Polk County Continuum of Care Board
May 8th, 2017--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 & Approve Agenda
5 minutes Consent items
  • April board meeting minutes, Finance Committee, Housing Committee, Coordinated Services, Performance Committee, Director’s Council, Service Council, and Staff Report
40 Minutes: Committee Items
  • Executive Committee: Libby Nelson/Matt McDermott
    o Strategic Plan Updated to Q3
    o Performance Review for staff
    o Operations Guide
  • Grant Committee: Kris Schechinger-Camper
    o Updates to CoC Application, HMIS Application, Score Sheet, LOI, and Reallocation
      ▪ Documents located here: http://www.polkcares.org/committee/loa-items/
      ▪ Letter of Interest: May 9th to return on May 19th at noon
    o HMIS MOU with ICA, in packet
    o RHY program at YESS
40 minutes Flying High Award and final items
  • Lunch: Sponsor for May is Bridges of Iowa and June is Nationwide
  • Open items/Comments:
    o CI Program Participant Report: Updates returned by May 19th at Noon and Agency meeting June 28th in connection with Coordinated Services Comm
    o Homeless Connect
    o Youth Work: YHDP score and meeting recap in packet
    o CoCB Membership, in packet
    o Opportunity Summit hand out from April 25th
    o Homeless Video 101: http://servepres1.serve.org/hwh/
    o FYI: Length of Stay of CISS, in packet
  • Next meeting: June 12th, 2017 including visitors from Kansas City: ReStart

Adjoin: 1:30 PM

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CONTINUUM OF CARE BOARD
Monday, April 10, 2017
12:00 – 1:00 pm
Polk County River Place, Room 1A

MINUTES

Board Members Present:
Miah Baum, Carole Bodin, Elisabeth Buck, Eric Burmeister, Phil Delafied, Russ Frazier, Jamie Gilley, Deirdre Henriquez, Tom Jackowski, Libby Nelson, Matt McDermott, Susan Osby, Kris Schechinger-Camper, Doug Stodgel, Major Steve Waymire, Susan Wright

Board Members Absent:
Thomas Beil, Angela Dethlefs-Trettin, Nancy Galeazzi, Chris Johansen, Janice Lane, Valerie Miller-Coleman

Guests:
Marge Ramsey, Jane Fogg, William Vaughn, Charles Hill, Julie Sleeper, Ehren Stover-Wright, Karen Bougher, Margo Miller-Ramirez, Tim Wilson, Dave Buer, Kelly Huntsman, Eileen Mitchell, Jennie Kerger

Staff:
Mark Phillips

Call to Order
Chair Libby Nelson called the meeting to order at 12:05 pm.

Approval of Agenda
A motion was made by Eric Burmeister to approve the agenda; seconded by Russ Frazier. Carried.

Approval of Minutes
A motion was made to approve the March board minutes by Phil Delafied; seconded by Eric Burmeister. Carried.

Libby thanked everyone for stepping in for her during a particularly hectic time. Libby introduced and welcomed Samantha Fink, youth advisor.

Consent Items
A motion was made by Eric Burmeister to approve the remainder of consent items for today’s meeting; seconded by Major Steve Waymire. Carried.

Executive Committee
A motion was made by Matt McDermott to approve the terms of the Needs Assessment contract proposal for Mainstream Living, the apartment complex at 100 East McKinley Avenue in Des Moines; seconded by Eric Burmeister. Carried.
Grant Committee
A motion was made to approve the final version of the Letter of Intent for the grant process by Susan Wright; seconded by Deirdre Henriquez. Carried.

A motion was made to approve the Performance Management Plan and the Quality Improvement Plan by Jamie Gilley; seconded by Eric Burmeister. Carried.

Kris Schechinger-Camper shared an update on the runaway homeless youth program at YESS. She said a question came to the Grant Committee concerning whether to count homeless under the age of 17. Kris reported that HUD said not to include the clients that participate with the RHY (Runaway & Homeless Youth). Mark Phillips explained further saying we want to continue to not include homeless youth under the age of 17 in our PIT and data that ICA completes for us.

Kris said Mark and the team will be working with HUD for enhancement to the planning and writing of future grants.

There has been a request from Primary Health Care for the CoCB to provide a letter of support for their federal grant application through SAMHSA. Kelly Huntsman, CEO at PHC, explained the grant as an opportunity to bring funding for case management services up to $400,000.00 (per year) over five years to the homeless population. PHC is working with CISS on this. The letter is signed by Angela Connolly and Mark Phillips.

A motion was made by Matt McDermott to approve the support of the SAMHSA grant and letter of support for PHC; seconded by Russ Frazier. Carried.

Governance Committee
Matt McDermott reported that the committee met on March 1 and revised the charter. One comment was made to add Polk County to the other listed public entities.

A motion was made to approve the amendments to the Charter by Kris Schechinger-Camper; seconded by Elisabeth Buck. Carried by everyone in the CoC, not just board members.

Nomination Committee
Carole Bodin presented an update on nominations. She said there will be follow-up with board members whose terms are up for renewal in 2017 and with the members who will be completing their second term in 2018. An examination of fields represented will be reviewed. A suggestion was made to put together a board job description. All board terms in the future will end after the fiscal year, June 30.

Libby congratulated Elisabeth Buck on her newly named position as President of United Way of Central Iowa. Hearty congrats were shared by all.

Homeless Connect
Mark announced that there are 100 volunteers and service providers signed up for the April 20 event. He said that the Aveda Institute of DSM will bring most of their class for the hair cut area.

**Flying High Award**
Elisabeth Buck was congratulated again for being selected as the new President of United Way of Central Iowa and presented with the Flying High Award.

**Lunch Sponsor**
Mark asked about sponsoring lunch for future CoCB meetings. It is approximately $160.00 - $180.00 per month. If interested to please let Mark know.

**Announcements:**
- Youth Work: First large group meeting is April 24, noon to 1:30 pm, IHYC.
- CI closed on April 13.
- Anawim is moving its office April 19. Their current space will be open for lease.
- A hotel at the airport is donating TV’s to clients as they get housed.
- CISS fundraiser is April 19.
- Hawthorn Hill fundraiser is April 20.
- Affordable Housing Week’s “Landlord Forum” went very well with a record crowd of attendees, 70. A survey will be sent for input. Eric Burmeister recommended that the CoC continue to take a high profile for the future.
- OpporUNITY Summit: Affordable housing focus, April 25, 3 – 5 pm at the DSM Botanical Garden.

Deirdre Henriquez spoke about a new landlord she and CISS are working with who is with Paramark, owners of the Crane Artist Lofts and the Hawthorn Hill Apartments. Dee started to see clients who were moving to Hawthorn Hill and invited the manager, Dorthy, to meet and who has since housed 6 folks from the shelter by doing creative things with very little (example, taking advertising dollars that she would have spent for the units to pull credit reports and waive application fees). Eric told the group that the Crane Artist Lofts was a stop on the PCHTF Affordable Housing Week’s, “Walking Tour.”

**Adjourn**
With no further business to conduct, Kris Schechinger-Camper moved to adjourn at 12:45 pm; seconded by Matt McDermott. Carried.

The next meeting of the Continuum of Care Board is scheduled for 12 noon to 1:30 pm, Monday, May 8, 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
May 2nd, 8:00 AM – 9:00 AM
Polk County Housing Trust Fund, 505 5th Ave, Suite 1000
Attendees: Eric, Doug, Brian, and Mark

