Polk County Continuum of Care Board
February 13th, 2016—12:00 PM – 1:30 PM
River Place, 2309 Euclid Ave, Room 1A

Vision: Everyone in Polk County will have a safe place to call home.
Mission: Our mission is to end homelessness in Polk County by marshalling community resources and facilitating and managing effective partnerships focused on providing services, supports and solutions to create a safe home for everyone.
Goal: Reduce Homeless by half by 2020

Agenda
5 minutes  Welcome—Bi-Annual Meeting

5 minutes  Consent items:
  1. February Agenda, December board meeting minutes, Finance Committee, Grant Committee, Director’s Council, and Executive Director’s Report

5 Minutes:  Committee Items:
  1. Coordinated Services: Centralized Intake items
  2. Nomination Committee: Sam Fink, Diogenes Ayala, Brad Spielman
  3. Housing Committee: Affordable Housing/Landlord Forum

15 Minutes  Website review:
  1. Who helped?
  2. Items to review: eNewsletter, Agenda/Minutes, Dashboard, Video

20 Minutes  Performance Measures Committee: Review progress to goals, hand out in board meeting

20 minutes  Discussion with Matt Anderson, Assistant City Manager of Des Moines

20 minutes  Flying High Award, final items
  1. Updated Strategic Plan Q2 FY17
  2. Point In Time
  3. March 15th Annual Homeless Awareness Day on the Hill from 8.00 AM to 10.00 AM
  4. Homeless Connect: April 20th, sign up to volunteer or be at event
  5. Youth Work
  6. March Board meeting: Spring Break?
  7. Open items/comments

Adjourn:  1:30 PM

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CONTINUUM OF CARE BOARD
Monday, December 12, 2016
12:00 – 1:00 pm
Polk County River Place, Room 1A

MINUTES

Board Members Present:
Miah Baum, Carole Bodin, Elisabeth Buck, Phil Delafield, Angela Dethlefs-Trettin, Russ Frazier, Deirdre Henriquez, Tom Jackowski (via phone), Chris Johansen, Valerie Miller-Coleman, Susan Osby, Kris Schechinger-Camper, Susan Wright

Board Members Absent:
Thomas Beil, Eric Burmeister, Nancy Galeazzi, Jamie Gilley, Janice Lane, Matt McDermott, Libby Nelson, Doug Stodgel, Major Steve Waymire

Guests:
Margo Miller-Ramirez, Brad Spielman, Betty Devine, Marge Ramsey, Toby O’Berry, Julie Sleeper, Susan Minks, Eileen Mitchell, Keshia Meissner, Toni Myers, Jennie Kerger, Melissa O’Neil, Joe Stevens, Jim Cain, Diogenes Ayala

Staff:
Mark Phillips

Call to Order
Without a quorum present, Kris Schechinger-Camper started the meeting at 12:10 pm.

Grant Committee
Toby O’Berry from IHYC shared a recap of the Youth NOFA grant recently submitted. Toby said there were 15 – 20 local organizations that helped craft and design this first community phase toward eliminating youth homelessness. HUD will announce in January which ten communities are selected for the planning grant followed by six months for the community to finalize their approach. Toby informed everyone that it is very competitive with over 400 continuums nationally applying but added that even if not selected, he feels confident the group can move forward looking at best practices in support of homeless youth.

Guests
Mark Phillips introduced three guests: Diogenes Ayala and Brad Spielman. He also told about the involvement of Sam Fink (not present) with the Youth Board.

Approval of Consent Items
After a quorum of thirteen was established and present, a motion was made by Russ Frazier to approve the consent items; seconded by Sue Wright. Carried.

ESG Review Funding Recommendations
Kris Schechinger-Camper reported that a total of $309,179 is to be recommended for awards. Of this amount, there are specific dollar amounts in the system for approval for:

- HMIS, 3%
- Centralized Intake, $50,000
- Administrative Fees, 7.5%

There are seven organizations that were awarded funding under two headings:

- Shelter/Essential Care
- Rapid Rehousing

The handout listing these organizations was included with the board packet of information.

Approval of Funding Recommendation
A motion was made by Elisabeth Buck to approve the ESG funding proposals; seconded by Sue Wright. Carried with Deirdre Henriquez and Susan Osby abstaining.

Contracts
Two contracts with specific hours for CoCB work are being considered. One is for Jane Fogg and the other is for Jim Cain.

Approval of Contracts
A motion was made by Deirdre Henriquez to approve the two contract agreements for consulting services; seconded by Angela Dethlefs-Trettin. Carried

Point in Time
The count is January 25 at noon to January 26 at noon. Anyone who would like to participate as a volunteer, please notify Mark. There is a requirement to attend a training meeting. There will be the opportunity to complete the form electronically. ICA will demonstrate the online portal for PIT.

Mark is in the process of locating 100 back packs to give away.

Flying High Award
Mark presented Toby O'Berry with the Flying High award for his great job on behalf of the Youth NOFA grant and “hanging in there,” with the work involved for the long haul.” Congratulations. Much appreciation to Toby expressed by all.

