



Blue Ridge Interagency Council on Homelessness

313 Luck Avenue, SW | Roanoke, Virginia 24016 | P: 540.343.4417 | F: 540.343.4416 |



Friday, April 14, 2017

1. Welcome and introductions – Paula Prince, BRICH Chair
2. Approval of Meeting Notes – March 2017
3. BRICH Governance Charter – Update (Vote Required)
 - Designate HMIS Lead
 - Other Changes
4. Emergency Solutions Grant (ESG) Update – Brenda Thornton
5. Marketing Committee – Video Input – Dan Merenda
6. Roanoke City Schools - Homeless Student Report
 - Pack A Snack Program – Debbie Brown
7. System Performance Report – March 2017 – Carol Tuning
8. Other business or discussion
9. Adjourn

The next meeting of the BRICH will be May 12, 2017

Serving the Cities of Covington, Roanoke and Salem and the Counties of Alleghany,
Botetourt, Craig, and Roanoke

www.rvarc.org/homelessness

Friday, March 10, 2017

ATTENDANCE	-	Angela Penn	-	D.E. Hartman, II	-	Jim Weber	-	Pat Rolley
P = Present	-	Annette Lewis	P	Dan Merenda	-	John Garland	P	Paula Prince
- = Absent	-	Ashley Marshall	-	Dani Poe	P	Judy Cusumano	-	Pete Clark
	P	Lt. Jennings Tardy	P	Dave Prosser	P	Judy Hough	-	Sally Putnam
	P	Ben Bristoll	-	David Bustamante	-	Keith Holland	P	Sherry Stull
	P	Bill Duncan	-	Dawn Riddle	P	Lee Clark	-	Sheryl Walters
	-	Brenda Thornton	P	Debbie Brown	P	Leslie Leedy	-	Susan Carroll
	P	Brian Geiser	-	Felicia Prescott	P	Lisha McCargo	-	Suzanne Adcock
	-	Bruce Phipps	-	Isabel Thornton	P	Malora Horn	-	Tamy Mann
	-	Bryan Hill	-	Jamie Starkey	P	Matt Crookshank	P	Tanyia Jones
	P	Carly Villarreal	-	Jane Conlin	P	Nancy Reid	P	Tracy Kochel
	P	Carol Tuning	P	Jessica Farmer	-	Pamela Hall		
GUESTS	P	Britne Mills						

- **Welcome and introductions – Paula Prince, BRICH Chair**
 - Introductions by those in attendance. Welcome Lee Clark, Rescue Mission.
- **Approval of Meeting Notes – February, 2017**
 - Carol Tuning motioned the February minutes be approved; Tracy Kochel second the motion. All approved by a verbal vote.
- **2017 Point in Time Survey Results – Matt Crookshank**
 - The 2017 Annual Point in Time Report was distributed to those present.
 - Matt reviewed the highlights of the survey and noted HMIS was the primary collection tool this year.
 - This was the fifth consecutive year of a drop in homelessness; 19.3% decrease from last year.
 - The full report can be found on the Council's website:
<http://www.councilofcommunityservices.com/2017pit/>
 - Paula Prince asked if there a report could be done to show the number of homeless that were over 65 since our population is aging. Ben Bristoll will run a HMIS report for homeless over age of 62.

- The City Manager will have a press release for the media today.
 - Paula suggested it would be interesting to determine the cost to the community for homeless trips to the ER, incarceration and police involvement with situations.
 - The visual marketing tool is still in draft form and is to remain confidential. Several suggestions were made on improvements.
 - Lee Clark suggested these statistics can be used in an info graphic on social media.
- **Roanoke City Schools – Homeless Student Report**
 - The Homeless Student Report was distributed to those present. Malora Horn commented that the report is actually through February (not January).
 - Students identified as homeless in February actually increased from 16 in 2016 to 34 in 2017.
 - When doing the survey next school year, Malora would like to start asking if the family had experienced homelessness before to give a better perspective on the numbers.
 - Malora shared a good experience she has had with a student who left school and has now returned and hoping to go to college.
- **Community Performance Report – Matt Crookshank**
 - Matt Crookshank distributed the Community Outcomes Report on February outcomes.
 - Of the persons monitored, 96.09% remain in permanent housing.
 - The average length of stay in emergency shelter projects is 49 days, down from 70 in 2016.
 - To be a High Performing Community, the length of stay needs to be below 20 days, so we still have a way to go. Matt noted there are no communities in the United States that are considered High Performing.
- **Panhandling – Carol Tuning**
 - Carol Tuning informed the group there have been meetings in the community regarding panhandling. The majority are not homeless.
 - Visit www.StopThePanhandling.com for more information.
 - Lee Clark said there is a need to educate the community and that a group is looking at developing a public service announcement.