Agenda

5 minutes Welcome

45 minutes Reviewed

- Financials: March submitted by PCHS—moved by Eric and Brian
- Final insurance contract as an FYI
- Amendment for 2015 and 2016 Planning Grant, letter includes fringe benefits
- Proposed FY18 budget and items to note:
  - Committee provided feedback to Mark and Mark will work on not doing a zero based budget.
  - Bring back to June committee and board to adopt in June board mtg
- Funding portion review:
  - City of Des Moines Funding: $112,500 I have not entered into the remainder of the contract
  - Polk County: This will come in July
  - Planning Grant Funds: 2015 Planning Grant review below
    - Started in October 1, 2016
      - Amount: $22,000.03, 3 months of funding ($88,000 was total, $7,333.33 per month)
    - 2016 Planning Grant: $93,622
      - Potential start date: October 1, 2017
      - Amount: $70,216.47, 9 months of funding @ $7,801.83 per month
  - In Kind:
    - PCHTF: 2016 Planning Grant for match, $1,125 for 9 months
    - PCHS: 2015 Planning Grant at $5,625 for 3 months and 2016 Planning Grant at $16,429.50 for 9 months, Rent at $6,100
- Expenses review:
  - Salaries
    - used current salary
- Payroll taxes: payroll taxes
- Left as is but will change if salary changes
- Fringe Benefits: employee benefits, health insurance
  - Left as is but will change if salary changes
- Phone: cell phone for the executive director
  - As is
- Postage, Copies & Supplies: mailing items, office supplies, board supplies
  - $750, increase and removed the centralized intake cards to their own line item.
  - This was over due to the centralized intake cards.
- Travel & Parking: mileage reimbursement and parking costs
  - Decrease to $1400
- Publications: dues and subscriptions for industry related publications
  - Set at $200
- Conferences & Meetings: education, seminars, conferences or industry related education opportunities for staff or board members, board recruitment, and strategic planning
  - Spent $2,254
  - Minimal increase $6,610
- Equipment: computer, software, technical support
  - Left as is
- Legal/Government Filings: annual filings for our organization
  - Left as is
- Professional Services: Contract services, planning grant
  - Set at HUD Planning Grant amount
- Corporate Insurance: Directors and Officers insurance, workers comp
  - Increased it to $1500
- PCHS Admin Fee: 5% administration fee paid to Polk County Health Services for being our fiscal agent
- Rent: In-kind rent from Polk County Health Services
  - Left as is at $6,100
- Marketing (community relations): Costs related to meeting with community partners, funders, organizations, corporate partners, and board or committee costs.
  - Decreased to $2,600
- Bank Fees: None
  - No change
- Line items added:
Program Costs: Centralized Intake, Point In Time
  - $1200 = training, meetings, cards (ordered 9,000 last year at $720)

Website: Aweber and Azure
  - $540
    - Aweber: $240, eNewsletter
    - Azure: $300, web hosting can change with activity

10 minutes Open Items:
  - Homeless Connect: Recap

Adjourned: 8:45 AM

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Housing Committee
Continuum of Care Board
April 17th, at 1:00 PM – 2:00 PM
Peace Conference Room, Plymouth Congregational UCC, 4126 Ingersoll Ave
Committee Chair: Eric Burmeister, CoCB board member

Attendance: Eric Burmeister, Pam Carmichael, Josh Hellyer, Cynthia Latcham, Mark Phillips, Margo Ramiriz-Miller, Sue Wright

1. Mainstream
   A group has been engaged to do a needs assessment
   • Did a facility tour last week
   • Funds for assessment are coming from CDGB
   • Wednesday will have lunch to discuss the options for the building
   • Goal: by June move toward an RFP for use of building
     o Include affordable permanent housing
     o Need to include other states in RFP
     o Scattered site model works well

2. Landlord Forum Update-Feedback
   A. All agreed that it was a great event
      • Best attendance ever – 55-70
      • People appreciated networking opportunities
   B. Need to develop other opportunities for engagement with the group
      • Possibly a social with the group in July

   C. Josh is constructing a follow-up survey
      • Josh will send committee members a list of who attended the forum
      • Will keep it short
      • Lead with blurb on how to contact Centralized Intake
      • Need Immigration Information
      • Ask if we can contact them for participation and follow with question
        about what incentives would encourage their participation in the program
      • Ask how often they would like to be engaged
        o What types of engagement – socials, education (e.g., information about small claims court)

3. Pipeline Update
   A. Vecino had project approved through IFFA
   B. Blackbird
      • Project has been withdrawn
It was the first proposal to guarantee 20% of units would be affordable in a market value building

4. Housing plan from Housing Committee
   A. What does a committee housing plan look like?
   B. How do we connect with plans that already are out there?
   C. Be ready to discuss this issue at May meeting
      • Mark will attach a sample plan to the agenda
      • Get ideas from housingtomorrow.org

5. Side discussions
   A. Amanda at Centralized Intake is getting referrals that should go elsewhere – e.g., housingsearch.org
   B. Eric had a discussion today about how Indianapolis garnered public support for public transportation. Good ideas.
   C. Anawim is moving tomorrow to 1171 7th Street, Suite 1 in Des Moines
   D. Polk County Housing Trust Fund is moving soon to 505 5th Avenue
Coordinated Services Committee
Meeting Minutes April 26, 2017

Members attending:
Co-chairs, Susan Wright/CoC board & Dee Henriquez/CoC board & CISS
Bill Swanson/Anawim Housing, Leslie Van Der Molen & Dan Zahn/Catholic Charities & St. Josephs Family Shelter, Liz Boyer/CISS, Charles Hill/Iowa Legal Aid, Eileen Mitchell/Institute for Community Alliances (ICA), Shelby Ridley & Margo Miller-Ramirez/Primary Health Care & Centralized Intake, Kim Neal/VA Central Iowa Care System, Community Resource & Referral, Carole Bodin & Danell Vaughn/West Des Moines Human Services
Staff: Mark Phillips & Jane Fogg/CoC

Susan Wright called to order at 10:00 AM. Following introductions, the minutes from the March 22nd meeting were approved as submitted.

Review HMIS data
Eileen reviewed several documents highlighting data and trends. Each report can be located on the CoC website. She made the comment that some of the numbers are seasonal. Eileen offered to provide data from the HMIS if committee members want to see something not included current reports.

Review of CI Reports through March 2017
This report highlighted a few trends of significance; the number of intakes completed over 15 months, a comparison of missing referral outcome data Q4 2016 to Q1 2017 and referral success rates. Two notes were also included in this summary, one relating to the waiting list and the second relating to the Point in Time Count (Measure 3.1).

Members discussed reasons why the data showed a dramatic increase in the numbers of CI missing referral outcomes. ICA and CI staff will retrain staff who are doing intakes to insure consistent processes. The Point-in-Time number variations were also clarified as some programs were included in the count one year but not the next.

Two additional reports, the Polk County Centralized Intake Monthly Indicators, March 2017 and year to date and the Central Intake Quarterly Report 2017 include specific data for the committee’s review and comment.

CI/CISS Intake Schedule Pilot
Beginning the first of April, PHC/CI will have a case manager completing intakes at CISS five days a week from 2PM to 5PM. The goal is to increase the number of individuals at CISS who have
completed the intake. CISS has made a policy change which will provide an incentive for shelter resident to participate. Residents still have the option to do an intake at the PHC/CI location on University. Due to limitations of staff covering both locations, CI is monitoring increased wait times at the University location. Sue made the comment that the C.S. committee will want to monitor this pilot and learn more about possible strain on CI staff.

**Timeline**
Mark shared he was tracking multiple timelines in order to complete work and board authorization in a timely manner. June 30 ends the program year. Early work on the NOFA has begun but its not known when the application period will actually begin. The CoC Grant Committee will establish the priorities. A letter of intent will be required from all local grant applicants.

The C.S. committee has the responsibility of reviewing and approving changes to the CI Policies & Procedures. Sue shared that some of the changes are needed to meet additional requirements set by HUD in January 2017. Other changes will reflect current protocol of local operation since the document was initially drafted.

Rather than have the entire committee work through the changes, Sue shared that an Ad Hoc committee will be formed. Members of that committee will come from both the C.S. and the Directors’ Council. Jane has been asked to recruit members who will function and report back to both entities. C.S. committee members should be ready to review and approve the changes at the May 24th regular meeting.

**Information Sharing**
Mark reminded and encouraged C.S. members to take the responsibility to share information from this committee with appropriate staff before and after meetings. He also encouraged members to bring up topics or questions which arise within their agency relating to Coordinated Services.

The meeting adjourned at 10:55 AM

Submitted by J. Fogg

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Website: http://www.polkcares.org
Performance Committee, Continuum of Care Board--MINUTES
Goodwill Café
April 27th, 2017
10:00 AM – 11:30 AM
Attendees: Lynn, Leon, Melissa, Bill, Ehren, Mia, Mary, and Mark

Reviewed
- RHY Ruling with YESS: Update
  - Julie from YESS still has not heard from HHS
- Update on Upstream report
  - Legal: Keshia and Re-entry group
    - Update in May
  - Employment: Update per Jane
    - Mark shared comments on progress, May review framework of strategy
- Reviewed Progress to goals/Ownership
  - Reviewed our progress/dashboard
  - Discussed/Confirm what goals go to what committee
    - Affordable Housing: Requested that Housing Committee track and come up with a unit goal
  - LOS measurement is on the average
  - What does the committee do? Review reports, progress to goals, and lead an initiative based on data
- Reviewed Priorities per Grant Comm
- Reviewed the LOS for CISS

Open discussion
- Need another committee member
- Reviewed the Landlord forum, Homeless Connect, Opportunity Summit
- May committee: employment strategy, Define exit to permanent housing for our community, performance report for agencies, solidify what goals go to what committee
- June CoCB board meeting: ReStart visit from KC

Adjourned: 11:00 AM
Next Meeting: May 25th, 2017
Polk County Housing
Continuum Board – Directors Council
Meeting Minutes for Wednesday, April 12, 2017
10:00 A.M., Polk County River Place

Participants:
Bill Swanson, Keshia Meissner, Melissa O’Neil, Carolyn Gathright, Jim Cain, Kiana Hines, Tim Shanahan, Leon Negam, Julie Sleeper, Kate Polush, Mark Phillips, Margo Miller-Ramirez, Cindy Rybolt, Kim Neal, Althea Holcomb, Carole Bodin

Call to Order:
Kate called the meeting to order at 10:07 A.M. Introductions with a bit of information about one’s agency followed.