Related to Toby’s work on NOFA, Mark reviewed the system map for the Youth Work team and the work ahead to focus on a system of care that is complete from 0 to 24 years of age that includes families and young adults.

Centralized Intake Monthly Update
Margo Miller-Ramirez from Primary Health Care announced that:
- Good news: 46 households were housed in November.
With 2-1-1, many people staying in hotels are supposed to follow up with PHC and CI on Monday. Two weeks ago 10 families stayed in 2-1-1 and only 2 showed up. Margo said PHC is looking for a disconnect on why people are not following through. This is a requirement so that they can be helped beyond the short term.

Exciting news: 4 referrals were made to supportive housing in November; of these, 2 to Home Connection and 2 to House of Mercy

If anyone wants to observe Centralized Intake, please feel free to contact Margo or Mark.

Other
Additional information was shared on the following:

4 Walls for All
- A new chronic team (hardest to house), “4 Walls for All” has started with performance measures. Mark shared figures for this group and explained some detail.

CoCB Membership
- 7 spots to get to 100 members since July

Iowa Homeless Memorial & Rally
- December 21, 5:30 pm, West Capitol Terrace

Annual Homeless Awareness Day on the Hill
- March 15, 8 – 11 am

Adjourn
With no Open Items/Comments to announce nor further business to conduct, Sue Wright moved to adjourn at 12:45 pm; seconded by Angela Dethlefs-Trettin. Carried.

The next meeting of the Continuum of Care Board is scheduled for 12 noon to 1:30 pm, Monday, February 13, 2017 at the Polk County River Place, Room 1A.

Respectfully submitted,
Tracy Levine
Polk County Housing Trust Fund
Finance Committee--MINUTES
Co-Chairs: Eric Burmeister and Libby Nelson
January 3rd, 8:00 AM – 9:00 AM
Attendees: Libby, Eric, Brian, Doug, and Mark

Agenda

5 minutes  Welcome

45 minutes  Reviewed

- December financials, preliminary completed by MKP
  - Invoice from PCHS included
  - CDBG: extension for November and December/revenue, review memo
  - Fringe benefits: Pension quarterly contribution
  - Flex benefit admin cost: Added to Fringe Benefits, $25
  - Supplies: Centralized Intake card expense
  - Conferences & Mtgs: Permanent Supportive Housing Review in Denver
  - Professional Services: Jim’s contract
  - PCHS Admin fee

- 2014 Planning Grant: Submit final draw, need to complete Annual Performance Review

- 2015 Planning Grant:
  - Additional quotes within the packet, 2 were obtained

10 minutes  Open Items:

Adjourn: 8:27 AM

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### POLK COUNTY HEALTH SERVICES, INC.
#### MONTHLY FINANCIAL REPORT

<table>
<thead>
<tr>
<th>CASH</th>
<th>Dec-16</th>
<th>YTD TOTAL</th>
<th>BUDGET</th>
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<th>YTD</th>
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#### CONTINUUM OF CARE

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<th>INCOME</th>
<th>Country of DSM CDBG</th>
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<th>75,000</th>
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<tr>
<td></td>
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<td>83,500</td>
<td>17.9%</td>
</tr>
</tbody>
</table>

**TOTAL INCOME**

|        | $7,658.75         | 130,874  | 234,500 | 55.8% |

#### EXPENSES

|        | Salaries | 7,296.84 | 43,270 | 87,045 | 49.7% |
|        | Temp. Help | 0.00     | 0      | 0      | N/A |
|        | Payroll Taxes | 543.06 | 3,220 | 6,659 | 48.4% |
|        | Fringe Benefits | 3,182.01 | 13,070 | 25,100 | 52.1% |
|        | Phone | 70.00     | 420    | 840    | 50.0% |
|        | Postage, Copies & Supplies | 302.01 | 468 | 500 | 93.7% |
|        | Travel & Parking | 57.84 | 561 | 1,900 | 29.5% |
|        | Publications | 0.00     | 129    | 0      | N/A |
|        | Conferences & Meetings | 411.85 | 1,947 | 6,531 | 29.8% |
|        | Marketing/Community Relations | 0.00 | 380 | 6,156 | 6.2% |
|        | Equipment | 0.00     | 0      | 2,700  | 0.0% |
|        | Legal/Government Filings | 0.00 | 0 | 500 | 0.0% |
|        | Professional Services | 8,841.25 | 11,758 | 83,500 | 14.1% |
|        | Corporate Insurance | 0.00     | 590    | 744    | 79.3% |
|        | Miscellaneous | 0.00     | 100    | 0      | N/A |
|        | PCHS Admin Fee | 1,035.19 | 3,795.73 | 12,325 | 30.8% |

**TOTAL EXPENSES**

|        | $21,739.07 | 79,710 | 234,500 | 34.0% |

#### CASH ON HAND, END OF MONTH

|        | $52,091.11 | $52,091.11 | 927 | 5619.0% |

#### DESIGNATED/FUTURE LIABILITIES

|        | ($12,888.11) | ($12,888.11) | ($12,888.11) | 100.0% |

#### CASH AVAILABLE FOR OPERATIONS

|        | $39,203.00 | $39,203.00 | ($11,961) | -327.8% |

### IN-KIND

|        | PCHS Rent | 508.33 | 3,050 | 6,100 | 50.0% |
|        | PC Housing Trust Fund | 225.00 | 1,350 | 2,700 | 50.0% |