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- **Other Business**

- Carol Tuning is beginning to make preparations for the conference in August but does not have an actual date yet.
- Britne Mills, Blue Ridge Behavioral Healthcare, provided information on funding that is available for persons who suffer from substance use disorder and/or have secondary diagnosis of mental health issues.
- Star City Council provided a pizza party to the students and provided information on the difference they are making in the community. Debbie Brown has heartfelt feelings about seeing the caring and loving youth in this group.

- **Adjourn**

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Governance Charter of the Blue Ridge Interagency Council on Homelessness (BRICH)



1. **Organization:**

- A. The name of the committee is the Blue Ridge Interagency Council on Homelessness (hereinafter referred to as the “BRICH”)

2. **Purpose:**

- A. The BRICH serves as the HUD-designated primary decision making group and oversight board of the Blue Ridge Continuum of Care (hereinafter referred to as the “CoC”). As the oversight board of the CoC, the BRICH and its members:
 - a) Ensure that the CoC is meeting all of the responsibilities assigned to it by Department of Housing and Urban Development (HUD) regulations (see below);
 - b) Represent the relevant organizations and projects serving homeless subpopulations;
 - c) Support homeless persons in their movement from homelessness to economic stability and affordable permanent housing within a supportive community;
 - d) Ensure that the CoC is inclusive of all needs of the homeless population in the Blue Ridge CoC, including the special service and housing needs of sub-populations;
 - e) Assist in the development of the annual HUD CoC application; and,
 - f) Facilitate responses to issues and concerns that affect the agencies funded by the CoC that are beyond those addressed in the annual CoC application process.

3. **Responsibilities:**

As the designated board for the CoC for the geographic area, the BRICH works with the CoC Collaborative Applicant (City of Roanoke) to fulfill three major duties:

- A. Operate the CoC, which must:
 - a) Hold meetings of the full membership, with published agendas, at least monthly;
 - b) Make in invitation for new members to join public available within the geographic area at least annually;
 - c) Adopt and follow a written process to select BRICH members. The process must be reviewed, updated, and approved by the larger CoC membership at least once every two years;
 - d) Appoint committees, subcommittees, or workgroups;
 - e) Review and/or make recommendations for the Annual Homeless Service Providers Award.

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- f) In consultation with the CoC Collaborative Applicant and the HMIS Lead, develop, follow and update annually a governance charter, which will include all procedures and policies needed to comply with CoC requirements as prescribed by HUD; and a conflict of interest process for the BRICH, its chair(s), and any person acting on behalf of the board;
 - g) Consult with recipients and sub-recipients of CoC state and federal funding to establish performance targets appropriate for population and program type, monitor recipient and sup-recipient performance, evaluate outcomes, and take action against poor performers;
 - h) In consultation with recipients of CoC State and Federal funds, establish and operate a centralized and coordinated assessment system that provides an initial, comprehensive assessment of the needs of individuals and families for housing and services.
 - i) In consultation with recipients of State and Federal funds within the geographic area, establish and consistently follow written standards for providing CoC assistance. At a minimum, these written standards must include:
 - 1) Policies and procedures for evaluating individuals' and families' eligibility for assistance;
 - 2) Policies and procedures for determining and prioritizing which eligible individuals and families will receive housing assistance;
 - 3) Standards for determining what percentage or amount of rent each program participant must pay while receiving rapid re-housing assistance; and,
 - 4) When the CoC is designated a high-performing community, policies and procedures for determining and prioritizing which eligible individuals and families will receive Homeless Prevention Assistance.
 - 5) All ESG and CoC-funded projects must refer families with children enrolled in public schools to the LEA within seven calendar days of project entry to ensure the family is informed of their child's rights to remain in their current school or be immediately enrolled into school.
- B. Designating and operating a Homeless Management Information System (HMIS):
- a) Designate a single HMIS for the geographic area;
 - b) Designate an eligible applicant to manage the CoC's HMIS, which will be known as the HMIS Lead. The Council of Community Services is designated to serve as the HMIS Lead for the Blue Ridge CoC.