Amendment and Approval of Minutes of March 2017 meeting:
Melissa asked that the portion of the March minutes concerning CISS losing funding be stricken. The funding was de-obligated, not lost. Leon moved for approval of the minutes and Althea seconded the motion. The March minutes were approved as amended.

PCHC Directors’ Council Function:
Mark provided a tour of the Polkcares.org website which contains the calendar of all COCB and committee meetings, agendas and minutes. Kate lead a discussion of the Directors’ Council/Provider Advisory Council is functioning and ideas for better fulfilling its role. The issue of the monthly meeting sometimes being a few days before and some months being a few days after the COCB meeting prompted discussion of changing the meeting time of the Directors’ Council. One proposal was to change the time to the 4th Wednesday either immediately preceding or following the Coordinated Services meeting, since there is a fair amount of overlap in the attendees and perhaps some repetition of information would be avoided. Althea noted the current meeting time could be viewed as giving us 3-4 weeks to provide feedback to the COCB if we were looking ahead to the following month’s COCB meeting topics and not the current month. Notice of the possible change in meeting time will be sent out soon to give the membership notice that it will be on the agenda for the May meeting. (Notice was sent on April 17th)

NOFA:
Mark reported that the timeline for the application process has been moved up by about a month because it is believed that the NOFA will come out in May instead of June, as anticipated. Therefore, the Grant Committee will be adopting priorities at their April 28 meeting to recommend to the COCB for adoption at the May 8th meeting. Kate mentioned that one of the roles of the Provider Advisory Committee is to provide feedback about these priorities. Mark said that people can make comments at the COCB meeting. Cindy mentioned that the By-Laws do provide for a mechanism for special meetings to be called if the group wants to meet to discuss them and provide feedback as a committee. Discussion of timing for the recommendations to be part of the Board packet determined that a special meeting, if held, will need to be held on either May 1st or 2nd. (Notice about this was sent to the membership on April 17th.)
Housing:

Mark reported that 70 people attended the Affordable Housing Week Landlord Forum on April 4th.

Coordinated Services:

Centralized Intake Policies and Procedures are being reviewed and a final version is expected to be considered for adoption by the COCB at its June meeting.

Performance Measures:

The committee is looking at causes of homelessness to develop preventative measures rather than reactive.

Emerging Issues and Trends:

Jim provided a handout from a webinar concerning the potential effects of federal budget issues on many agencies that provide services to low-income people, including HOME, LIHEAP, etc.

Mark announced the United Way’s OpporUNTITY Summit on Affordable Housing, focusing on persons with less than 30% of median income. It will be 3-5 pm on April 25th at the Botanical Center.

Mark reported that the Mainstream needs assessment was approved by the COCB and has been started. It will hopefully be completed within 45 days. The next step will hopefully be an RFP for affordable housing there.

Other:

Julie announced the agenda for the Peer to Peer Symposium June 6-7 in Omaha is anticipated to be released on May 5th. Some sessions will have limited capacity so early registration is suggested.

Iowa Homeless Youth Center will be having a fund-raiser Golf Classic on June 22nd. $90 per person until May 1st. There will be homeless education items at each hole.

CiSS is having a golf fundraiser as well. It is on June 23rd.

IHYC is working with Crawford Hall, a homeless shelter in Boone that is closing in June. The shelter in Marshalltown is also closing.

The meeting adjourned at 11:20 AM

Minutes submitted by Cindy Rybolt
Polk County Housing Continuum – S.C.
Meeting Minutes for Wednesday, April 19, 2017
10:00 A.M., Polk County River Place

Participants:

Call to Order:
Roberta Victor called the meeting to order.

Approval of Minutes of March 2017 Board meeting:
Minutes approved.

Human Trafficking – Jennie Kerger:
  o Occurs in Des Moines
  o Victims:
    ▪ Under age 18 for sexual acts, Age 18+ with evidence of force, fraud or coercion, all ages induced to perform labor or services
  o Victims are often vulnerable populations which are easier to control and recruit (homelessness and poverty)
  o Average age into trafficking is 11-14
  o Trafficking is 2nd most profitable industry, after drugs
  o 98-99% of victims are never recovered
  o Average life expectancy once trafficked is 7 years
  o Hotline – 1-888-373-7888
  o Text ‘BeFree’ to 233733

Topics for future meetings:
  • Please contact Roberta or Julie if you have ideas!

Updates from Council Members:
  • Peer to Peer Homelessness Symposium is June 6th and 7th
    o Registration opening soon
  • City of Des Moines has 6-8 workstations available for donation to a non-profit: contact Julie Sleeper

Meeting adjourned at 11:30am
Minutes submitted by Julie Bardin Hewitt
Executive Director's Report for April—Continuum of Care Board

CoC Grant: Letter of Interest to open on May 9th, working on application changes, and setting community priorities.

Youth Work: Initial large group meeting held on April 24th.
- Next meetings: July 24th, September 25th, December 4th
- Large group recap forth coming and work teams will be set and meeting in May.

Homeless Connect: This was held on April 20th, 2017.
- Served 280 (completed the intake but more did come), over 75 volunteers, over 25 service providers, 110+ haircuts, 22 dental appointments completed to name a few highlights of the day
- Photos: http://ryanmorrisonphoto.pass.us/2017connect/
- Video: https://www.youtube.com/watch?v=1scFOZyUmw

Mainstream: NDC working on the assessment, moving forward.

4 Walls for All: Update will be sent out after May board meeting.

Committees/Meetings attended: Attended the following monthly meetings—board, coordinated committee, centralized intake work team, performance, Veterans work team, directors council, grant committee, Commercial Real Estate Event, Public Housing Authority meeting, Opportunity Summit event and planning meeting.

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Contractor Report for April —Continuum of Care Board
Jane Fogg

Centralized Intake:
- Organize CI Work Team meetings, agendas, notes, communications
- Continue to identify modifications in current protocol and practice of CI and insure modifications are reflected in revisions of CI policies & procedures
- Continue to identify new requirements established by HUD Coordinated Entry Notice CPD-17-01 – Notice Establishing Additional Requirements for a Continuum of Care Centralized or Coordinated Assessment System (2017)

Coordinated Services
- Organize C.S. committee meetings, agendas, notes, materials & communications
- Inform C. S. Committee, underscore their role for systems improvement and approval of modifications to the CI plan, policies and procedures
- Work with Mark and team to establish timelines for approval of changes, insure documents are ready for Board consideration
- On behalf of C.S. committee co-chairs establish an Ad Hoc committee to review revisions to CI policies & procedures. Members will represent C.S. committee and the Directors Council
- Begin work on MOU with CI network partners
- Conduct interviews with workforce preparation and placement organizations leading to a strategy statement to support CoC System Target #4, Jobs & Income Growth. Work to articulate plan of action to connect persons completing CI intakes with job placement and workforce preparation resources. Organizations contacted include: IES at DMACC, Iowa Workforce Development, Goodwill, United Way of Central Iowa, Polk County CAP, Children & Families of Iowa, Workforce Investment Board, CISS.

CoC Coordination:
- Meetings with Mark to review work plan, progress & updates
- Identify resources and learning opportunities.
- Meetings with aligned community partners to bridge, connect and create awareness. Examples: Affordable Housing Week presentations, Opportunity Summit on Affordable Housing.
- Communicate and reinforce goals and performance measures of the CoC Board

Education & Advocacy
- From resources of the National Alliance a very helpful report building the field of knowledge. “Integrating Rapid Re-Housing & Employment; Program & Policy Recommendations for Enhancing Rapid Re-Housing”, March 2017 from Heartland Alliance.
- Iowa legislature’s agreement to support the recommendation of the High School Equivalency Degree (HSED) Task Force to adopt additional pathways to achieve high school equivalency is positive for the population served by the CoC. (SF350/HF473)
Comments:
At the Housing Matters event for property managers they shared there are two main reasons individuals lose housing after being placed. First, individuals placed in to units don’t know how to say “no” to friends and visitors who want to make use of the apartment. Secondly, they do not know how to clean nor own equipment like a vacuum in order to maintain their apartment.

