



ENDING HOMELESSNESS IN MARYLAND.

TOGETHER.

September 2024
Maryland BoS CoC
BOARD MEETING



MARYLAND
BALANCE OF STATE
CONTINUUM OF CARE

Housekeeping

- Attendance/quorum will be taken automatically via Zoom
- This meeting will be recorded and made available to the public
- Board members should join via computer so you can participate in voting
- Public comment will be accepted at the end of the meeting

Welcome & Call to Order



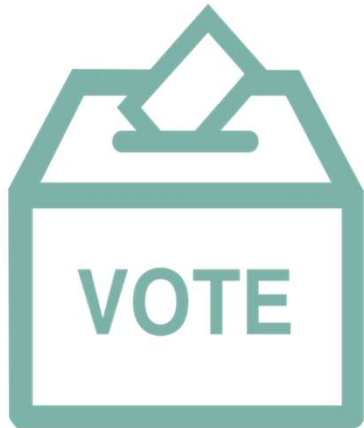
Meeting Agenda

- I. Welcome & Call to Order
- II. Approval of Board Meeting Minutes
- III. Committee Reports
- IV. CoC Lead Report
- V. Local Homelessness Coalition Reports
- VI. State Agency Updates
- VII. Future Board Meeting Agenda Items
- VIII. Public Comment
- IX. Adjournment

Meeting Minutes



Vote to Approve Meeting Minutes



Are there any amendments or changes to the July 2024 Board Meeting Minutes?

1. **First Motion to Take Vote**
2. **Second Motion to Take Vote**

Vote to approve using the poll on your screen.

Executive Committee



Grievance Policy

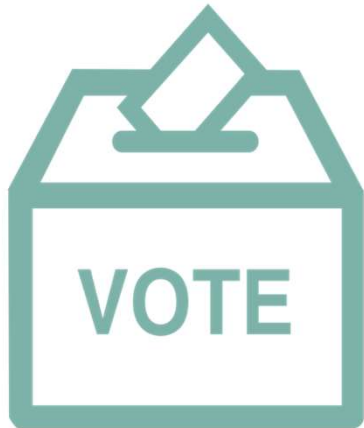
Background

- BoS does not currently have a [Grievance Policy](#) for the CoC level
 - Need to establish process for concerns to be addressed when escalated to CoC
- The new policy be included in the Governance Charter

Next Steps

- The BoS will create a condensed version that will be available for public posting
- The CoC will need to populate the Grievance Committee
 - In the interim, Executive Committee can designate an ad hoc group if the need arises

Vote to Approve CoC Grievance Policy



Are there any amendments or changes to the proposed CoC Grievance Policy?

Vote to approve the Grievance Policy

1. **First Motion to Take Vote**
2. **Second Motion to Take Vote**

Vote to approve using the poll on your screen.

HMIS Committee



New HMIS Team



Brandy Yant
HMIS Manager



Jessica Jones
HMIS System Admin



John Dawkins
HMIS System Admin

HMIS System Admin Updates

SYSTEM ASSESSMENT: ONGOING

- HMIS Tree Restructure - After reviewing the current HMIS setup, the following issues were noted:
 - Several agency level projects had not been setup on the system though they have active projects that are providing services and entering client level data in the system.
- Work conducted in May and June to address these issues included:
 - Reviewing every agency and project that is currently in the system for each individual Local Homeless Coalition (LHC).
 - Mapping out the system level setup for each agency and project.
 - Working with representatives from the MD BoS CoC and each LHC to review the restructure plan and get clarifications on projects and agencies setup under their LHC.
 - Providing guidance on when an agency and project should be considered a victim services project and prohibited from entering data into the CoC's HMIS.

Once the restructuring plan is finalized and approved, it will be sent to WellSky for system restructuring.

- Project Level Review
 - After the restructuring project is completed, work will begin on correcting Project Descriptor Data Elements (PDDE), correcting assessment and visibility setup for each project, and updating bed and unit inventory information.
- Policy and Procedures
 - The MD BoS CoC's HMIS Policy and Procedures have not been updated since they were created in 2020. Templates were provided to assist with updating each of the documents

HMIS System Admin Updates

SYSTEM COMPLIANCE AND OVERSIGHT: ONGOING

- As of May 1, 2024, the MD BoS HMIS had 313 end users in the system.
 - Of those, 37 had not logged into the system in 60+ days and of those 37, 17 had not logged into the system in at least seven months.
- The CoC currently has a policy in place that requires users to login to the system at least once every thirty days. This policy was not enforced previously.
- To begin moving toward policy enforcement, users that were created in the system but never logged into the system or had not logged in for over a year were removed from the system
- Users that had not logged in for at least 90 days were made inactive.
- To remind users of this policy and to let everyone know that it will be enforced going forward, information about the policy will be provided in upcoming HMIS Newsletters that go to all current HMIS end users.

