

Core Committee Meeting Minutes

May 7, 2020

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1. Introductions and Ice Breaker
2. Debrief about Prevention Written Standards discussion from last meeting

TRC will analyze data on who is accessing services, successes, to evaluate if the funds are efficiently targeted. Sometime in May or June, we can resume the discussion at the Core Committee.

3. Review Written Standards Edits from 2/06/2020 meeting (if any)

Waiting on the draft paragraph to add to the introduction, tabled to future meeting.

4. How can we get feedback from program participants and include lived experience perspective on CoC overall?
 - How are some agencies already trying to do this?

TRH does survey annually. Case managers are responsible for collecting responses (either reporting to supervisor who declined or completed survey) Online version starting last year. Challenges are that we are not getting any responses from the people who bombed out of the program. Overall program experience, partner agencies, direct services, case management, access to resources, meeting participant needs, feeling supported, etc.

MOM has a monthly meeting for participants to provide feedback for policies and procedures, also ask people's comments/thoughts. Snacks and gift cards are provided. Also annually mail out surveys to all participants.

TSA... low survey return, too. evaluating

Guests felt they couldn't say,

Wed night starting a group to receive current participant feedback, providing childcare,

YWCA...CEO is scheduling a town hall. No direct providers. How can we get more non-resident participant feedback? Different needs/understanding by shelter guests and PH residents. We are thinking about who are coming to these meetings, who are not coming, why/what are the barriers?

VA does annually for VASH participants. Case management gives reminders to check mail. Focus groups in specific areas such as Rethke. People who lead focus groups are not people who work in the program. Allows time for people to share their thoughts in addition to answering questions.

Eastlake, Seattle: One was facilitated by the university, incentive (food and money), it was a long term research project. Not just identifying problems, but also solutions. Also did house meetings. It was more complaints, not solution focused. They complimented each other. Complaint/suggestion box.

- Is there a way we can collect honest feedback about our system to better serve voices generally not represented in these meetings?

We combined several committees into one Core committee based on the feedback we received a lot of same discussions were happening at several committees. Reviewed the bi-laws description of the Core Committee and made observation that only applicable item for non-funded agencies may be gaps analysis.

Try to reach out to smaller grassroots organizations to invite them to a discussion on needs they identified and what changes they want to see. (Community plan committee is mapping grassroots and faith based community. Funder's committee is doing a gaps analysis.)

Be clear on the work plan. That will help other agencies to understand and decide why they may want to participate in the Core committee. We need to make actionable items for HSC.

What we accomplish at Core committee can be communicated to other agencies and our own agency front line staff, other than meeting minutes.

Need to get more diverse representation

Dilemma of needing to have a diverse group, having voices of non-funded agencies, and needing to get required things done such as written standards . Is there a way to form a different group or we join existing groups instead of them having to come here.

Large system discussions such as review of the system performance and how to improve the performance. Specific, solution-focused agenda. (e.g. How can we improve return to homelessness?)

(For written standards, it will be helpful to clarify what policies are HUD mandated and can't be changed and what can be changed.)

The committee decided to make some changes to the Core Committee schedule. The Core Committee has two monthly meetings. One monthly meeting will focus on the HUD CoC or ESG

required items. Another meeting will have system-wide agenda, opening up conversations to other stakeholders. We need to intentionally outreach to those stakeholders. Be specific about the outcome we are looking for from the specific meeting. It will be important to think about how we can ensure that their voices will be heard. We can start by reviewing the system performance measures (one by one) and how we can improve them.

Posting a workplan on the website will be helpful. At the next meeting, we will review the current workplan and update.

- What has been successful, what are persistent gaps?
- 5. Revisiting discussion of ways in which Core Committee/HSC meetings are inaccessible to a variety of community members- what are we able to change? What are we willing to change?
- 6. Walk on items (If there is time, possibly revisit discussion about ways to combat criminalization of homelessness in our community)

Next Meeting: Thursday, March 19th, 1-3pm at The Road Home