At the Housing Matters for Iowa’s Economy meeting, city staff mentioned how many service and related jobs are being created in the city core as a result of new hotels and apartments. This presents an opportunity for job placement and earned income for individuals who are work ready.
Executive Committee--Continuum of Care Board--Minutes
May 1st, 2017

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
Attendees: Tom, Matt, Kris, Susie, Elisabeth, Mark

Agenda

Reviewed the following items:
- Analysis of PCHTF move: Matt/Mark
  - Mark to complete detailed comparison and review details with Matt McGarvey AIB
- Board items: Mark
  - Operations manual: Diogenes offered to update
  - Performance Review for staff and board: Diogenes offered to update
  - MOU with HMIS: Moving to a FY year end on contract renewals
    - Updated 2 items
  - Strategic Plan Updated
    - Long term items have not been started and Mark would like to convene work team
- Board member terms: Elisabeth Buck, Janice Lane, and Thomas Biel
- Discussed Centralized Intake budget
- LOS at CISS: discussed

Items to Note and discuss:
- Events: PHC event May 16th with Nationwide
  - Any other events to attend?
- Financials for March
  - In packet, reviewed by committee on May 2nd
  - Committee reviewing FY18 budget proposal on May 2nd but attached details and draft as an FYI, June board approval.
- May Board agenda/ED report: drafts attached, visitors in June
  - Board lunch sponsor for May will be Bridges and June will be Nationwide
- Out of the office:
  - Personal: May 5th, 12th, June 22nd and 23rd
- Travel:
  - May 3rd in Lincoln as a guest speaker invited by Charles Cooley regarding CoC work
  - June 5th to 8th Columbus with Kris to visit Community Shelter Board and other organizations. Jim or Jane to be on the youth panel and represent the CoCB?
  - July 15 to 19 for NAEH conference in DC, as planned
- Next Meeting: June, will need to find a new date that week.
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

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<thead>
<tr>
<th>Goals</th>
<th>Activities</th>
<th>Timeline for Completion &amp; Responsibility</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>1: Increase the Continuum of Care (CoC) grant application score</td>
<td><strong>Short Term</strong> 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…. Review criteria necessary to become a high performing community with board and areas of increased performance to pursue</td>
<td>Q1 FY17 Board, Grant Comm, CoC Work team, staff</td>
<td>• On schedule</td>
</tr>
<tr>
<td></td>
<td><strong>Ongoing:</strong> Perform annual review of HUD funded programs</td>
<td>Q1 FY17 Grant Comm</td>
<td>• Started, work list items</td>
</tr>
<tr>
<td></td>
<td><strong>Future Forward</strong> Research possibility of a collaborative applicant</td>
<td>Q2 FY17 Grant Comm, staff</td>
<td>• Completed</td>
</tr>
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<td></td>
<td></td>
<td>Q4 FY17 Grant Comm, staff</td>
<td>• Not started</td>
</tr>
</tbody>
</table>

Updated April 2017—1
| 2: Streamline the entire Continuum of Care grant process | **Short Term**  
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.  
**Ongoing**  
Annual evaluation of published process  
**Short Term**  
Identify and lift up funder inventory of existing and potential resources  
Facilitate the resourcing of CoCB supported programs including Centralized Intake  
**Ongoing:**  
Exploring new funding streams and programs  
**Future forward:**  
Research previously successful models to address homelessness in the community.  
Review funding models and provide recommendation on future funding strategies | **Q2 FY17**  
- Grant Comm, CoC Work team, staff  
**Q2 FY17**  
- Grant Comm, CoC Work team, staff  
**Throughout FY17**  
- Grant Comm, Finance Comm, staff  
**Throughout FY17**  
- Board, Grant Comm, Finance Comm, staff  
**Q2 FY17**  
- Directors Council, Coordinated Service Comm, staff  
**Q2 FY17**  
- Finance Comm, staff  
**Q1 FY17**  
- CoCB Committees, staff  
**Q1 FY17**  
- Governance Comm, staff |  
- In process  
- Created not distributed  
- On hold until CoCB knows what we can and can't do regarding future. |
| 3: Inventory existing and additional community financial resources for homeless prevention and client placement |  |  |  |
| 4: Coordinate resources within the homeless delivery system to strengthen efficiencies | **Short Term**  
Facilitate conversations regarding best practices and gaps in our delivery system  
Introduce and implement a membership to the CoCB to include the greater community and businesses. |  |  |
<table>
<thead>
<tr>
<th>5: Complete and assess provider inventory spreadsheet</th>
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<tbody>
<tr>
<td>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</td>
</tr>
<tr>
<td><strong>Ongoing</strong></td>
</tr>
<tr>
<td>Increase participation across the continuum of care through annual membership appeal</td>
</tr>
<tr>
<td>Continue administration of Centralized Intake and sustainability efforts of CI through the CoCB</td>
</tr>
<tr>
<td>Facilitate community wide conversations specifically related to ongoing homelessness concerns or issues including hospital discharge and case management conversations</td>
</tr>
<tr>
<td>Improve coordination between agencies</td>
</tr>
<tr>
<td>Assess financial costs to the community created by long-term homelessness</td>
</tr>
<tr>
<td>Calculate the costs related to homeless support from the community, diversion costs and provider costs</td>
</tr>
<tr>
<td><strong>Short Term</strong></td>
</tr>
<tr>
<td>Compile agency inventory that contains specific provider and program information</td>
</tr>
<tr>
<td>Identify duplication of services and service gaps related to homelessness within the community</td>
</tr>
<tr>
<td>Learn about what community organizations are doing and improve connections throughout the Continuum of Care</td>
</tr>
<tr>
<td>Q2 FY17</td>
</tr>
<tr>
<td>- Coordinated Services Comm, CI work team, staff</td>
</tr>
<tr>
<td>Throughout FY17</td>
</tr>
<tr>
<td>- All current CoC members, staff</td>
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<tr>
<td>Throughout FY17</td>
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<tr>
<td>- Coordinated Services Comm, Work team, staff</td>
</tr>
<tr>
<td>Throughout FY17</td>
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<tr>
<td>- CoC members, staff</td>
</tr>
<tr>
<td>Q2 FY17</td>
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<tr>
<td>- Coordinated Services Comm, Directors Council, Grant Comm, staff</td>
</tr>
<tr>
<td>Q2 FY17</td>
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<tr>
<td>- CoCB Board, Directors Council, staff</td>
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<tr>
<td><strong>System map in process</strong></td>
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<tr>
<td>- In process</td>
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<tr>
<td>- In process, ongoing</td>
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<tr>
<td>- In process, Youth work and Mercy</td>
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<tr>
<td>- On going</td>
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<tr>
<td>- Costs developed but not widely communicated yet</td>
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<td>- System map in process for agencies and subpopulations—similar to Youth</td>
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<tr>
<td>- On going</td>
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Updated April 2017—3
### 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.

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<thead>
<tr>
<th>Goals</th>
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<tbody>
<tr>
<td>1: Facilitate a community visioning process for Polk County.</td>
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<tr>
<th>Activities</th>
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<tr>
<td><strong>Short Term</strong></td>
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<tr>
<td>Propose a community visioning process strategy for board approval.</td>
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<tr>
<td>Execute on a community visioning process for Polk County resulting in a comprehensive plan and implementation strategies.</td>
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| **Ongoing** |
| Serve as the voice for the approved community vision plan, encourage adoption and integration into other plans and community processes. |

<table>
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<tr>
<th>Timeline</th>
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<tr>
<td><strong>Q2 FY17</strong></td>
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<tr>
<td>- Strategic Planning Comm and Staff</td>
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<td><strong>Q2 FY17</strong></td>
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<tr>
<td>- Strategic Planning Comm and Staff</td>
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<tr>
<td><strong>Throughout FY17</strong></td>
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<tr>
<td>- Board, staff</td>
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<th>Status</th>
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<td>- Not started</td>
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<td>- Not started</td>
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<tr>
<td>- On going</td>
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<td>- In process</td>
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**Updated April 2017—4**
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

- In process
- In process/on going
- In process
- Not started

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.

<table>
<thead>
<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 | Q1 FY17
- Performance Comm, staff Q1 FY17
- Performance Comm, ICA, staff | • Completed • Completed and new one on website • Completed, |
<table>
<thead>
<tr>
<th>2: Manage an effective Centralized Intake program</th>
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<tbody>
<tr>
<td><strong>determine unmet needs based on outcome</strong></td>
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<td><strong>Future Forward</strong></td>
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<td><strong>Q1 FY17</strong></td>
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Updated April 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></td>
<td><strong>Q1 FY17</strong></td>
<td>- Waiting on organizational direction</td>
</tr>
<tr>
<td></td>
<td>Develop and submit a formal business plan for organizational sustainability to the COCB that could include: Funding (short and long term), Structure, etc.</td>
<td>• Strategic Planning Comm and Staff</td>
<td>2 contract workers approved, need 2 full time staff</td>
</tr>
<tr>
<td></td>
<td>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><strong>Q1-Q2 FY17</strong></td>
<td>• Ongoing</td>
</tr>
<tr>
<td></td>
<td><strong>Ongoing</strong></td>
<td>• Executive team, Staff</td>
<td>• Ongoing</td>
</tr>
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<td></td>
<td>Maintain current funding relationships</td>
<td><strong>Throughout FY17</strong></td>
<td></td>
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<tr>
<td></td>
<td>Monitor staffing/resource needs and identify options for closing gaps when/if there are risks of not completing strategic plan tasks</td>
<td>• staff</td>
<td></td>
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<td></td>
<td></td>
<td><strong>Throughout FY17</strong></td>
<td></td>
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<td></td>
<td></td>
<td>• Board, staff</td>
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</table>

Updated April 2017—7
2: Ensure an effective and transparent board governance model.