**Total**

|        | $733.33 | 4,400 | 8,800 | 50.0% |

#### TOTAL CASH + IN KIND

|        | $8,392.08 | 135,274 | $243,300 | 55.6% |

|        | ($22,472.40) | ($84,110) | ($243,300) | 34.6% |

**TOTAL**

|        | ($14,080.32) | $51,164 | $0 | 88980226.1% |

Shaded amounts are restricted funds.
CoCB Grant Committee—MINUTES
January 27th, 2017
1:00 – 2:30 PM
River Place Conference Room 3 - Polk County Health Services

Attendees: Kris, Matt McGarvey, Susan M, Corinne, Angie, Mark, Jim, Susie

Items reviewed:
- **LOI – Letter of Intent (2017):** *Jim & Mark will work on updating their current LOI for review at the February grant committee meeting.

- **ESG Update: Question from PCHS – ESG:** *Grant committee’s recommendation is to review and make changes to the COC board policies & procedures regarding Rapid Rehousing funding related to ESG, committee wants to address the rent requirement and suggested it be reduced to $0.*

- **Additional questions & items:** *Point in Time (PIT) – was held on Wednesday, January 25; more than 50 volunteers visited 40 sites throughout Des Moines/Polk County. More information will be available for February COC board meeting.

- *Website – will go live first week of February 2017

Adjourned: 2:15 PM

Next Meeting – February 24th, 2017

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Polk County Housing
Continuum Board – Directors Council
Meeting Minutes for Wednesday, January 11, 2017
10:00 A.M., Polk County River Place

Participants:
Bill Swanson, Leslie VanDerMolen, Melissa O’Neil, Catherine Gerdes, Roberta Victor, Carolyn Gathright, Jim Cain, Tim Shanahan, Leon Negan, Lynn McCormick, Julie Sleeper, Dave Eberbach, Julie Eberbach, Ehren Stover-Wright, Shawn McAninch, Kate Polush, Toby O’Berry, Cindy Rybolt, Kim Neal, Althea Holcomb, Carole Bodin

Call to Order:
Jim called the meeting to order at 10:07 A.M.

Approval of Minutes of December 2016 meeting:
Melissa moved for approval of the minutes and Julie S. seconded the motion. The December minutes were approved.

2017 Officers Slate:
Catherine Gerdes agreed to serve as Chair. Kate Polush agreed to serve as Vice-Chair. Cindy Rybolt agreed to remain Secretary. Roberta Victor agreed to remain Chair of the Service Council. Leon moved this slate of officers be approved and Kim seconded. The motion passed.

Data:
The Point in Time will be January 25th. Eileen sent an email on 12/27 concerning reporting sheltered count for PIT and HIC. COCB and PHC are heading up the unsheltered count. There is a new mobile app that will be used for the street count. Ehren provided a brief demonstration of the app. There will be trainings on conducting the street count 1/18 5PM and 1/20 8AM.

Performance Measures:
Ehren demonstrated the data dashboard on Institute for Community Alliances website. There is interactive quarterly data. Currently Polk and Balance of State. The addition of Siouxland, Omaha, and perhaps Madison, for comparative purposes, is anticipated.

Coordinated Services:
No December meeting was held. November wrapped up discussion of the Youth NOFA application. Items on the table for 2017: Finalize centralized intake participation policy and how participation is communicated to potential funders; local discharge planning policies; residency requirement issue; equal access/Fair Housing issues.
**Housing:**

No one at the Directors' Council meeting had attended the Housing committee meeting, if one was held in December. Jim raised the issue of a lack of appropriate housing options for people with significant need for mental health supportive services.

**Service Council:**

Roberta is seeking speakers who can speak to issues in the community to present at 2017 meetings.

**By-Laws:**

Proposed changes to the By-laws could not be addressed as they were not sent out in advance.

**Work Plan:**

The work plan drafted by the COCB is a road map of issues they intend to address. This may be a good starting point for this group to take a look at and address.

**Other:**

Julie S. announced that the Peer to Peer Symposium will be in Omaha on June 5th and 7th, 2017.

Carolyn lead a huge THANK YOU to Jim for his years of service chairing this group!

Roberta announced CROSS Ministries 3rd Annual Trivia Night and Silent Auction Fundraiser. Feb. 11th at Westminster. $10/person or tables of 8 are $75 before 2/1. Prizes for best-themed table decorations and other fun.

**Minutes submitted by Cindy Rybolt**
Executive Director’s Report for Dec/Jan—Continuum of Care Board

CoC Grant: LOI presented to grant committee, participated on Equal Access call, participated on a 2016 CoC competition call,

Centralized Intake: Agency and Funder meetings were held to review progress in 2016, power point was sent out, and working on a funding timeline.

Youth NOFA: 130 applied and Polk County was not selected, work team met to discuss next steps, reviewing next steps with IHYC and use of a grant they are applying for.

