2

* indicates a score with non-standard weights

Project Scores by Quarter

* indicates a score with non-standard weights

Average Score per Metric by Quarter

Missing scores dropped from calculation

The Performance Scorecard evaluates the following areas:

1. Data completeness (1.1) (8 pts) and timeliness (1.4) (6 pts) in HMIS (Data Quality)
2. Timely submission of APR to HUD (1.2) (6 pts) and Data Quality Reports to ECHO (1.3) (6 pts)
3. Annual Assessments (1.5) (6 pts) Were required assessments were completed on time?
4. Successful housing (2.1) retention or permanent housing exits (12 pts)
5. Returns to homelessness (2.2) after exiting program to permanent housing destinations (12 pts)
6. Income growth (2.3 and 2.4) for clients active in the project (8 pts) and who have exited (8 pts)
7. Bed utilization rate (2.5) (8 pts) Is the project using all beds funded?
8. Coordinated Assessment utilization rate (2.6) (12 pts)
9. Housing First policies (2.7) (8 pts) The program does not screen clients out for having too little income, active or history of substance use, criminal records (with exceptions for HUD mandated restrictions), or having experiences with domestic violence

What to know about the projects on this Scorecard Summary:

- The average performance score decreased from 81.7 to 78.9 between 2020 Q1 and 2020 Q2.
- All projects scored above the threshold score of 60 with no projects having a score that would initiate a Performance Improvement Plan.
- * Indicates a weighted score: reporting exemptions (VSP), metrics missing denominators, or unique scorecards (HMIS).

General Strengths of CoC-Funded Projects

- Performance remains high on HMIS data completeness and timely submission of data completeness reports to ECHO.
- Performance remains high on successful exits to Permanent Housing destinations.
- All CoC funded projects are Housing First and utilize Coordinated Entry. This is a requirement of this funding source.

Trends in Project Performance

- The average score for Timeliness of Annual Assessments fell by 0.7 point, from 3.8 to 3.1. This reflects a declining trend in this metric over the past several quarters.
- Income growth metrics continue to have the most difficult thresholds to achieve. Income growth metrics for both stayers and leavers declined from Q1 to Q2. On average, CoC performance for each of these metrics decreased by 0.8 point.
- Bed Utilization numbers have continued to improve after reversing their downward trend, as the average score has increased to 6.8 in 2020 Q2 from 6.4 in 2020 Q1. The lowest Bed Utilization rate was 86%, one point above the 3pt threshold, the average rate was 114%, and the highest rate was 152%.