<table>
<thead>
<tr>
<th>Future Forward</th>
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<tbody>
<tr>
<td>Broaden revenue streams through holding annual events, fundraising, identifying other grants, and social entrepreneurship</td>
</tr>
</tbody>
</table>

**Short Term**

<table>
<thead>
<tr>
<th>Q1 FY17</th>
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<tr>
<td>• Executive Comm, staff</td>
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<tr>
<th>Q1-Q2 FY17</th>
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<tr>
<td>• Governance Comm, staff</td>
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<tr>
<th>Q2 FY17</th>
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<tr>
<td>• Board and staff</td>
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</tbody>
</table>

<table>
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<tr>
<th>Q2 FY17</th>
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<tbody>
<tr>
<td>• Executive Comm, staff</td>
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**Ongoing**

<table>
<thead>
<tr>
<th>Q3 FY17</th>
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<tbody>
<tr>
<td>• Governance Comm, staff</td>
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</table>

Throughout FY17

| • Executive Comm, Finance Comm, staff |

**Throughout 2017**

| • Board, staff |

| • Waiting organizational direction |

Completed, looking to update for FY17

Completed

Ongoing, 3 new members

Presented to Exec Comm in Sept and Oct but not reviewed, present at May mtg

Completed

Ongoing

Updated April 2017 — 8
| 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  
**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 FY17**  
- Board, staff  
**Throughout 2017**  
- Board, staff  
**Q2-Q3 FY17**  
- Board, staff  
**Throughout 2017**  
- Board, staff | - Discussed but nothing formal  
- Not started  
- Not started  
- Not started  
- Not started  
- Not started  
- On going |
## Executive Director Evaluation
### Fiscal Year 2017

### Category: Resource Management
**Rating**: (1-4)

1. Manage the completion and submission of the CoC Grant for Polk County
2. Strengthen efficiencies and coordinate resources within our homeless delivery system
3. Advocate for policies and appropriations which will directly benefit homeless individuals.

### Comments:

### Category: Organizational Capacity
**Rating**: (1-4)

1. Provide data to the community in order to make data driven decisions, dashboard
2. Manage and review Centralized Intake
3. Support strategic partnerships in community

### Comments:

### Category: Organizational Sustainability
**Rating**: (1-4)

1. Write and implement policies and procedures for the organization and board members.
2. Develop a plan to sustain the organization
3. Board development
4. Name brand

### Comments:

### Category: Partnerships
**Rating**: (1-4)

1. Community visioning—develop a Housing Tomorrow counterpart
2. Advocate for policies and appropriations which will directly benefit homeless individuals.
3. Industry leader
4. Innovative

### Comments:

### Category: Overall
**Rating**: (1-4)

1. Implementation of strategic plan
2. Personal development
3. Leadership
4. Community engagement

### Comments:

---

* Ratings: 1- Not meeting expectations; 2- Meeting most expectations/improvement needed; 3- Meeting all expectations; 4- Exceeding expectations
CoCB Grant Meeting Minutes

Friday, April 28, 2017

1pm-2:30pm

Polk County River Place West

Attendees: Kris, Chris, Corinne, Susie, Jim

Letter of Intent – The grant committee recommends that the LOI be amended to include HUD’s potential new priority of joint transitional housing with a rapid rehousing component.

CoC Items

HMIS MOU – Reviewed and there are no changes identified. The grant committee recommends that the HMIS MOU be brought to the May CoCB meeting for approval.

CoC Project Grant Application – a few minor changes were asked to be made. Grant committee recommends the grant application be brought to the May CoCB meeting for approval.

CoC Scoring Application for SSO-CI/Renewal/New – a few minor changes were asked to be made. The grant committee recommends that the scoring application be brought to the May CoCB meeting for approval.

CoC Scoring Application for HMIS – no changes are to be made. The grant committee recommends that the HMIS scoring application be brought to the May CoCB meeting for approval.

Ranking and Priority for 2017

The grant committee recommends that the 2017 ranking and priority be recommended as follows:

1. Rapid Rehousing (RRH)
   a. Subpopulation - Family, Adult Single & Youth (in no particular order
2. Permanent Supportive Housing (PHS)
   a. Subpopulation - Adult Single & Family
3. Transitional Housing
   a. Unaccompanied Minor/Youth only
4. SSO
   a. Centralized Intake only
Polk County Continuum of Care Board

Reallocation of Renewal Project Funds

Reallocation of renewal project funds may occur in two ways:

1.) Voluntary Reallocation - Agencies operation existing renewal projects may voluntarily reduce a portion of the project’s CoC funding or eliminate CoC funding of a project. Through a voluntary reallocation of renewal project funds, the agency may apply for new projects that have been designated as higher priority programs.

2.) Involuntary Reallocation – An involuntary reallocation will occur when a renewal project’s application is rejected by the Polk County Continuum of Care’s Grant Committee and affirmed by a majority vote of the board. A project may be rejected due to poor project or system performance as well as for failure to meet threshold for receiving all referrals from the continuum’s centralized intake.

Use of Reallocated Funds:

1.) The balance of funds from either voluntary or involuntary reallocation of funds must be used for new projects per guidelines listed in HUD’s 2016 Continuum of Care Program NOFA¹:

   (a) Permanent supportive housing project(s) that serve chronically homeless individuals and families, including unaccompanied youth, as defined in 24 CFR 578.3;
   (b) Rapid rehousing project(s) for homeless individuals and families, including unaccompanied youth, coming directly from the streets or emergency shelters, or fleeing domestic violence situations or other persons who meet the criteria of paragraph (4) of the definition of homelessness.

¹ If necessary, guidelines will be altered to match those reflected in the 2017 NOFA.
Memorandum of Understanding
Between the
Polk County Continuum of Care
and
The Institute for Community Alliances

A. Purpose and Scope
The purpose of this Memorandum of Understanding (the “MOU”) is to confirm agreements between the Polk County Continuum of Care Board (“CoCB”) and the Institute for Community Alliances (“ICA”) in connection with the Homeless Management Information System. As such, the MOU sets forth the general understandings, and specific responsibilities, of each party relating to key aspects of the governance and operation of the Polk County Continuum of Care’s Homeless Management Information System. This agreement is effective on July 1st, 2017 ending June 30th, 2018.

B. Background
The Homeless Management Information System (“HMIS”) is a collaborative project of the Polk County Continuum of Care, including the CoCB, ICA, and participating partner agencies. HMIS is a computerized data collection application designed to capture information about persons experiencing homelessness and homeless programs over time. HMIS is mandated by the U.S. Department of Housing and Urban Development (HUD) for all communities and agencies receiving HUD Continuum of Care homeless assistance funds and Emergency Solutions Grant (ESG) funds. HMIS is essential to efforts to streamline client services and inform public policy. Through HMIS, people experiencing homelessness benefit from improved coordination in and between agencies, informed advocacy efforts, and policies that result in targeted services. Analysis of information gathered through HMIS is critical to the preparation of a periodic accounting of homelessness in Polk County, which may include measuring the extent and nature of homelessness, the utilization of services and homeless programs over time, and the effectiveness of homeless programs. Such an unduplicated accounting of homelessness is necessary to service and systems planning, effective resource allocation, and advocacy. The parties to this MOU share a common interest in collaborating to end homelessness and successfully implementing and operating HMIS in Polk County.

The Polk County Continuum of Care (“Polk County CoC”) is a communitywide collaborative that works to provide a range of homeless housing and services. The continuum of care system components include prevention, emergency shelter, transitional housing, permanent affordable/permanent supportive housing, supportive services, outreach services for each homeless subpopulation, and integration with “mainstream” programs.
HMIS enables homeless service providers to collect uniform client information over time. Analysis of information gathered through HMIS is critical to accurately calculate the size, characteristics, and needs of the homeless population.

C. General Understandings
1. Polk County CoC Governance
The CoCB is the lead planning group for efforts to end homelessness and for implementing and operating a homeless continuum of care system in Polk County. As such and under HUD policy, the CoCB is responsible for oversight of the HMIS implementation and assurance that the HMIS is in compliance with HUD’s national HMIS Standards. The CoCB will carry out oversight and governance responsibilities and also review and approve all local HMIS policies and procedures.

