

Homeless Continuum of Care of Stark County

Board of Directors Meeting

January 12, 2016

9:30 am at the Sisters of Charity Foundation

MEMBERS PRESENT

Lynne Dragomier
Amanda Fletcher
Maria Heege
Kellie Johnson
Beverly Jordan
Kimberly Kroh
Lisa Miller
Beth Pearson
Nedra Petro

Shirene Starn-Tapyrik

Jean Van Ness

EXCUSED

John Aller
Mike Cody
Cathy Jennings
Bruce Lawver
Kelly Perry
Crystal Sandor

CoC PLANNER

Natalie McCleskey

SOCF STAFF

Shannon McMahon Williams

GUEST

Matt Hudas

I. Welcome/Introduction of New Directors/Conflict of Interest Reminder/Approval of December Minutes

At 9:36 a.m., Jean called the meeting to order, welcomed everyone, reminded everyone of the Conflict of Interest Policy, and introduced new Board members Dr. Kellie Johnson and Kimberly Kroh. The third new member, Chief Bruce Lawver, was unable to attend the meeting. Jean reminded new Board members that their orientation was scheduled for the day after the meeting starting at 9 a.m.

Motion: Jean requested a motion to approve the December meeting minutes, which had been distributed to the Board via email prior to the meeting. Lynne moved to approve the minutes. Maria seconded the motion, and it was approved by all except Kellie and Kim, who abstained.

II. Vote on Member to Fill Mid-Term Vacancy

One mid-term vacancy remains that the Board has the authority to fill. Following the suggestion made during the December meeting regarding inviting a Fair Housing expert to serve on the Board, the Executive Committee invited Reverend Beverly Lewis, Housing Director and Fair Housing Counselor for the City of Massillon, to fill this vacancy, and she accepted.

Motion: On behalf of the Executive Committee, Jean moved to nominate Rev. Beverly Lewis to fill the vacancy on the Board. Amanda seconded the motion and it passed unanimously.

III. Vote on Board Officers

Jean reminded Board members of the consensus they had reached at their December meeting about officers for the coming year. They had agreed that she and John would serve as co-chairs and Lynne would serve as vice chair. In addition, they had agreed to seek a candidate for secretary with no conflicts of interest. (The Treasurer position was eliminated by a unanimous vote at the same meeting.) After that meeting, Beth agreed to fill the secretary position if there were no other willing candidates. Jean solicited other volunteers, but there were none.

Motion: Jean moved to nominate herself and John for the co-chair positions, Lynne for the vice chair position, and Beth for the secretary position on HCCSC's Executive Committee. Lisa seconded the motion and it passed unanimously.

IV. Report on Preparation for 2016 PIT Count and Vote to Approve Recommended Methods for Conducting the Count

In the 2015 CoC application, a question about the PIT Count implied that CoC boards should be aware of and approve their respective community's methodology each year. Since HCCSC's System Performance Committee has historically delegated the PIT Count responsibilities to the Homeless Services Collaborative (chaired by ICAN), Jean requested that a representative from the Collaborative present its plans for the 2016 Count to the Board along with an explanation of the methodology proposed for 2016, any changes from last year, and any other methodologies HUD suggests.

As a representative of the Collaborative, Amanda delivered the presentation. She provided background information about HUD's mandates and guidance and distributed a document entitled "Homeless Continuum of Care of Stark County and Homeless Services Collaborative Annual Point-In-Time Count Methodology" (see Appendix A) to the Board. During her presentation, Amanda noted:

- The Count will take place the week of Sunday, January 24, and will cover Stark County, HCCSC's geographic area.
- Volunteers will conduct both a service-based count and a street count. Although HUD only requires the count every other year, HCCSC completes it each year.
- For the street count, HUD has approved three methodologies:
 - Complete coverage (in which volunteers search every block),
 - Known locations (in which locations are targeted where homeless people are known to congregate or sleep overnight), and
 - Random sample (which is recommended for large cities, as it calls for a count in one defined area and a statistical extrapolation from that count).

HCCSC uses "known locations" as its street methodology, which HUD recommends for CoCs the size of Stark County's. One team will go out in each city. Members of the Canton Police Department and some veterans have agreed to participate in the search teams.

- The Collaborative discussed with local school systems and Jill Miller, Executive Director of PAL Mission, how best to capture data about the youth sub-population and how the survey could be more user-friendly and engaging. They will continue to pursue these improvements.
- Anyone interested in volunteering at the service-based sites should contact Carla Wright at ICAN.