HMIS System Admin Updates

DATABASE USER TRAINING AND SUPPORT: ONGOING

- **New HMIS End User Request Form**
 - To better support new and existing HMIS end users, ICA created a New HMIS End User Request Form that agencies can fill out anytime they have a new staff member that needs to complete HMIS training.
 - The form was sent out in HMIS Newsletters that went to all current HMIS end users in June and a link to the tool can be found on the CoC's website.
- **New User Training Process**
 - Training was identified as a significant need by end users in the Cloudburst Assessment completed in 2023.
 - ICA has requested access to a HMIS training site that mirrors the live site that can be used by current and new end users. The training site allows new and current end users to get hands on experience with the tool in a controlled environment that doesn't impact live client data.
 - A New User Training Policy and Workflow was developed that will be implemented in July. This policy requires end users to complete five (5) stages of HMIS training prior to being given access to the HMIS live site. The new policy will be included in July HMIS Newsletters and will be posted on the CoC's website.
- **Refresher Trainings**
 - To address the need for training, ICA has developed a HMIS refresher training plan and will continue to update the plan based on the needs of the CoC, to provide ongoing refresher trainings that will be conducted monthly.
 - Trainings will focus on specific topics, including how to accurately enter Housing Move-in Dates, how to correctly edit households, and how to correctly update sub-assessment information and will also allow current end users to ask the system administrators HMIS related questions.
 - ICA is developing a plan to provide workflow specific trainings for all current end users that will be implemented once the system restructuring project is completed.

HMIS System Admin Updates

COLLABORATION AND COMMUNICATION: ONGOING

- End User Communication
 - Communication is extremely important in supporting the CoC's HMIS. To assist in communicating with all HMIS end users, an HMIS Newsletter was created and will be sent twice a month.
 - An inaugural newsletter went out on June 21 that included an introduction to ICA and the staff that will be supporting the HMIS to let users know who we are and how they can reach us.
 - A follow up newsletter was sent on June 28 that included a link with the New User Training Request form, and a link to the HMIS Help Desk Portal.
 - Future newsletters will include HMIS tips and tricks, links to the HMS Help Desk, information about upcoming training opportunities and policy changes, and other HMIS related information.
- CoC Communication
 - To assist with communication between CoC and ICA staff a Microsoft Teams channel was created that allows for document sharing in SharePoint, meeting agenda and notes sharing in OneNote, and daily communication using the Teams Chat feature.
 - Check-in meetings with CoC and ICA staff are held each Thursday. These meetings allow for updates on the project to be provided and discussed, questions can be answered and brainstorming about current and future project needs can be conducted.

HMIS System Admin Updates

NEW Monthly Refresher Trainings: Registration Required!

What: Live Monthly HMIS Refresher Training

Where: Online via GoTo Webinar

When: Last Wednesday of every month

Time: 10am - 11am EST

Users can [Click Here](#) to complete the GoTo Webinar registration process & put a 'place holder' on calendars.

Each month's training topic will be announced at least 1 week prior to training. Monthly HMIS Refresher Trainings will be recorded and posted to the HMIS website for future use.

[Click Here to View Previous Recordings](#)

HMIS System Admin Updates

Keep Your HMIS Account Active: Policy Reminder!

The CoC pays a fee to the HMIS vendor for every HMIS license. For this reason, End Users not actively using their HMIS licenses will be deactivated and made available to others as needed.

To maintain HMIS access **all** HMIS End Users (EU) must access HMIS at least **once every 30 days**

The HMIS Team will review each EU's last login monthly and will deactivate any EU accounts that have not utilized HMIS within 30 days or longer

An EU whose HMIS account is deactivated can contact the Help Desk, before the next monthly review, to request their account be reactivated

Beginning September 1st, 2024

- End User's whose HMIS account remains deactivated the following month will be deleted from HMIS
- To regain access to HMIS in the future, their supervisor (or authorized staff) must submit a [New HMIS End User Request Form](#), and the EU will be required to complete New User Training prior to being granted a new HMIS license

2025 PIT Count Committee

- PIT planning is anticipated to start in October
 - BoS Staff will reconvene the Planning Committee
- BoS staff will provide more direct LHC level technical assistance in planning in the months leading up to the count
- BoS Staff have been working to procure the Counting Us mobile app
- Tentative count date **1/22/25** pending committee approval

Coordinated Entry Committee



Coordinated Entry Committee

System Launch: Phase 1

- ALL LHCs ARE operating under the fundamental requirements of the CoC Policy

Transition Period

- Upload all New Assessor Training materials to LMS to train all new/incoming assessors
- Develop New Assessor CE Training protocol
- Attend all LHC Case Conference meetings / provide best practice resources
- Review BNL for accuracy and data entry

System Launch: Phase 2

- Focus on reducing the system “in-flow” and coordinating the front door to services
- Increased efforts with Landlord Engagement
- Implement data metrics, performance evaluation and system monitoring
- More representative CE Committee Membership