2. Lead Agency Designation
The CoCB designates ICA as the HMIS Lead Agency to manage HMIS operations on its behalf and to provide all HMIS administrative functions.

3. Funding
3a. HUD Grant
HMIS activities are partially funded by a HUD continuum of care grant and HUD-required local match funds. ICA has been awarded this grant and subsequent renewals since 2004. The terms and uses of HUD funds are governed by the HUD continuum of care grant agreement and applicable rules.

3b. Local Jurisdiction and Partner Agency Cash Match
The HUD continuum of care grant comes with a 25% cash match requirement. Continuing match funding is subject to and contingent upon available annual financing from local jurisdictions and partner agencies. In the event there is a shortfall in the cash match ICA will consult with the CoCB to identify new funding options.

3c. ESG Program
The City of Des Moines allocates 3% of the total ESG funds for each program year to the Lead HMIS Agency (ICA) through a no-competition contract

4. Software and Hosting
The CoCB has selected ServicePoint™ to serve as the sole HMIS software application for the CoC. All partner agencies agree to use ServicePoint™ as configured for the Polk County HMIS network.

5. Compliance with Homeless Management Information System Standards
The HMIS will be operated in compliance with HUD HMIS Data and Technical Standards and other applicable laws. The parties agree to make changes to this MOU, other HMIS operational documents, and HMIS practices and procedures to comply with any and all revisions of these Data and Technical Standards within the HUD-specified timeframe for such changes.
6. Local Operational Policies and Agreements
The HMIS continues to operate within the framework of agreements, policies, and procedures that have been developed and approved over time by Polk County CoC, the State of Iowa’s Iowa Council on Homelessness, and the Siouxland Continuum of Care. These agreements, policies, and procedures include but are not limited to the HMIS Policies and Procedures Manual, Privacy Policies and Notices, Client Release of Information (ROI) Forms and Procedures, Standardized Information Collection Forms (Intake and Exit), Partner Agency Agreements, and User Agreements. Changes to the policies and procedures may be made from time to time by the applicable parties to comply with the HMIS Standards or otherwise improve HMIS operations.

D. Specific Responsibilities of the Parties
1. CoCB Responsibilities
The CoCB serves as the lead HMIS governance body, providing oversight, project direction, policy setting, and guidance for the HMIS project. These responsibilities include:
   a. Responsibility for ensuring and monitoring compliance with the HUD HMIS Standards.
   b. Designating the HMIS Lead Agency and the software to be used for HMIS, and approving any changes to the HMIS Lead Agency or software.
   c. Conducting outreach to and encouraging participation by all homeless assistance programs and other mainstream programs serving homeless people.
   d. Reviewing and approving all HMIS operational agreements, policies, and procedures.
   e. Working to inform elected officials, government agencies, the nonprofit community, and the public about the role and importance of HMIS and HMIS data.
   f. Guiding data quality and reporting.
   g. Promoting the effective use of HMIS data, including measuring the extent and nature of homelessness, the utilization of services and homeless programs over time, and the effectiveness of homeless programs.
   h. Provide all local information as necessary for compilation of the Continuum of Care Bed Inventory, Point in Time Street Count, and support ICA in preparing the Annual Homeless Assessment Report.
2. ICA Responsibilities
ICA serves as the lead agency for the HMIS project, managing and administering all HMIS operations and activities. These responsibilities are contingent on receipt of the appropriate HUD grant funding and local match dollars from participating jurisdictions and partner agencies and include:
   a. General Responsibilities:
      (1). Serving as the liaison with HUD regarding the HUD HMIS grant.
      (2). Serving as the liaison with the software vendor.
      (3). Attending all applicable Polk County CoC and CoCB meetings.
      (4). Providing overall staffing for the project.
(5). Participating in the success of HMIS.
(6). Complying with HUD HMIS Standards (including any and all anticipated changes to the HMIS Standards) and all other applicable laws.
(7). Maintaining the HUD McKinney-Vento continuum of care project grant, applying for renewal funds each year, and administering the HUD HMIS grant.
(8). Securing all required cash or in kind match funding.
(9). Annually preparing the HUD McKinney-Vento continuum of care NOFA application sections related to HMIS and Point in Time activities, as well as the HMIS project application.

b. Support of the HUD ESG Grant:

(1). Provide area homelessness data as needed for the City’s Consolidated Plan and related documents.
(2). Provide a report template that can be submitted by ESG sub recipients for monthly or quarterly monitoring for ESG compliance.
(3). Provide ESG Annual Performance review reports to assist in ESG program evaluation and the ESG application process.
(4). Provide data for the U.S. Conference of Mayors Hunger and Homelessness Survey.

c. Administration and Support of the Technical Infrastructure of the Polk County Centralized Intake Network.

(1). Partner with community providers to create the design and implementation of the Centralized Intake Network into the HMIS system.
(2). Maintain and adjust the common assessment tools within the HMIS Network.
(3). Adjust system settings and reports as needed to meet current Continuum priority populations (Chronic, Veteran, Children)
(4). Assist with general reporting and prioritization lists from the HMIS for the purpose of Centralized Intake.

d. Project Management and System Administration:

(1). Selecting and procuring server hardware or server hosting arrangements.
(2). Arranging, hosting, and executing the hosting facility agreement, if necessary.
(3). Procuring server software and licenses.
(4). Providing and managing end user licenses (per terms of grant agreement with HUD).
(5). Creating project forms and documentation.
(6). Preparing/updating HMIS project policies and procedures and work with the CoCB to monitor and ensure compliance with these policies and procedures.
(7). Prepare and execute all software vendor contract and licensing, security arrangements, partner agency MOUs, and contractor agreements.
(8). Obtaining and maintaining signed partner agency MOU’s.

d. Administering HMIS end users, including:

(1). Add and remove partner agency end users
(2). Manage user licenses
e. Training:
(1). Provide all training and user guidance needed to ensure appropriate system use, data entry, data reporting, and data security and confidentiality, including:
(a). Training documentation;
(b). Confidentiality and Intake/Exit Forms training;
(c). Application training for agency administrators and end users;
(d). Outreach to users/end user support;
(e). Training timetable; and
(f). Helpdesk.

f. Data Quality:
(1). Ensuring all client and homeless program data are collected in adherence to the HUD HMIS Data Standards and local additional requirements thereto.
(2). Customizing the HMIS application to meet local data requirements.
(3). Monitoring data quality, generating agency exceptions reports,
(4). Ensuring data quality.
(5). Preparing and implementing a data quality plan.
(6). Carrying out aggregate data extraction and reporting (in coordination with the Polk County CoCB) including the HMIS data needed for an unduplicated accounting of homelessness, excluding the Point in Time and Street count.
(7). Assist partner agencies with agency-specific data collection and reporting needs, such as the annual progress report and program reports (within reason and within constraints of budget and other duties).

g. Satisfactory Assurances Regarding Confidentiality and Security:
(1). ICA will receive from client information that may be subject to the privacy, security protections, and requirements of HUD HMIS Standards, HIPAA Privacy Rule, other law, and local HMIS privacy and security policies and procedures. ICA agrees that it will use protected client information only for purposes permitted by partnership agreements and as permitted by the applicable law and HUD HMIS Standards. Further, ICA agrees it will make use of all safeguards required by HUD Privacy Standards, HIPAA Privacy Rule, where appropriate, other law, and local HMIS privacy and security policies and procedures to prevent any unauthorized disclosure of protected client information.

E. Period of Agreement and Modification/Termination
1. Period of Operation and Termination: This MOU will become effective upon signature of both parties and shall remain in effect until the end of the period set forth in Section A. Either party shall have the right to terminate this MOU prior to the end of the period set forth in Section A only upon 90 days’ prior written notice to the other party.
2. Amendments: Amendments, including additions, deletions, or modifications to this MOU must be agreed to by all parties to this MOU. The signatures of the parties indicate their agreement with the terms and conditions set forth in this document.
3. Annual Review: This MOU will be reviewed collaboratively by the CoCB, the collaborative applicant, and ICA on an annual basis.