Throughout the ensuing discussion, the following details were shared:

- Six school districts throughout the county will administer the surveys to high school students in their homerooms.
- Regarding HUD’s expectations of capturing accurate numbers of homeless populations in rural areas, Amanda noted that the Hotline does not typically hear of known locations of homeless individuals in the rural parts of Stark County, and so those areas will not be included in the street count. This will prevent HCCSC from spreading itself too thin and help to maximize the limited resources. HUD does provide guidance to CoCs with completely rural jurisdictions.
- Mental Health and Recovery Services Board of Stark County (MHRSB) donated warming kits for the homeless.
- Although the total count decreased in 2015, the unsheltered count increased. For 2016, HCCSC suspects that the unsheltered count will decrease, as steps have been taken to ensure that plenty of overflow shelter is available.
- The Collaborative will conduct a training on the survey at its meeting on Wednesday, January 20, at 2 p.m. at the YWCA Canton. Individual or separate training will be offered for volunteers who sign up later.
- Surveys will be submitted to Jennifer Keaton by February 4 for de-duplication and compilation.

Motion: Jean requested a motion. Maria moved to approve HCCSC’s 2016 PIT methodologies as presented in “Homeless Continuum of Care of Stark County and Homeless Services Collaborative Annual Point-In-Time Count Methodology” (see Appendix A). Lynne seconded the motion and it passed unanimously.

Beverly Jordan arrived at the meeting at this point.

V. Discussion of and Vote to Recommend Adoption of Revisions to HMIS Policies

The HMIS Committee continues to review and revise the HMIS policies. Matt Hudas, Chair of the HMIS Committee, spoke to the Board about the amended drafts of E.3: Client Informed Consent and Release of Information Authorization (see Appendix B), Stark County HMIS User Agreement (see Appendix C), and E.5: HCCSC HMIS Security Plan (see Appendix D), which were all distributed to the Board via email before the meeting. Matt summarized the content of and significant changes to E.3 and the User Agreement, and addressed the following points:

- In revising a few policies, including E.3, the Committee considered the proper safeguards and authorizations that should be in place for anyone researching HCCSC’s HMIS data. Dr. Bemiller, a

professor and researcher from Walsh University who serves on the Committee, agreed that the related changes made to E.3 were appropriate and will continue to provide guidance on similar revisions in other policies.

- Policies with significant revisions may need to be submitted to MHR SB's attorney, which would affect their effective date for providers.

Motion: Shirene moved to approve the amended E.3: Client Informed Consent and Release of Information Authorization and Stark County HMIS User Agreement as presented. Amanda seconded the motion and it passed unanimously.

Matt then discussed E.5, noting that the Committee added that security reviews should occur annually.

Motion: Shirene moved to approve the amended E.5: HCCSC HMIS Security Plan as presented. Lynne seconded the motion and it passed unanimously.

The Board discussed with Matt establishing a schedule for HMIS to report to the Board on their progress on completing routine and/or annual responsibilities and assembling major required data reports. Matt discussed some of the urgent concerns related to software implementation glitches have taken precedence recently, and he expected to be able to confer with the committee and develop a reporting plan in February.

Matt then provided an update on the HMIS software implementation. Throughout his discussion with the Board about the roadblocks, he highlighted the following:

- Some pervasive permissions and data migration issues have prevented agencies from viewing portions of client files. All software implementations face some issues, but these are a bit more severe than Matt and the HMIS staff had anticipated. They continue to pose a lot of questions about them to AdSystemch.
- No data has been lost, as back-up is performed every night, and HMIS has received a copy of all of the data.
- HMIS has worked with three different project managers at AdSystemch. A representative from the company will be coming to Canton to work out of the HMIS offices and fix the issues.

Jean thanked Matt for his presentations, and he left the meeting.

The Board then asked questions and expressed concerns about providers' fears and frustrations related to the software implementation glitches, especially with viewing and migrating historical data. Jean offered to discuss these concerns and possible solutions with Matt, if the Board wishes.

VI. Review of Proposed Reporting Form for Use by Board

Jean distributed a chart entitled "Stark County Monthly Management Report 2016" to the Board. (See Appendix E.) While the Board examined the document, she explained that HCCSC has aimed to develop such a chart for

reporting to help to reflect the flow of the system for years, and has recently worked with Katie Kitchin from the Corporation for Supportive Housing (CSH) to develop and tailor this one. The chart contains fields for data to be compiled monthly from the Hotline and providers about referrals to, placements in, and exits from shelters and the other housing types throughout HCCSC. Jean, Natalie, and Jennifer Keaton tried to ensure that the data pulled does not create too much strain for staff at the participating agencies or duplicate the system performance data, and that the data requested is most critical and useful for such groups as the Board, the Quality Assurance Workgroups, and the Central Intake, Assessment, and Prioritization Committee.