**System Launch:
Phase 1 Complete**

LHC	Washington County	Harford County	Allegany County	Garrett County	Cecil County	Southern MD	Frederick County
CE Training Date	May 22, 2023	August 18, 2023	November 30, 2023	November 30, 2023	December 13, 2023	April 2, 2024 June 18, 2024 Sept 10, 2024	September 6, 2024
CE Go Live Date	May 23, 2023	August 21, 2023	December 4, 2023	December 4, 2002	December 18, 2023	September 16, 2024	September 6, 2024
Households Enrolled in CE Since LHC Launch	890	725	243	86	143	51	
Households Exited from BNL to Permanent Housing*	32% (289)	32% (230)	18% (44)	40% (34)	10% (14)	2% (1)	
Number of Chronically Homeless Households	141	71	58	5	40	16	
Chronically Homeless Households Exited to Permanent Housing*	35% (49)	30% (21)	33% (19)	80% (4)	8% (3)	0% (0)	
Average Time on the By Name List*	96 Days	77 Days	134 Days	103 Days	105 Days	35 Days	

Equity



Equity Update

- Reviewing current equity data across BoS
 - Equity factors to be added to the CE Data Chart
 - Will train partners on producing and analyzing reports
- Will be researching best practices to create local level equity groups
- Will incorporate equity focused training topics into the upcoming training curriculum
- Will incorporate an Equity Discussion in all future Board Meetings

CoC Lead Agency Report



2024 CoC Funding Competition

- 2024 CoC Funding Competition NOFA released in July
- Competition closes October 30th
- Performance Review Committee meets tomorrow morning for training and application hand off
 - Will reconvene in 2 weeks to finalize rating, ranking and funding recommendations
 - Will have final funding list to CoC Board in first weeks of October for e-Vote to approve

2024 CoC Funding Competition

Application Type	Total Applications	LHC	Project Type	Total Request	Total Available	Difference
Renewal Projects	37	Allegany 3 Cecil 5 Frederick 2 Garrett 6 Harford 12 Southern MD 3 Washington 2 BoS-Wide	24 PSH 6 RRH 4 Joint RRH-TH 2 SSO-CE 1 HMIS	\$7,050,242	\$7,050,242	\$0
New CoC Bonus	10	1 Allegany 3 Frederick 1 Harford 3 Southern MD 2 Washington	5 PSH 1 RRH 4 Joint TH-RRH	\$1,584,511	\$846,030	-\$738,481
TOTAL		47		\$8,634,753	\$7,896,272	-\$738,481
New DV Bonus	1	1 Southern MD	1 Joint TH-RRH	\$81,880	\$546,444	+\$464,564

2024 YHDP Application



BoS Updates

CoC Builds NOFA

- Closes November 30th
- Goal is to target efforts to address and reduce persons experiencing homelessness by adding new units of permanent supportive housing (PSH) through new construction, acquisition, or rehabilitation through one-time CoCBuils awards under the CoC Program. Application to HUD must be submitted by Collaborative Applicant
- DHCD will be publishing an RFP/LoI in October to solicit project applications from CoC providers

CoC Project Monitoring Plan

- Anticipating January 2025 start date
- Making HUD CoC Grantees HUD Audit-Proof
- Cohort Model

- Basic Schedule Plan: 8 weeks
 - 2 week: notification, workgroup & gathering information
 - 2 week: on-site monitoring
 - 6 week: report, findings & TA

CoC Project Monitoring Plan

Focus Areas:

- Agency Policies
- Record Keeping
- Spending
- Performance
- Client File Review

Youth Action Board

- DHCH in process of setting up funding mechanism to provide stipends for YAB members
- Will be reaching out again in the coming weeks to schedule LHC level meet and greet sessions with interested youth to create local YAB
- Participating youth will have the opportunity to participate in a CoC level YAB

BoS Updates

Upcoming CoC Projects

- HSP Subcommittee
 - Kick off meeting in October
 - Start creating tools in November
 - Finalize before next year HSP application opens

HSP Ad-Hoc Committee

The BoS will work to convene the Committee after the SFY2025 HSP process complete!

CoC Board approved an ad-hoc committee to develop tools, guidance and processes for LHCs to use for HSP funding application process.

- The committee will meet twice to review, edit and approve proposed tools
- The committee will present recommendations and tools to the board for approval/adoption
- Committee membership will require at least one member from each Local Lead Agency

Examples of possible work items:

- Develop guidelines for local LHC committees in overseeing the project selection process
- Develop shared communication standards for grantees/subgrantees
- Develop sample scoring tools LHCs could use to evaluate program design and performance
- Develop written standards for HSP

Local Homeless Coalition Reports



LHC Reports

General Topics

- General Updates
- Where is help/collaboration/
support needed
- Peer & Resource Sharing

LHC

- Allegany
- Cecil
- Frederick
- Garrett
- Harford
- Southern MD
- Washington

State Agency Updates



Agency Reports

Agency

- Maryland Department of Disabilities
- Maryland Department of Education
- Maryland Department of Health
- Maryland Department of Veterans Affairs
- Maryland Department of Human Services
- Maryland Department of Labor

Future Agenda Items



Future Agenda Items

Requested Items

-

Public Comment



Adjournment