Homeless Connect: This will be held on April 20th, 2017 and working on details. Planning meeting was held and a lot of great ideas were solidified and identified for the event. If you are interested in helping please call or email me.

Discharge Meeting: Met with one local hospital regarding furthering this initiative community wide.

4 Walls for All (chronic work team/hardest to house) as of January 31st:
- Chronic total: 37
- Housed in the last 2 weeks: 6
- Clients with Anawim Apps or in process: 8
- CAP referrals: 8
- Clients at 40 days or longer length of stay: 30
- 14 did not have intakes completed

Monthly Committee meetings: Attended the following monthly meetings—board, finance, coordinated committee, centralized intake work team, performance, and grant committee.

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Coordinated Services Committee--Minutes
Continuum of Care Board
January 25th, 2017, 10:00 AM – 11:00 AM
Attendees: Deirdre Henriquez/ CISS, Bill Swanson/Anawim, Shawn McAninch, Margo Miller-Ramirez, Shelby Ridley/PHC/Centralized Intake, Sue Wright, Aaron Wright/IA Community Alliances, Catherine Reaman-Gerdes/CFI/Domestic Violence Services
Staff: Mark Phillips/ CoCB Exec. Director, Jane Fogg/CoCB
Agenda
45 minutes  Reviewed
  • CI agency meeting: Feb 2nd
    o Last Intake at 4.30 PM, reviewed and adopted by the committee—need board approval
    o Review families without options for placement
    o Review communication process with partner agencies so that referrals are not given incorrect expectations
  • Youth Application
  • Committee definition
    o Jane Fogg to be leading the committee work directly
  • 2017 items: discussion held on what do we want to focus on as a committee
  • PIT Jan 25th and 26th

10 minutes  Other items
  • Rent rebate blast per Dee
  • Reviewed website for agendas and minutes going forward
    o [www.polkcares.org](http://www.polkcares.org)

Adjourned: 11:00 AM

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Nomination Committee--MINUTES
January 5th, 2017
Attendees: Susie, Carole, Jamie, and Mark

30 Minutes  Discussed each nomination, approved the following applications
            - Brad Spielman, Diogenes Ayala, and Sam Fink

30 Minutes  Review the following in February Board meeting
            - Board members and committee members
            - Board members and representing industries
            - Board members and attendance

Adjourned: 9:30 AM

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- Membership to CoC: http://polk cococ.org/Meeting_Materials.html
Polk County Continuum of Care Board
Nomination Form

The Homeless Coordinating Council is seeking nominations of individuals to serve on the Polk County Continuum of Care Board (CoCB), the governing body for planning and carrying out the responsibilities of meeting the goals of ending and preventing homelessness in Polk County. Interested persons may submit nominations of themselves or other candidates who represent one or more stakeholder constituencies to the Polk County Continuum of Care Board. Directors of the Continuum of Care Board are appointed by the Homeless Coordinating Council for three-year terms.

The CoCB is comprised of 25 directors who represent various constituency groups in support of the community goal of elimination of homelessness. The CoCB seeks directors to commit to monthly board meetings. Any CoCB director must identify any actual or perceived conflicts of interest and abstain from speaking, participating, in discussion or voting on any issue in which they have conflict. No CoC member or CoCB director may participate in or influence discussion or resulting decisions concerning the award of a grant or other financial benefits to the organization that the director is associated with.

Please submit this Nomination Form to the Polk County Continuum of Care Board Nominating Committee as directed accordingly. Please provide the following information regarding the individual being nominated for this appointment.

Name: Sam Fink
Organization: Youth Advisory Board
Mailing address: 901 SE Ora La bor RD. Apt 13 Ankeny, IA
Phone Work: Cell: 515-707-9562
Email address: Smnik @dmca e.edu

Stakeholder Constituencies:
Please check one or more of the following subpopulations that individual represents

___ Mental Health  ___ Faith Community
___ Veteran  ___ Health Care System
___ Housing Developer  ___ Mainstream System
___ Private Landlord  ___ Education
___ Housing/Service Provider  ___ Law Enforcement
___ Domestic Violence  ___ Legal Services
___ Youth Services Provider  ___ Workforce
___ Philanthropic organization  ___ Substance Abuse
___*Consumer or formerly homeless

As a consumer, an individual must have personally experienced homelessness, not as a volunteer or employee working with homeless people.
Please check all that apply:

- Local government agency (specify)
- Public Housing Authority (specify)
- Non-profit Organization (specify)
- Business/Business Association (specify)
- Other organization with interest in homelessness (specify): YOUTH ADVISORY BOARD CHAIR (e.g. law enforcement, hospital, funder, etc.)

Information on the nominee

Please indicate the nominee's role within a category of stakeholder constituency:

- [X] Represents as a professional engaged in a field of work
- [X] Represents through active leadership of a group whose mission aligns
- [X] Represents a consumer or has experienced homelessness
- [X] Has a strong interest in this work

Please provide any additional information that will enhance the work of the Continuum of Care Board, including affiliations with board or organizations, professional or personal experience related to homelessness, health, mental health, substance abuse, disability or related issues:
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Please submit this Nomination Form to the Polk County Continuum of Care Board Nominating Committee as directed accordingly. Please provide the following information regarding the individual being nominated for this appointment.