After reviewing the chart, the Board raised the following points:

- Stark Social Workers' Network's work on confirming homeless and disability status for those clients who are on the central prioritization list for housing should be represented on the chart. Jean and Natalie agreed to add fields related to that work.
- A column could be added for totals or averages, whichever is appropriate for each line item.
- It may be beneficial to add a line or set of indicators to monitor the system flow specifically for homeless veterans. Jean and Natalie agreed to explore options for this possible addition.
- This draft can serve as a test draft; providers and the Hotline can work with it for a while and make adjustments as necessary.

VII. Review of Components of Proposed Work Plan for 2016

Prior to the meeting, the Board received the "Components of 2016 Work Plan" draft via email. The Work Plan does not include routine responsibilities or those spelled out in the Governance Charter, but rather focuses on special projects. Jean summarized each item on the draft and the Board briefly discussed and asked questions about some of them. Jean announced that the tentative date for the Fair Housing Training to be provided by CSH is March 16. She invited the Board to submit any suggestions about assignments or tasks on the Plan to her throughout the coming weeks.

VIII. Board Updates

A draft job description for the Executive Director of the to-be-established management organization for HCCSC was distributed to the Board via email prior to the meeting. Jean noted that she hopes to secure the funding for the position from the Sisters of Charity Foundation within the next few weeks and Board members suggested posting the listing on LinkedIn and the Coalition for Homelessness and Housing in Ohio (COHHIO) job board.

IX. Old Business

The Board had no old business to discuss.

X. New Business

A. Fair Housing Complaint Against the Central Intake and Assessment System

A Fair Housing complaint has been filed with the City of Canton against HCCSC's Central Intake and Assessment System by the local NAACP. The HCCSC has not yet received any document summarizing the grounds for the complaint. Lisa described the first steps that the City will take in the investigation, and Jean summarized the HUD Continuum of Care requirements with which HCCSC's prioritization list complies.

B. Public Hearing for Alliance for Children and Families' B-FIRST Project

Shirene invited Board members to attend the public hearing about her new permanent supportive housing project the evening following the meeting on Raff Road in Canton.

XI. Adjournment

There being no further business, the meeting was adjourned at 11:45am.

Homeless Continuum of Care (CoC) of Stark County and Homeless Services Collaborative

Annual Point-In-Time (PIT) Count

Methodology

Summary

Background: Local agencies and organizations conduct a count to determine the extent of homelessness in our community. This information is used to submit the Continuum of Care grant to the U.S. Department of Housing and Urban Development (HUD). Stark County receives approximately \$2.3 million each year from the Continuum of Care grant to serve people who are homeless.

Approach: To get the best count, Stark County will conduct a Housing Survey.

Everyone will be asked where they stayed on January 24, 2016.

- **Service-Based Count:** Local agencies who serve the homeless throughout Stark County will conduct surveys at their worksites from January 25 through January 29. Volunteers will be assigned to assist at some sites.
- **Street Count:** Volunteer Teams will go out on January 25 at 10:00 pm to cover known locations (where homeless people are known to congregate or sleep overnight). The Volunteer Teams will count and survey homeless people on the street. Known locations in Stark County are found in the cities of Canton, Massillon, and Alliance, which are jurisdictions referenced in local Consolidated Plans.

Survey: Questions on the survey determine if the individual is homeless (including chronically homeless); ask for identifiers to prevent duplicate counts; and request information to indicate veteran status, family composition, and disabling conditions. Individuals can also fill out the survey by contacting the homeless hotline at 330-452-4363.

The methodology was developed with input from the Homeless Continuum of Care (CoC) of Stark County PIT Count Committee and the Subpopulations Subcommittee and in compliance with:

- U.S. Department of Housing and Urban Development (HUD): Notice for Housing Inventory Count (HIC) and Point-in-Time (PIT) Data Collection for Continuum of Care Program and the Emergency Solutions Grant (ESG) Program (CPD-15-010, November 18, 2015); and
- HUD's PIT Count Methodology Guide 2014 (latest version)

Let's make ~~Everyone's~~ count!

CLIENT INFORMED CONSENT & RELEASE OF INFORMATION AUTHORIZATION

_____ is a Participating Agency in the Stark County Homeless Management Information System (HMIS). HMIS is a shared homeless and housing database system administered by the Homeless Continuum of Care of Stark County (HCCSC) and the **current** Participating Agencies listed in Attachment A.