HMIS MOU Signature Page

POLK COUNTY CONTINUUM OF CARE BOARD

By ____________________________________________
Mark Phillips, Executive Director

Date: __________________________

INSTITUTE FOR COMMUNITY ALLIANCES

By ____________________________________________
David Eberbach, Executive Director

Date: __________________________
Polk County Plan to End Youth Homelessness
Meeting Summary
Stakeholder Kick-Off Meeting

April 24, 2017, 12:00-1:30pm
Youth Opportunity Center, 612 Locust St. Des Moines, IA

Attendees:

Lisa Clement, Orchard Place
Jamie Gilley, Des Moines Public Schools
Charles Hill, Iowa Legal Aid
Chad Jensen, Juvenile Court Services
Cynthia Latcham, Anawim Housing
Latoya Lewis, United Healthcare
Mike McInroy, Iowa Department of Human Services
Darin Thompson, Iowa Department of Human Services
Joshua Merritt, Iowa Safe Schools
Suzanne Mineck, Mid-Iowa Health Foundation
Toby O’Berry, Iowa Homeless Youth Center
Elizabeth Patten, Iowa Homeless Youth Centers
Mark Phillips, Polk County Continuum of Care Board
Kate Polush, Iowa Homeless Youth Center
Steve Quirk, Youth Emergency Services and Shelter
Julie Sleeper, U.S. Dept. of Housing and Urban Development
Becky Smith, Iowa Safe Schools
Ehren Stover-Wright, Institute for Community Alliances
Denise Swartz, Mid-Iowa Health Foundation
Colin Witt, Juvenile Court Judge
Carol Behrer, Youth Policy Institute of Iowa
Andrea Dencklau, Youth Policy Institute of Iowa

Meeting Summary

Welcome: The meeting began with a welcome and overview of the innovation grant from Mid-Iowa Health Foundation awarded to Iowa Homeless Youth Centers, YSS by Suzanne Mineck, Mid-Iowa Health Foundation and Andrea Dencklau, Youth Policy Institute of Iowa. The grant allows providers, youth, and community stakeholders to come together to create a plan that will prevent and end youth homelessness in Polk County.

Meeting Objectives: We continued with a discussion about the kick-off meeting objectives. These include: laying the groundwork for the plan, review of strengths and opportunities for growth, and identifying issues that need to be included in the plan.

Guiding Principles: Several guiding principles were presented, including youth voice/lens, respectful discourse, and creative and strategic thinking. Members of the group expressed the desire for a focus on permanency and finding forever homes for every youth and that the process include building upon the strengths that already exist in the community.

Definitions and data: The group briefly explored different ways to define and quantify homelessness, (e.g., HUD definition, Dept. of Education, private agencies, etc.) For the purposes of this planning process we will include unaccompanied youth and families with a head of household under 25 plus their children.

Respectfully Submitted By: Andrea P Dencklau, Youth Policy Institute of Iowa
A sample of data points from areas of education, Continuum of Care, and Aftercare was presented to illustrate the scope and different aspects of youth homelessness, with the understanding that more data and analysis will be provided ongoing.

**Current System:** The group explored what the system looks like right now for youth who are homeless by stating the strengths and opportunities to improve the system. The group agreed that the community has an abundance of strengths which can be built upon to create the plan.

**Strengths:** Reliable data, innovative and committed partners, trauma informed providers, good conversations about children's mental health, education has a good process in place to enroll kids in school, Des Moines service infrastructure is geographically and internally respectful to culture of youth, centralized intake process.

**Opportunities:** Communication, better identification of youth, focus on permanency, youth voice, capturing better data, prevention and plan for what can’t be prevented, better collaboration within and between systems, better/additional services to better meet needs (family intervention, housing first model, wrap around services)

**Vision for Plan:** Based on the strengths and challenges of the current system, the group identified the issues that must be included in the final plan. The results are listed below and have been categorized into specific work groups that will meet regularly over the next several months.

- Prevention
- Communication
- Housing and Services
- Assessment and Data

Many other important issues were raised and fit well into a set of overarching principles that provide the framework and foundation of the planning process and final plan. These principles overlap and permeate each issue and will be actively incorporated into each work group and the final plan.

**Overarching Principles:**

- Authentic Youth Voice
- Trauma informed responses
- Housing First model and approach
- Harm reduction framework
- Cross-system/organization Collaboration

**Meeting Schedule and Group Communication:** The large stakeholder group will continue to meet throughout the next nine months to ensure consistency in the process and offer overall guidance and movement to ensure the planning process is internally aligned. The meeting ended with an agreement for the stakeholder group to tentatively meet again on the following days:

All meetings will be held from 12:00-1:30 at IHHC's Youth Opportunity Center, 612 Locust, Des Moines.

- Monday, July 24
- Monday, September 25
- Monday, December 4

Respectfully Submitted By: Andrea P Dencklau, Youth Policy Institute of Iowa
Work group meetings will be held before and in-between the large group meetings. Andrea will identify work group members and communicate directly with stakeholders to identify work group meeting dates and times within the next few weeks.

The Youth Advisory Board is tentatively scheduled to meet at 6:00 on Tuesday, May 9 at IHYC Youth Opportunity Center.

Meeting summaries, agendas, and meeting schedule will be posted on the Polk County CoC Board website, www.polkcares.org.
Applicant: City of Des Moines  
Applicant Number: YHDP!7000097  
Applicant Score: 78.31

| Highest Score | All Applications | 96.10 |
| Lowest Score  | Rural Applications | 89.16 |
| Median Score  |                   | 52.60 |
|               |                   | 73.24 |

This document summarizes the score your community received in the Youth Homelessness Demonstration Program (YHDP) application. It provides two sets of information:

1. The community’s score for each section of the application; and
2. A summary of the common reasons communities lost points in each section of the application.

The chart below indicates the maximum amount of points available for each Rating Factor and the actual score your community received.

<table>
<thead>
<tr>
<th>Rating Factor</th>
<th>Maximum Available Score</th>
<th>*Score Received</th>
</tr>
</thead>
<tbody>
<tr>
<td>Leadership Capacity</td>
<td>20</td>
<td>17.12</td>
</tr>
<tr>
<td>Community Resource Capacity</td>
<td>5</td>
<td>2.50</td>
</tr>
<tr>
<td>Community Need</td>
<td>10</td>
<td>6.00</td>
</tr>
<tr>
<td>Capacity for Innovation</td>
<td>15</td>
<td>11.36</td>
</tr>
<tr>
<td>Collaboration</td>
<td>20</td>
<td>14.11</td>
</tr>
<tr>
<td>Financial Resources</td>
<td>10</td>
<td>9.50</td>
</tr>
<tr>
<td>Data and Evaluation Capacity</td>
<td>20</td>
<td>17.71</td>
</tr>
<tr>
<td><strong>Total Number of Points Available</strong></td>
<td><strong>100</strong></td>
<td><strong>78.31</strong></td>
</tr>
</tbody>
</table>

* Rating Factor scores are rounded; however, the total score is calculated based on non-rounded numbers

**Competition Summary:**

- In August 2016, HUD announced the YHDP Notice of Funding Availability (NOFA), allocating $33 million to fund projects to help communities develop and implement Coordinated Community Plans, in combination with dedicated technical assistance, for ending youth homelessness.

- The NOFA required applicants to submit all required application materials to grants.gov by November 30, 2016. The NOFA also required applicants to have active DUNs numbers and to be entities designated by Continuums of Care (CoC) as Collaborative Applicants or HUD-designated Unified Funding Agencies for CoCs during the FY 2016 CoC Program Competition.

- HUD scored 77 of the 130 applications submitted. Unscored applications did not meet minimum threshold requirements outlined in Section III.C.1. of the NOFA. Applications that did not meet threshold requirements often omitted required assurances or signatures in the Youth Advisory Board (YAB) and Public Child Welfare Agency (PCWA) letters.
The NOFA required complete answers to all questions and Section IV.B.1. of the NOFA listed all required attachments. HUD deducted points for applications that did not include all required attachments, did not clearly label questions and responses, and did not completely answer all questions.

The NOFA limited the number of selected communities to 10 with at least four from eligible rural communities. The lowest score for a selected non-rural community was 92.42 and the lowest score for a selected rural community was 73.32.

On January 16, 2016, HUD selected the following 10 communities for funding:

AK-500—Anchorage, AK—$1.5 million
CA-501—San Francisco, CA—$2.9 million
CA-508—Watsonville/Santa Cruz City and County—$2.2 million
CT-505—Connecticut Balance of State—$6.6 million
KY-500—Kentucky Balance of State—$1.9 million
MI-512—Grand Traverse, Antrim, Leelanau Counties—$1.3 million
OH-500—Cincinnati/Hamilton County—$3.8 million
OH-507—Ohio Balance of State—$2.2 million
TX-503—Austin/Travis County—$5.2 million
WA-500—Seattle/King County—$5.4 million

Below is an overview of the NOFA rating factors and HUD’s scoring and funding decisionmaking processes, which includes a brief analysis of the questions most frequently associated with a loss of points. See Section V.A.1. of the NOFA for specific information on scoring criteria and to review the questions identified in the tables below.

Rating Factor I: Leadership Capacity—20 points

HUD awarded up to 20 points to applicants that demonstrated leadership to effectively coordinate the development of a Coordinated Community Plan to prevent and end youth homelessness.