Name: Diogenes Ayala
Organization: Simpson College
Mailing address: 225 Oak Tree Dr, Winterset IA 50273
Phone Work: 612-720-4351 Cell: 612-720-4351
Email address: Diogenes.ayala@Simpson.edu

Stakeholder Constituencies:
Please check one or more of the following subpopulations that individual represents

___Mental Health  ___Faith Community
___Veteran  ___Health Care System
___Housing Developer  ___Mainstream System
___Private Landlord  ___Education
___Housing/Service Provider  ___Law Enforcement
___Domestic Violence  ___Legal Services
___Youth Services Provider  ___Workforce
___Philanthropic organization  ___Substance Abuse
___*Consumer or formerly homeless

As a consumer, an individual must have personally experienced homelessness, not as a volunteer or employee working with homeless people.
Please check all that apply:
- Local government agency (specify)
- Public Housing Authority (specify)
- Non-profit Organization (specify)
- Business/Business Association (specify)
- Other organization with interest in homelessness (specify): Education (Simpson College)
(e.g. law enforcement, hospital, funder, etc.)

Information on the nominee
Please indicate the nominee’s role within a category of stakeholder constituency:
- Represents as a professional engaged in a field of work
- Represents through active leadership of a group whose mission aligns
- Represents a consumer or has experienced homelessness
- X Has a strong interest in this work

Please provide any additional information that will enhance the work of the Continuum of Care Board, including affiliations with board or organizations, professional or personal experience related to homelessness, health, mental health, substance abuse, disability or related issues:

I am currently an adjunct professor for Simpson College in the Sociology and Criminal Justice department. As an educator I feel that it is important that all populations are represented, including those who are experiencing homelessness. My hope is to partner with the COC and help those in need. As a veteran, I am extremely interested in helping those who served with the mayor’s challenge. Currently, I am on the Iowa Council on Homelessness, where I am the co-chair of the public awareness committee. I do not work for a provider and do not have a conflict of interest.
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Please submit this Nomination Form to the Polk County Continuum of Care Board Nominating Committee as directed accordingly. Please provide the following information regarding the individual being nominated for this appointment.

Name: Brad L.R. Spielman
Organization: Des Moines Area Community College-Urban Campus
Mailing address: 1100 7th Street, Des Moines, IA 50314
Phone Work: 515-697-7761 Cell: 515-423-6449
Email address: blspielman@dmacc.edu

Stakeholder Constituencies:

Please check one or more of the following subpopulations that individual represents

___ Mental Health  ___ Faith Community
___ Veteran  ___ Health Care System
___ Housing Developer  ___ Mainstream System
___ Private Landlord  ___ Education
___ Housing/Service Provider  ___ Law Enforcement
___ Domestic Violence  ___ Legal Services
___ Youth Services Provider  ___ Workforce
___ Philanthropic organization  ___ Substance Abuse
___ *Consumer or formerly homeless

As a consumer, an individual must have personally experienced homelessness, not as a volunteer or employee working with homeless people.
Please check all that apply:

- Local government agency (specify)
- Public Housing Authority (specify)
- Non-profit Organization (specify)
- Business/Business Association (specify)
- Other organization with interest in homelessness (specify): Higher Education: Community College
  - (e.g. law enforcement, hospital, funder, etc.)

Information on the nominee
Please indicate the nominee’s role within a category of stakeholder constituency:

X Represents as a professional engaged in a field of work

Represented through active leadership of a group whose mission aligns

Represented a consumer or has experienced homelessness

Has a strong interest in this work

Please provide any additional information that will enhance the work of the Continuum of Care Board, including affiliations with board or organizations, professional or personal experience related to homelessness, health, mental health, substance abuse, disability or related issues:

I believe that my extensive work in higher education, as a student services practitioner, administrator, and researcher affords me a unique lenses. For the last seven years, I have served the Des Moines community as a member of the Des Moines Area Community College-Urban Campus. I have seen firsthand the impact homelessness and housing instability has on our student population and I have long advocated for a stronger bond between community resources and institutions of higher learning.
Performance Committee--Minutes
Continuum of Care Board
January 26th, 2016
10:00 AM – 11:30 AM
Attendees: Ehren, Leon, Bill, Melissa, Shawn, Mary, Keshia

45 minutes Reviewed measures/goals:
  • Reviewed progress to goals set in September 2016

30 minutes Reviewed upstream items
  • 6 documents after the agenda: Further review
  • Discussion was around working towards interviewing and following clients regarding these items and identifying items to change

15 Minutes Open discussion

Adjourned: 11:30 AM

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**Strategic Plan Draft**

**Mission:** Our mission is to end homelessness in Polk County by marshalling community resources and facilitating and managing effective partnerships focused on providing services, supports and solutions to create a safe home for everyone.

**Vision:** Everyone in Polk County will have a safe place to call home.

**Values:**

1. **Collaboration.** We will cultivate relationships and effective partnerships to identify and allocate diverse resources for our homeless community.
2. **Impact.** We will strengthen and support our homeless delivery systems with a focus on transforming the lives of our most vulnerable populations.
3. **Empowerment.** We will empower our community to function at the highest levels of service to develop safe places to call home.