The Stark County HMIS seeks to improve services and programs for homeless and low-income households by allowing authorized staff at Participating Agencies to share Client information and to follow trends and service patterns over time. The Stark County HMIS implements numerous privacy and security measures to ensure the confidentiality of your personal information.

Participation in the Stark County HMIS is important to our community’s ability to provide you with the best services and housing possible and to better understand the local needs. As you receive services, information will be collected about you, the services provided to you, and the outcomes these services help you to achieve. Authorizing your information to be entered into the HMIS and shared with Participating Agencies is voluntary. Refusing to do so will not limit your access to shelter or services.

I give authorization for the information described above to be *entered* _____ (**please initial**) and *shared* _____ (**please initial**) between Participating Agencies in order to assist in obtaining shelter/housing, employment, financial assistance, vocational services, counseling and/or medical/mental health treatment and for other uses specified in the HCCSC HMIS Privacy Plan. (Such information includes, but is not limited to: intake date, name, gender, birth date, ethnicity, marital status, number in household, military status, primary language spoken, and non-confidential services requested and received). I understand that I have the right to receive a copy of my HMIS information upon written request.

I understand that the current list of Participating Agencies may change over time to include other agencies that provide housing or services to the homeless population, and I give authorization for my information to be shared with any new Participating Agency. _____ (**please initial**)

I understand that I may request a current list of all Participating Agencies at any time. I understand that I may revoke this authorization at any time by written request but that the revocation will not apply to information previously used or disclosed prior to the effective date of such revocation.

Print Name of Client

Date

Print Name of Guardian (if required)

Date

Signature of Client or Guardian

Date

Stark County HMIS User Agreement

Agency Name: _____

User Name: _____
(Please Print)

In this Stark County Homeless Management Information System (HMIS) User Agreement, “Agency” refers to the entity named above. Agency recognizes the primacy of Client needs in the design and management of the Stark County HMIS. Agency must vigilantly maintain Client confidentiality, while treating personal data with respect and care.

As the guardians entrusted with this personal data, Stark County HMIS Users have a moral and a legal obligation to ensure that the data is being collected, stored, accessed and used appropriately. It is also the responsibility of each User to ensure that Client data is only used for the purposes for which it was collected. Proper User training, adherence to the terms and conditions as stated in the Agency Partner Agreement and a clear understanding of Client confidentiality are vital to achieving these goals.

All Stark County HMIS Users shall abide by all applicable Client confidentiality obligations as set forth in the Stark County HMIS policies, including:

- Client Informed Consent and Release of Information Authorization must be signed by each Client seen in person whose data is to be entered into the HMIS. Verbal consent must be obtained in situations where the Client is not seen in person, such as telephone intakes, registrations, and assessments. Client refusal to sign the consent or verbally agree to data sharing will prevent individual data from being shared. The non-identifying data will still be used in aggregate reports.
- Client consent may be revoked by that Client at any time through a written notice.
- No Client may be denied services for withholding or revoking consent for identifying HMIS data collection.
- Clients have a right to inspect, receive a copy of, and request changes to their Stark County HMIS records.
- Stark County HMIS Users may not share Client data with individuals or agencies that have not entered into a Stark County HMIS Agency Partner Agreement without obtaining written permission from that Client, except when verbal consent from the Client is the only option (unless otherwise required or permitted by law).
- Stark County HMIS Users will maintain Stark County HMIS data in such a way as to protect the identity of Clients and prevent the release of information to unauthorized agencies, individuals or entities.
- Any HMIS User found to be in violation of the HMIS Policies and Procedures, or the points of Client confidentiality in the User Agreement, may be denied access to the HMIS.

I affirm the following:

1. I have read and will abide by the terms of the Stark County HMIS policies.
2. I will maintain the confidentiality of Client data in the Stark County HMIS as outlined above and in the Stark County HMIS policies.
3. I will only collect, enter, and extract data in the Stark County HMIS relevant to the delivery of services to homeless and formerly homeless people or those at risk of homelessness.
4. I will safeguard all system passwords and User codes.

Stark County HMIS User Signature

Date

Stark County HMIS Agency Administrator Signature

Date

HOMELESS CONTINUUM OF CARE OF STARK COUNTY HOMELESS MANAGEMENT INFORMATION SYSTEM (HMIS) SECURITY PLAN

I. Background

- A. The Department of Housing and Urban Development (HUD)'s Interim Rule requires implementation of security standards. Security standards are directed to ensure the confidentiality, integrity, and availability of all HMIS information; protect against any reasonably anticipated threats or hazards to security; and ensure compliance by end users.
- B. Written policies and procedures must comply with all applicable Federal law and regulations, and applicable state or local governmental requirements.

