Mid-Willamette Valley Homeless Alliance

CoC Collaborative Committee

Wednesday, July 21, 2021

MINUTES

1. **Welcome & Agenda Review.** Kim Parker-Lleranas welcomed everyone.

2. **Meeting Minutes.** Minutes of the 6/16/21 meeting were approved with no descent.

3. **Strategic Plan.** Jan Calvin presented an overview of the 2021 Strategic Plan adopted by the Alliance board on July 8, 2021. The full plan is posted on the Alliance website at MWVHomelessAlliance.org.

4. **Diversity, Equity, and Inclusion**
   Last month the Collaborative Committee reviewed recommendations from the PACE Team and identified priorities for individual organizations and for the Alliance. This month the group discussed ways to move two of those priorities forward - creating a clearinghouse and making room at the table for diverse voices.

Recommendation	Will Implement in Own Organization	Want to Implement in the Alliance	Willing to Work on Implementing in the Alliance
1. Create a clearinghouse for information and professional services	5 (18%)	14 (50%)	10 (36%)
2. Organize coaching opportunities, such as reverse mentoring	7 (25%)	9 (32%)	6 (21%)
3. Use the HMIS to standardize data	3 (11%)	8 (29%)	5 (18%)
4. Ingrain diversity, equity, and inclusion in all layers, statements, policies, and culture	10 (36%)	13 (46%)	5 (18%)
5. Conduct annual performance reviews/audits	8 (29%)	11 (39%)	8 (29%)
6. Prioritize promoting and hiring culturally and linguistically diverse staff	11 (39%)	9 (32%)	10 (36%)
7. Designate a seat at the table for diverse voices	19 (68%)	15 (54%)	15 (54%)

Recommendation 1. Create a clearinghouse for information and professional services.

a. Language translator/interpreter services
b. Cultural and DEI trainers
c. DEI auditors
d. A centralized talent acquisition system
e. Grant writers

Recommendation 7. Designate a seat at the table for diverse voices.

a. Implement leadership diversity schemes that would promote people from diverse backgrounds who understand the structural, cultural, and resource barriers into positions of power.
b. Conduct consistent outreach to minority-run organizations.
c. The Alliance establish a communication strategy for outreach to leaders from minority-run organizations, such as monthly check-ins, preferably in a direct form such as a phone call or a non-traditional method such as Facebook Messenger.

Voices of Lived Experience Workgroup
Recommendations for Action

1. **Increase Mid-Willamette Valley Homeless Alliance contracted staff FTE to provide staff support for moving this work forward. Consider combining this work with staff FTE supporting broader Diversity, Equity and Inclusion (DEI) work within the Alliance.**
2. Pass a resolution at the Board of Directors level that requires inclusion of lived experience at all levels of the Alliance, including the committee level and voting member of the Board.
3. Require that each Mid-Willamette Valley Homeless Alliance Committee creates goals and practices focused on including voices of lived experience.
4. Increase the Board membership lived experience requirement to 15% of Board membership or no less than 2 Board Members with lived experience.
5. Add goals around including lived experience in the work, especially with regard to best practices, in the next update of the Strategic Plan.
6. Create the Voices of Lived Experience Workgroup as short term-duration group to help build structure for each committee, and for committee leads to discuss strategies and challenges.
7. Commit to ongoing education about the lived experience of homelessness for Board Members. Could look like regular presentations or educational opportunities at Board meetings and/or requirement of volunteering in direct services or outreach.

Next Steps:

1. Expand workgroup membership and combine this work with DEI efforts. The following people asked to join the workgroup: Darren Anderson, Noelle Gore, Ali Swanson; Tricia said she would identify another person from HOME to participate; and it was suggested to have a representative from the Youth Action Board, as well.
2. Further develop the above recommendations with sufficient detail, and draft a board resolution for implementation.
3. Create a guide or support document for how CoC committees can successfully incorporate those with lived experience.
4. Invite a champion/representative from each CoC committee to be a part of the Voices of Lived Experience Workgroup conversations.

5. Health & Safety Subcommittee

Last month the Collaborative Committee voted to form a Health & Safety Subcommittee. This month, the group discussed the work of this subcommittee (see attached list of items from the Strategic Plan). Jayne Downing expressed interest in the Center for Hope and Safety being involved to address the domestic violence and sexual violence that occurs in camps. The following people volunteered to draft the subcommittee charter for Collaborative Committee approval:

- Elaine Lozier
- Jill Bird
- Kristin Kuenz-Barber
- Sierra Prior
- Lisa Miller
- Chris Barber
- Treven Upkes

6. **Case Management Survey**

Ian Dixon-McDonald introduced the upcoming task from the Strategic Plan to assess current case management resources, capacity, and activities, and identify service gaps, professional development needs/interest, and system improvements. Breakout groups discussed the **type of information to collect** and each group reported out:

Group #2

- Develop a model of CoC case management – each agency and each person approaches it differently
- Learn what services are available through other organizations – what works what doesn't – and how to collaborate throughout the community to support the client
- Data systems that support case management – use technology to share information

Group #3

- Caseload size as a determinant of outcome and of stress level – sometimes working with people who don't want to be there – frequency of meeting with the client (the more invested, better success)
- Knowledge – knowing your resources and having partners, so people get the help they need
- Self care – if no space given for this, burnout. Sometimes it is reported in overtime, sometimes not reported – just have to get the work done, or so eager to help
- Have a round table where case managers can talk about these issues, have support, talk through issues

Group #

- Having systems in place to talk with other partners to better know who to reach out to for help
- Engagement rates – how do you document/track – and what are people doing to have high engagement?
- Ways to reach the client – who else might know them
- Who are the case managers? – what is the same in agencies, or different?
- Having a standard for case managers – all have the same information/knowledge

Group #

- What trainings do you need? Mental health first aid (link at end of minutes), writing case notes, self care
- What documents would be useful? – so you don't have to reinvent the wheel
- What technology would be helpful?
- What is your caseload now and your max caseload?
- What are you experiencing as problems? – getting the client to follow up, teaching self-advocacy
- Information about how to share information – HMIS and Unite Us (PacificSource working on integration)

Group #

- What are you struggling with the most?
- Who works with which populations? – so we can connect folks
- Who works with city, state, federal funders – to share data with them to help solve system problems?
- Technology – what kinds of case management systems, so we can wrap together for whole person care

Group #

- Capacity
- Instances of illness in the client population can be overwhelming
- Keeping caseload around 8 so staff can take care of themselves
- Professional development – lacking
- Funding for buildings but not for case management – tend to be undervalued and underpaid

Group #1

- Focused on the issue of connecting case managers with each other, with up-to-date information, and with organizations who don't have case management staff but may have individuals or families in need of assistance. So, our thoughts were on how do we better facilitate those connections and keep information effectively and efficiently moving along all the many pathways of connection.

7. **SOAR Training**
   Jan reported that she has been in contact with Shawnn Hartley from OHCS about SSI/SSDI Outreach, Access, and Recovery (SOAR) training, which teaches how to increase a client's success in securing benefits. Ashleigh Duda shared the success Community Action Agency staff are having with this model and the online training page - SSI/SSDI Outreach, Access, and Recovery (SOAR) Online Course: Adult Curriculum | SOAR Works! (samhsa.gov). Jan noted that Andrew Rice from Easterseals is a SOAR trainer, but was unable to attend today. Jack Elliott Vermeer with Salem Housing Authority mentioned that he is working through the online training and would be interested in doing so with a small group of folks, to help process and plan for implementation. Jan will follow up with Shawnn about expanding use of the SOAR model throughout the CoC region.

8. **MWVHA Board, Committee, Subcommittee Highlights**
   Ian noted that the agenda packet included written highlights from various CoC groups.

9. **Announcements**
   a. **Marion County Emergency Rental Assistance Program** – Lisa Trauernict shared information on the new program to assist people impacted by COVID. More information can be found at: https://www.co.marion.or.us/BOC/CD/Pages/rentalassistance.aspx
   b. **Plans for HUD CoC Program NOFA & Local RFP** – Jan noted that the tools have been prepared to support the local RFP process, and more information will be shared once HUD releases the notice of funding availability.
   c. **CoC Application for HUD Youth Homeless Demonstration Program** – Jan shared that the board approved applying for a YHDP grant, which supports development of a comprehensive community plan to address youth homelessness. If selected as a YHDP community, we would be eligible for more than $1M to implement our HUD-approved plan. Local efforts to address youth homelessness will a focus of the next Collaborative Committee meeting.

10. **What's Next**
    a. **Discussion about if, when, where, and how to have any in-person meetings** – Ian asked for input on whether Collaborative Committee meetings should continue on Zoom or eventually be in-person. There was a lot of support for continuing virtual meetings or hybrid meetings, citing ease of access. For now, meetings will continue to be on Zoom.

b. **What sort of mini-trainings or topics for "best practices" would you like to have (or give)?** Due to time constraints, Ian asked people to send thoughts about what sort of trainings folks would like to have included in future Collaborative Committee meetings.

Lots of options for virtual Mental Health First Aid training can be found here: Find A Course - Mental Health First Aid

Michael Livingston entered the following into the Chat Box: Agendas for our meetings continue to omit the most important work we need to be doing right now if we are to build an effective, competitive CoC -- i.e., engaging providers to identify and then carry out the specific changes in how they see and do their work that the HUD CoC model requires. Among the many consequences of that lack of focus are these: (1) the CoC has not yet achieved the minimum 85% HMIS bed coverage that HUD requires and has no clear plan to get there; and (2) the CoC does not yet have an identifiable, functioning Coordinated Entry System in which all housing providers participate.