A. Marshaling Resources

**Principle:** Resource Management: The Continuum of Care Board will strategically marshal and allocate community resources towards programs proven effective in reducing homelessness

<table>
<thead>
<tr>
<th>Goals</th>
<th>Activities</th>
<th>Timeline for Completion &amp; Responsibility</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1: Increase the Continuum of Care (CoC) grant application score</strong></td>
<td><strong>Short Term</strong>&lt;br&gt;Complete policies and work list items that have been identified by Continuum of Care Board (CoCB) staff to achieve a higher score. The key worklist items include, but are not limited to:...&lt;br&gt;Review criteria necessary to become a high performing community with board and areas of increased performance to pursue&lt;br&gt;&lt;br&gt;<strong>Ongoing:</strong>&lt;br&gt;Perform annual review of HUD funded programs&lt;br&gt;&lt;br&gt;<strong>Future Forward</strong>&lt;br&gt;Research possibility of a collaborative applicant</td>
<td>Q1 FY17&lt;br&gt;• Board, Grant Comm, CoC Work team, staff&lt;br&gt;&lt;br&gt;Q1 FY17&lt;br&gt;• Grant Comm</td>
<td>• On schedule</td>
</tr>
<tr>
<td></td>
<td><strong>Q2 FY17</strong>&lt;br&gt;• Grant Comm, staff</td>
<td>• Not started on high performing community</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Q4 FY17</strong>&lt;br&gt;• Grant Comm, staff</td>
<td>• Evaluation to be revised in Feb</td>
<td></td>
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Updated January 2017—1
<table>
<thead>
<tr>
<th>2: Streamline the entire Continuum of Care grant process</th>
</tr>
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<tbody>
<tr>
<td><strong>Short Term</strong></td>
</tr>
<tr>
<td>Create, document and publish an annual grant process; review and make recommendations to streamline the process. Include a grant committee recommendation on letter of intent process and specification of priorities and strategies.</td>
</tr>
<tr>
<td><strong>Ongoing</strong></td>
</tr>
<tr>
<td>Annual evaluation of published process</td>
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</table>

| 3: Inventory existing and additional community financial resources for homeless prevention and client placement |

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<thead>
<tr>
<th><strong>Short Term</strong></th>
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<tbody>
<tr>
<td>Identify and lift up funder inventory of existing and potential resources</td>
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<tr>
<td>Facilitate the resourcing of CoCB supported programs including Centralized Intake</td>
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<table>
<thead>
<tr>
<th><strong>Ongoing:</strong></th>
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</thead>
<tbody>
<tr>
<td>Exploring new funding streams and programs</td>
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<thead>
<tr>
<th>Future forward:</th>
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<tbody>
<tr>
<td>Research previously successful models to address homelessness in the community.</td>
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</table>

| Review funding models and provide recommendation on future funding strategies |

<table>
<thead>
<tr>
<th>4: Coordinate resources within the homeless delivery system to strengthen efficiencies</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Short Term</strong></td>
</tr>
<tr>
<td>Facilitate conversations regarding best practices and gaps in our delivery system</td>
</tr>
<tr>
<td>Introduce and implement a membership to the CoCB to include the greater community and businesses.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q2 FY17</th>
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<tbody>
<tr>
<td>- Grant Comm, CoC Work team, staff</td>
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<table>
<thead>
<tr>
<th>Q2 FY17</th>
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<tbody>
<tr>
<td>- Grant Comm, CoC Work team, staff</td>
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<thead>
<tr>
<th>Through FY17</th>
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<tbody>
<tr>
<td>- Grant Comm, Finance Comm, staff</td>
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</tbody>
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<table>
<thead>
<tr>
<th>Through FY17</th>
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</thead>
<tbody>
<tr>
<td>- Board, Grant Comm, Finance Comm, staff</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q2 FY17</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Directors Council, Coordinated Service Comm, staff</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Q2 FY17</th>
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<tbody>
<tr>
<td>- Finance Comm, staff</td>
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</tbody>
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<table>
<thead>
<tr>
<th>Q1 FY17</th>
</tr>
</thead>
<tbody>
<tr>
<td>- CoCB Committees, staff</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q1 FY17</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Governance Comm, staff</td>
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</table>

<table>
<thead>
<tr>
<th>Updated January 2017 — 2</th>
</tr>
</thead>
</table>
Identify all services being administered in order to review gaps and duplication along the delivery system to increase the efficiency and effectiveness of service delivery

**Ongoing**

Increase participation across the continuum of care through annual membership appeal

Continue administration of Centralized Intake and sustainability efforts of CI through the CoCB

Facilitate community wide conversations specifically related to ongoing homelessness concerns or issues including hospital discharge and case management conversations

Improve coordination between agencies

Assess financial costs to the community created by long-term homelessness

Calculate the costs related to homeless support from the community, diversion costs and provider costs

**Short Term**

Compile agency inventory that contains specific provider and program information

Identify duplication of services and service gaps related to homelessness within the community