II. Policy

- A. All **administrative, physical, and technical** safeguards shall be implemented within six months of approval of this security plan by the Homeless Continuum of Care of Stark County (HCCSC) Board.
- B. If one or more of these standards cannot be implemented, HCCSC HMIS shall justify the implementation delay and produce a plan of action.
- C. HCCSC HMIS Committee shall annually review and revise policies and agreements that protect and control access to electronic HMIS information.

III. Administrative Safeguards

A. Security Officer:

- 1. HCCSC HMIS and each Participating Agency must designate an HMIS Security Officer to be responsible for ensuring compliance with applicable security standards. For HCCSC HMIS, this person shall be the System Administrator from the Lead HMIS Agency.

B. Workforce Security:

- 1. Each Participating Agency shall conduct background checks on all Users and submit the reports to HCCSC HMIS. Unless otherwise required by HUD, background checks may be conducted only once for all Users.

C. Security Training and Follow-Up:

1. HCCSC HMIS shall ensure that all Users receive security training prior to being given access to the HMIS, and that the training curriculum reflects the policies of the CoC and the requirements of this plan. HMIS security training is required annually.

D. Reporting Security Incidents:

1. All Participating Agency security breaches involving access to HMIS data must be documented, logged, and reported to HCCSC HMIS within one business day.

E. Disaster Recovery Plan:

1. The HMIS Software Vendor and Lead HMIS Agency must develop, maintain, and make available the Disaster Recovery Plan for all HMIS data.

F. Annual Security Review:

1. HCCSC HMIS shall complete an annual security review to ensure the implementation of the security requirements for itself and Participating Agencies.

G. Contracts and Other Arrangements:

1. HCCSC HMIS shall retain copies of all contracts and agreements executed as part of the administration and management of the HMIS or required to comply with the requirements of the HMIS security standards.

IV. Physical Safeguards

- A. Access to areas containing equipment, data, and software will be secured. All identifying information will be strictly safeguarded in accordance with the latest technology available provided by the HMIS Software Vendor. All data will be securely protected to the maximum extent possible. Ongoing security assessments to include penetration testing will be conducted on a regular basis.

B. Scope:

1. Server hardware physical security (Locked office)

2. Server software security (Location Access Controls and Username accounts)
 3. Network software security (Firewall protection)
 4. Network hardware physical security (Locked office)
 5. Wire security (SSL and VPN Encryption)
 6. Client data security (SSL and VPN Encryption)
- C. HCCSC HMIS shall annually review and revise all physical measures, policies and procedures to protect the HMIS.

V. Technical Safeguards

- A. All computing resources that will be used to access the HMIS will satisfy the following measures:
1. Anti-virus and malware protection shall be installed on each workstation used to access the HMIS, whether accessed from the Participating Agency or remotely.
 2. Devices will be protected at all times by a firewall.
 3. User access through the internet will be controlled at all times. Participating Agency or User access may be suspended or revoked for suspected or actual violation of the security protocols.
- B. All potential violations of any security protocols will be investigated by the HMIS Security Officer.
- C. Any User found to be in violation of security protocols will be sanctioned accordingly. Sanctions may include but are not limited to: a formal letter of reprimand, suspension of system privileges, revocation of system privileges, termination of employment and criminal prosecution.
- D. Any agency that is found to have consistently and/or flagrantly violated security protocols may have their access privileges suspended or revoked.
- E. All sanctions can be appealed to the HCCSC Board of Directors.

NEW @ Mtg

Stark County Monthly Management Report
2016

HOTLINE

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Number of calls												
# HH of Individuals												
# Families with Children												
# Families with only Adults												
# Families with only Children												
# Households (HH) Diverted												
HH potentially PSH												
HH potentially RR												
HH potentially EA												
Number of repeat callers												
DV referrals												

EMERGENCY SHELTERS

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
# HH Referred to shelter												
# HH of Individuals Referred												
# Families with Children Referred												
# Families with only Adults Referred												
# Families with only Children Referred												
# HH Sheltered												
# HH Refused Shelter												
# HH Did not show to Shelter												
# HH Refused by Shelters												
# HH Placed on Shelter prioritization list												
LoT Intake to Referral												
# HH Exits												
# HH Exits to permanent destinations												

RAPID REHOUSING

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
# HH Referred												
# HH of Individuals Referred												
# Families with Children Referred												
# Families with only Adults referred												

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