Most applicants received all available points in this section. The most common reason that communities lost points in this section was they did not fully answer the questions or did not provide enough detail. Common questions where applicants lost points were:

<table>
<thead>
<tr>
<th>Question 2</th>
<th>Applicants lost points if they did not explicitly indicate that the lead agency would dedicate a full-time position to lead the development and implementation of the coordinated community plan required by the YHDP. To receive full points, applicants needed to clearly identify that the staff member listed would play a leadership role and dedicate full time to the YHDP.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Question 4</td>
<td>Some applicants demonstrated youth participation but lost points because they did not indicate how the CoC used youth to solicit feedback or how the CoC specifically used that feedback to make decisions or affect outcomes. Other applicants detailed a plan to engage youth partners and entities but lost points because they did not include names of specific partners or groups of partners that</td>
</tr>
</tbody>
</table>
Rating Factor 2: Community Resource Capacity—5 points

HUD awarded up to 5 points to applicants based on the extent to which the CoC is currently making progress towards preventing and ending youth homelessness.

Most applicants received maximum points in this section. The primary reason applicants lost points for this rating factor was because they did not attach a resource capacity chart.

Rating Factor 3: Community Need—10 Points

HUD awarded up to 10 points to applicants that demonstrated high need in the community based on the number of youth experiencing homelessness in their community, and their needs. Common questions where applicants lost points were:

<table>
<thead>
<tr>
<th>Question</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>2e</td>
<td>Applicants lost points if they did not sufficiently explain key findings of the needs assessment or did not include a detailed assessment of the community’s need for housing for youth, including the need for actual units.</td>
</tr>
<tr>
<td>3e</td>
<td>Applicants lost points if they did not demonstrate that they conducted a youth-specific or youth-inclusive count. Applicants that did conduct a youth-specific or youth-inclusive count but did not receive full points often did not describe the methodology used for the count.</td>
</tr>
</tbody>
</table>

Rating Factor 4: Capacity for Innovation—15 Points:

HUD awarded up to 15 points to applicants based on the CoC’s capacity to engage in innovative systems change behaviors essential for participating in the YHDP. Common questions where applicants lost points were:

<table>
<thead>
<tr>
<th>Question</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Applicants lost points if they did not indicate whether the broad reaching methodology or system-wide change in behavior was successful.</td>
</tr>
<tr>
<td>2</td>
<td>Applicants lost points if they did not provide an example of an experience where one or more youth homelessness providers adopted a new innovation or system, including the motivation for change, challenges experienced, and whether the adoption was successful.</td>
</tr>
<tr>
<td>4</td>
<td>Applicants lost points if they only requested additional support for existing interventions and did not identify new interventions that the CoC intends to pursue. Applicants also lost points if they did not identify barriers preventing the community from implementing the new interventions.</td>
</tr>
<tr>
<td>5</td>
<td>Applicants lost points if they did not include an example of the stakeholders trying a new model or methodology, or if the response only applied to one stakeholder or only one distinct group of stakeholders.</td>
</tr>
</tbody>
</table>
| Youth    | Applicants lost points if they did not include the Youth Advisory Board on their
Rating Factor 5: Collaboration – 20 points

HUD awarded up to 20 points to applicants for demonstrating strong, current, community-wide partnerships within the CoC working to prevent and end youth homelessness. Common questions where applicants lost points were:

<table>
<thead>
<tr>
<th>Question</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Question 3</td>
<td>One-third of applicants lost points because they indicated that they did not have a youth-inclusive coordinated entry process or separate access points for youth. Half of applicants lost points because they did not describe the extent to which other youth providers and stakeholders providing services to homeless and at-risk youth are integrated into coordinated entry.</td>
</tr>
<tr>
<td>Question 4</td>
<td>Applicants lost points if they did not provide specific detail on the discharge policy for one or more of the required institutions or if they did not indicate that they were actively developing one of the required discharge policies that they did not already have in place.</td>
</tr>
<tr>
<td>Question 5</td>
<td>Applicants lost points on this rating factor if they did not describe the role of a Public Child Welfare Agency as it specifically concerns homelessness or did not explain the role for both age groups, under 18 and 18-24.</td>
</tr>
</tbody>
</table>

Rating Factor 6: Financial Resources–10 points

HUD awarded up to 10 points to applicants based on the CoC’s ability to appropriately fund the development of a Coordinated Community Plan and operate a system in their community. Applicants lost points on this rating factor if they did not include commitment letters to match their 6-month planning budget. Some letters submitted as commitment letters provided statements of support rather than commitments to specific amounts for local YHDP planning.

Rating Factor 7: Data and Evaluation Capacity

HUD awarded up to 20 points to applicants for demonstrating the existence of a functioning HMIS that collects information on homelessness using residential and other homeless services and effective performance measures. Common questions where applicants lost points were:

<table>
<thead>
<tr>
<th>Question</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Question 2</td>
<td>Applicants lost points based on lower coverage of youth beds in HMIS. HUD awarded full points for 90% HMIS coverage rates.</td>
</tr>
<tr>
<td>Question 4</td>
<td>Applicants lost points if they did not include all the types of required support, including financial resources, technical resources, and training, while describing how they actively recruit and transition new homeless projects to HMIS.</td>
</tr>
<tr>
<td>Question 7</td>
<td>Applicants lost points if they indicated that they did not gather data from other sources or if they did not describe the type of data collected, the system used to collect the data, or how the data are stored.</td>
</tr>
<tr>
<td>Question 8</td>
<td>Applicants lost points if they failed to include a specific target data point or universe group, or did not address each of the four bullets concerning how the CoC</td>
</tr>
</tbody>
</table>
monitors the performance of its youth providers.
Polk County Continuum of Care Board Membership Form

Please circle membership type and complete information below:

1. Homeless Service Agency

Agency Name: ____________________________________________

Primary Contact: ___________________________ Phone: ________________

Email: ____________________________________________

2. Individual Member

Name: ________________________________

Phone: ___________________________ E-mail: _______________________

3. Community-based Organization

Organization Name: ____________________________

Primary Contact: ___________________________ Phone: ________________

Email: ____________________________________________

4. Private Sector

Name: ____________________________

Primary Contact: ___________________________ Phone: ________________

Email: ____________________________________________

Please email your completed form to: To Mark Phillips at m.phillips@pchsia.org

How your information will be used by the Polk County Continuum of Care Board:
The information collected through the membership process will be used to keep members informed about CoC activities and upcoming volunteer and board opportunities. The Polk County CoC will also use this information to establish a contact list for a monthly eNewsletter.

Follow us:
• Website: www.polkcares.org
• Facebook: facebook.com/polkcountycoc
• Twitter: @PCCOCB
Length of Stay

CISS will begin by enforcing the current policy in place with a modification about re-entry into the facility beginning as of May 1st, 2017. All current clients in the facility will be grandfathered in under the existing plan until a time in which they leave. Previously, clients were able to stay 90 days and re-enter the shelter after being out of the shelter for 90 days. This pattern was repeated for as many stays as the client wanted to utilize. Clients were then seen as using the space as a "hotel" or "hammock" with little external pressure to build self-sufficiency.

We are changing the culture and the way that clients view CISS. We want the shelter to be a place to help clients grow towards goals of being healthy and housed as quickly as possible. CISS is not a place to remain stagnant.

All new clients to CISS will work with Primary Health Care within three days of entering shelter to ensure the intake process occurs, VI-SPADT, physical health and mental health screening is completed in a timely manner. Clients failing to meet with Primary Health Care within three days will be asked to leave until the aforementioned is completed.

First stay: With the new re-entry program, client's first stay will remain the same—90 days in the shelter, followed by 90 days out of the shelter. This will be a running clock from the first time a client enters CISS. If a client chooses to leave at the beginning of the month or is admitted to a hospital their 90 day clock will continue.

Second stay: Clients would then have 60 days in the shelter, followed by 90 days out of the shelter.

Third stay: Clients would have 30 days in the shelter, followed by 90 days out of the shelter.

Additional stays: A fee of $5.00 per night will be charged for a program fee. This is due at bed sign in time. A receipt will be given for record keeping.

If clients are working with a Broadlawns CAP worker or a CTI worker, show progress towards their housing goals, or might perish in the elements due to physical health/mental health conditions, extensions may be granted.

When a client exits the facility for two years after reaching the maximum stay requirements listed above and before paying the $5.00 fee for programming, CISS will begin the 90 day process over again and a $5.00 fee will not be required until the end of the cycle as stated above under additional stays.

In regards to Weather Amnesty, CISS will continue to allow clients into the facility who may have exited due to Length of Stay requirements in the past. Inclement weather is beyond our control and previsions will be made to those in the community with nowhere to go during the hot and cold seasons.