Learn about what community organizations are doing and improve connections throughout the Continuum of Care

**Q2 FY17**

- Coordinated Services Comm, CI work team, staff

**Throughout FY17**

- All current CoC members, staff

**Q2 FY17**

- Coordinated Services Comm, Work team, staff

**Throughout FY17**

- CoC members, staff

**Q2 FY17**

- Coordinated Services Comm, Directors Council, Grant Comm, staff

**Throughout FY17**

- System map in progress

- In progress

- In progress, ongoing

- In progress, Youth work and Mercy

- On going

- Costs developed but not widely communicated yet

- System map in progress for agencies and subpopulations—similar to Youth

- On going
<table>
<thead>
<tr>
<th>Goals</th>
<th>Activities</th>
<th>Timeline</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1: Facilitate a community visioning process for Polk County.</strong></td>
<td><strong>Short Term:</strong> Propose a community visioning process strategy for board approval. Execute on a community visioning process for Polk County resulting in a comprehensive plan and implementation strategies. <strong>Ongoing</strong> Serve as the voice for the approved community vision plan, encourage adoption and integration into other plans and community processes.</td>
<td>Q2 FY17 - Strategic Planning Comm and Staff Q2 FY17 - Strategic Planning Comm and Staff Throughout FY17 - Board, staff</td>
<td>- Not started - Not started - On going</td>
</tr>
<tr>
<td><strong>2. Serve as the “go to” resource for homelessness issues in the community.</strong></td>
<td><strong>Short Term:</strong> Position the COC as an expert on homeless information through community convening’s,</td>
<td>Throughout FY17 - Board, staff</td>
<td>- In process</td>
</tr>
</tbody>
</table>

**B. Community Partnerships**

Principle: The CoCB will engage with key community stakeholders as a facilitator, convener and collaborator to end homelessness and improve outcomes for persons in Polk County. The focus will be on strengthening relations and interactions with the political, governmental, business and funding communities as well as nonprofit organizations.
engaging with community partners and officials, etc.

Encourage innovation and best practice implementation throughout the CoC through convening’s and information sharing.
Distribute and provide interpretation of homelessness data.
Develop for board approval a communication strategy along with tools to share information on homelessness to various constituency groups.

**Ongoing**
Explore feasibility of a homelessness conference, present recommendation and plan to the board and execute if approved.

| Throughout FY17 | • Board, staff |
| Report Quarterly in FY 17 | • Performance Comm, staff |
| Q1 FY17 | • Board, staff |
| Q2-Q3 FY17 | • Board, staff |

### C. Continuum Capacity and Data

Principle: The Continuum of Care Board will focus on strengthening the Continuum of Care’s capacity to efficiently manage the delivery of resources through programs and supports for homeless persons. The organization will focus on data driven decisions and report outcomes based upon published, predetermined measurements. The organization will carry out this work in a transparent and inclusive manner.

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<tr>
<th>Goals</th>
<th>Activities</th>
<th>Timeline</th>
<th>Status</th>
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</table>
| 1. Establish metrics and a reporting mechanism to monitor and communicate progress toward our mission. | **Short Term:**
- Develop HUD compliant grant performance measures for the CoC grant.
- Implement Dashboard measuring homeless data beginning June 20, 2016.
- Develop community goals, set priorities and strategies. | **Q1 FY17**
- Performance Comm, staff |
| | | **Q1 FY17**
- Performance Comm, ICA, staff | • Completed |
| | | | • Completed and new one on website |
| | | | • First step complete, |

Updated January 2017—5
<table>
<thead>
<tr>
<th>2: Manage an effective Centralized Intake program</th>
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<tbody>
<tr>
<td>determine unmet needs based on outcome metrics from Dashboard and HMIS data</td>
</tr>
<tr>
<td>Evaluate outcomes that pertain to becoming a high performing community</td>
</tr>
<tr>
<td>Identify data analysis team to compare benchmarks with national standards</td>
</tr>
<tr>
<td><strong>Ongoing</strong></td>
</tr>
<tr>
<td>Capture and analyze data for non-HMIS providers when available and work towards a community-wide strategy to reduce homelessness</td>
</tr>
<tr>
<td><strong>Future Forward</strong></td>
</tr>
<tr>
<td>Convene community dialogues sharing analyzed homeless data to engage and strengthen community resources</td>
</tr>
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</table>

### Short Term:

Secure funding to maintain Centralized Intake

Establish accountability measures for agency implementing centralized intake including submission of adopted and signed MOU, and required Policies and Procedures agreements

Conduct a satisfaction survey of effectiveness of Centralized Intake within the network/or convene providers and share feedback

### Ongoing

Prepare and present Centralized Intake reports quarterly, semiannually, and annually for funders and all necessary parties