Attendance on next page.

Upcoming Collaborative Committee Meetings & Preliminary Agenda Topics:

August 18	September 15	October 20
• Youth and Young Adults •	• New State HMIS Model •	• Winter Warming •

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https://us02web.zoom.us/j/82165607357?pwd=S0dKbk5hTDh1Y3JYazdrNEJtMndFZz09
Meeting ID: 821 6560 7357
Password: 028983
One tap mobile
+16699006833,,82165607357#,,,,0#,,028983#

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The Mid-Willamette Valley Homeless Alliance is pleased to comply with the Americans with Disabilities Act (ADA). If you need special accommodations to attend this meeting, please contact Denise VanDyke at 503-588-6177 at least 48 hours prior to the meeting.
Hearing impaired, please call Oregon Telecommunications Relay Service, 7-1-1.

MID-WILLAMETTE VALLEY HOMELESS ALLIANCE
MOVING TO END AND PREVENT HOMELESSNESS

Agency	Contact	Attended 7/21/21	# Agencies	# ind
A Ray of Hope, Today!/Neighbors	Ali Swanson	1	1	
Bridgeway Recovery Services	Judy Scott	1	1	
CANDO	Michael Livingston	1	1	
Catholic Community Services	Nichole Dickey	1	1	
Catholic Community Services/ISN	Jacqueline Gould	1	1	
Center for Hope and Safety	Jayne Downing	1	1	
Center for Hope and Safety	Tara Stephen	1		
Church at the Park	Mari Anne Gest	1	1	
Church at the Park	Noelle Gore	1		
City of Dallas, Assistant City Manager	Emily Gagner	1	1	
City of Salem Police Department, Lt.	Treven Upkes	1		
Curandi	Chris Barber	1	1	
Easterseals	Breanna Harig	1	1	
Fair Housing Council of Oregon	Shyle Ruder	1	1	
Family Promise	Doug Odell	1	1	
Family Promise	Megan Jones	1		
Family Promise	Kandyce Williams	1		
First Christian Church of Dallas	Darren Anderson	1	1	
Habitat & Hope Village	Joe Dabek	1	1	
Mano a Mano	Levi Hererra-Lopez	1	1	
Marion County	Lisa Trauernicht	1	1	
Marion County	Tim Glisson	1		
Marion County	Christy Marx	1		
Marion Co Health & Human Services, CHIP	Sierra Prior	1	1	
Marion Co Juvenile Department	Melanie Prentice	1	1	
Marion Co Sheriff's Office, LEAD	Lisa Miller	1	1	
Marion-Polk Food Share	Ian Dixon-McDonald	1	1	
MWVCAA, ARCHES	Ashley Hamilton	1	1	
MWVCAA, ARCHES	Breezy Aguirre	1		
MWVCAA, ARCHES	Rachel Miller	1		
MWVCAA, ARCHES	Ashleigh Duda	1		
MWVCAA, ARCHES	Laurel Dixon	1		
MWVCAA, ARCHES	Kaela Lombardi	1		
MWVCAA, ARCHES	Jennifer Smith	1		
MWVCAA, ARCHES, Veteran Services	Sara Webb	1		
MWVCAA, ARCHES, Veteran Services	Cody Peak	1		
MWVCAA, HOME Youth Services	Tricia Frizzell	1	1	
MWV Homeless Alliance	Jan Calvin	1	1	
NW Human Services	Kristin Kuenz-Barber	1	1	
Oregon Mentors	Anne Patton	1	1	
PacificSource, Community Health Coord.	Elaine Lozier	1	1	
PacificSource, Behavioral Health	Christina McCollum	1		
PacificSource, Behavioral Health	Teresa Warnock	1		
PacificSource, Integrated Care for Kids	Samantha Baker	1		
Polk County Health Services	Kerry Blum	1	1	
Recovery Outreach Community Center	Jill Bird	1	1	
Sable House	Deborah Thompson	1	1	
Salem Housing Authority	Jack Elliott Vermeer	1	1	
Shangri-La	Robin Winkle	1	1	
Shangri-La	Dominique Schoessler	1		
Silverton Area Community Aid	Sarah DeSantis	1	1	
Silverton Sheltering Services	Hilary Dumitrescu	1	1	
St. Francis Shelter	Jill Tucker	1	1	
United Way, SafeSleep UNITED	Lynelle Wilcox	1	1	
Veterans Affairs HUD/VASH	Lindsey Bittman	1	1	
West Valley Housing Authority	Christian Edelblute	1	1	
Willamette Health Council	Rachel Lakey	1	1	
Willamette Health Council	Stephanie Jensen	1		
Willamette Workforce Partnership	Kim Parker-Llerenas	1	1	
unaffiliated	Kathy Saviki	1		1
unknown	Kendra Taylor	1		1
unknown	Jennifer Llef	1		1
unknown	Adriene Escobar	1		1
		63	**39**	**4**