Identify other agencies and resources in the

<table>
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<th>Q1 FY17</th>
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<tbody>
<tr>
<td>• Performance Comm, staff</td>
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<tr>
<th>Q1-Q2 FY17</th>
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<tr>
<td>• Performance Comm, staff</td>
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<th>Through FY 17</th>
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<tr>
<td>• Performance Comm, staff</td>
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<tr>
<th>Quarterly throughout FY17</th>
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<tbody>
<tr>
<td>• Board, staff</td>
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<th>Q1 FY17</th>
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<tr>
<td>• CoCB staff, PHC</td>
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<th>Q1 FY17</th>
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<tr>
<td>• Board, Coordinated Services Comm, CI Work team, staff</td>
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<th>Q1 FY17</th>
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<tbody>
<tr>
<td>• CI Work team, staff</td>
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<tr>
<th>Q1 FY17</th>
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<tbody>
<tr>
<td>• Coordinated Services Comm, CI Work team, staff</td>
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<th>Q1 FY17</th>
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<tbody>
<tr>
<td>• Coordinated</td>
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<table>
<thead>
<tr>
<th>working to identify upstream items</th>
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<tbody>
<tr>
<td>• Not started</td>
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<td>• Not started</td>
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<tr>
<td>• Youth NOFA beginning but need to start community wide</td>
</tr>
<tr>
<td>• Discharge mtg, Youth work</td>
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</tbody>
</table>

| • In progress for FY18 |
|• Completed |

| • Agency one complete, need one from clients |
|• On going |

| • On going |

*Updated January 2017—6*
D. Organizational Sustainability

Principle: The Continuum of Care Board will focus on long term sustainability and revenue diversification that will ensure financial health and mission accomplishment. The organization will strengthen efficiencies in the Continuum of Care and align resources toward ending homelessness.

<table>
<thead>
<tr>
<th>Goals</th>
<th>Activities</th>
<th>Timeline</th>
<th>Status</th>
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</thead>
<tbody>
<tr>
<td>1. Formalize a sustainable organization model.</td>
<td><strong>Short Term</strong>&lt;br&gt;Develop and submit a formal business plan for organizational sustainability to the COCB that could include: Funding (short and long term), Structure, etc.&lt;br&gt;Based on strategic plan/objectives approved by the COCB, review and make a formal recommendation on resources needed to execute on the approved actions; including the potential need for additional staff through contract relationships, adding part-time or full-time staff, Americorps, internships and partnering with local colleges and universities</td>
<td>Q1 FY17 - Strategic Planning Comm and Staff&lt;br&gt;Q1-Q2 FY17 - Executive team, Staff</td>
<td>Waiting organizational direction&lt;br&gt;2 contract workers approved&lt;br&gt;Ongoing&lt;br&gt;Ongoing</td>
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<td><img src="image" alt="Table" /></td>
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<td>Updated January 2017—7</td>
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<tr>
<td>Future Forward</td>
<td>Throughout FY17</td>
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<tr>
<td>Broaden revenue streams through holding annual events, fundraising, identifying other grants, and social entrepreneurship</td>
<td>- Executive Comm, Finance Comm, staff</td>
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<td>Q1 FY17</td>
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<td></td>
<td>- Executive Comm, staff</td>
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<td>Q1-Q2 FY17</td>
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<td>- Governance Comm, staff</td>
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<td>Q2 FY17</td>
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<td>- Board and staff</td>
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<td>Q2 FY17</td>
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<td>- Executive Comm, staff</td>
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<td>Q3 FY17</td>
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<td>- Governance Comm, staff</td>
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<td>Throughout 2017</td>
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<td></td>
<td>- Board, staff</td>
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<table>
<thead>
<tr>
<th>Short Tcm</th>
<th>Waiting organizational direction</th>
</tr>
</thead>
<tbody>
<tr>
<td>Create a performance evaluation for the executive director</td>
<td>Completed, looking to update for FY17</td>
</tr>
<tr>
<td>Review existing CoCB charter and make recommendations (if needed) to the Governance Committee</td>
<td>Mtg set for March 1</td>
</tr>
<tr>
<td>Review current committee assignments within the COCB to ensure there is representation from appropriate and diverse stakeholders</td>
<td>Ongoing, 3 new members</td>
</tr>
<tr>
<td>Develop CoCB policy and procedure manual, organization chart and provide leadership to committee chairs</td>
<td>Presented to Exec Comm in Sept and Oct but not reviewed</td>
</tr>
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<table>
<thead>
<tr>
<th>Ongoing</th>
<th>On track</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ensure the Governance Committee completes the annual review of charter</td>
<td>On going</td>
</tr>
<tr>
<td>Ensure committees have a variety of Stakeholders</td>
<td></td>
</tr>
</tbody>
</table>
| 3. Develop a branding strategy | **Future Forward**  
Create a process for submission of community individuals and organizations that have ideas regarding solving homelessness  
Ongoing review of board processes  
Review and adopt best practices for board engagement | **Q2 FY17**  
- Board, staff  
Through  
- Board, staff | • Discussed but nothing formal  
- Not started  
- Not started |
|---|---|---|---|
| Short Term  
Convene and engage an ad hoc committee and/or external consultants to develop a COC branding strategy for COCB review/approval to include (but not limited to) a review and evaluation of: Organization name, website, social media usage, etc.  
Ongoing  
Evaluate long-term effectiveness of branding strategy  
Active social media presence | **Q2-Q3 FY17**  
- Board, staff  
Throughout  
- Board, staff | • Not started  
• Not started  
• On going |