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- c) Review, revise, and approve a privacy plan, security plan, and data quality plan for the HMIS;
 - d) Ensure consistent participation of recipients and sub-recipients of CoC State and Federal funding in the HMIS;
 - e) Ensure the HMIS is administered in compliance with requirements prescribed by HUD.
- C. Continuum of Care planning – the CoC must develop a Coordinated Entry plan that includes coordinating the implementation of a housing and service system within its geographic area that meets the needs of the homeless individuals (including unaccompanied youth) and families. The Coordinated Entry plan must meet all HUD requirements.
- D. Planning for and conducting, at least annually, a point-in-time count of homeless persons within the geographic area that meets the following requirements:
- a) Homeless persons who are living in a place not designed or ordinarily used as a regular sleeping accommodation for humans must be counted as unsheltered homeless persons;
 - b) Persons living in emergency shelters and transitional housing projects must be counted as sheltered homeless persons;
 - c) Other requirements established by HUD.
 - d) Conducting an annual gaps analysis of the homeless needs and services available within the geographic area.

4. **BRICH Membership:**

- A. Through regular strategic planning sessions, the structure of the CoC, working groups and BRICH is outlined. The nomination process for the BRICH/CoC is also explained. Membership is reviewed annually by the BRICH and recommendations are made based on gaps in services and HUD guidelines.
- B. In addition to the Roanoke Valley Alleghany Regional Commission staff position, the BRICH membership consists of a representative from the following:
- a. Chair
 - b. CoC Lead
 - c. HMIS Lead
 - d. Planning bodies
 - e. Homeless/Formerly Homeless Person

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- f. Behavioral health care providers
- g. Health Care providers
- h. Veteran Services
- i. Education
- j. Business (2)
- k. Faith Based Entity
- l. Units of local government represented in the CoC's geographic region
- m. Public housing authorities
- n. Law enforcement (2)
- o. Funders
- p. Nonprofit Organization (non-voting seat that rotates annually)

Advisory seats: In addition to the above roles, BRICH members may designate non-voting representatives to attend and participate in meetings to provide advice and expertise on particular issues. Membership shall not exceed 30 members.

5. **Nomination and Terms:**

All seats are permanent as identified in 5.b above. All seats are subject to staffing changes at represented agencies.

- A. **Vacancies:** In the case of a vacant permanent seat, said agency will be responsible for designating another staff person to fill the vacant seat.
- B. **Quorum:** In order for the BRICH to take official action, a quorum of members must be present. A majority of members, 50% +1, shall constitute a quorum. The act of the majority of the members present shall be the act of the full membership.
- C. **Voting:** At all meetings, business items may be decided by arriving at a consensus. If a vote is necessary, all votes shall be by voice at the will of the majority of the members serving on the BRICH. Each representative seat shall have one vote. No member may vote on any item which presents a real or perceived conflict-of-interest. Members or their designee must have attended at least 50% of annual meetings prior to casting vote.
- D. **Removal:** The seat of any representative who is absent without prior notification for three (3) consecutive meetings of the BRICH may be declared vacant by the remaining members of the BRICH. Such seats will then be filled through the processes described above under vacancies.

Governance Charter of the Blue Ridge Interagency Council on Homelessness (BRICH)



- E. Work Groups and Committees: The BRICH may establish committees as it deems necessary. **However, only the full BRICH membership, can designate a work group.**
- F. Conflicts of Interest: A representative having a conflict of interest or a conflict of responsibility on any matter shall refrain from voting on such matter. Members of the BRICH will sign a Conflict of Interest policy annually.
- G. Resignation: Unless otherwise provided by written agreement, any representative may resign at any time by giving written notice to the Chairperson. Any such resignations shall take effect at the time specified within the written notice or if the time be not specified therein upon its acceptance by the BRICH.
- H. Charter Structure: Staffed positions of the BRICH include: BRICH chair, CoC Chair and lead entity staff representative (recorder).
- I. Election and Term: **The BRICH Chair shall be appointed by the BRICH representatives for a term of three (3) years. The Chair may be re-elected at the discretion of the BRICH.**
- J. CoC-Chair: Responsible for scheduling meetings of the BRICH, ensuring that the BRICH meets regularly or as needed, and for setting the agenda for meetings.
- K. Recorder: The Recorder or their designee shall keep accurate records of the acts and proceedings of all meetings of the BRICH, or designate another person to do so at each meeting, including documenting all actions taken without a meeting, as described above. Such records will include the names of those in attendance.
- L. Resignation: Unless otherwise provided by written agreement, the BRICH chair may resign at any time by giving written notice to the CoC Chair.

6. **BRICH Grievance Policy:**

Our goal is to provide the community with the friendly, flexible and expedient service with empathy and understanding. In some instances, we may fall short of our goal.

- A. The Blue Ridge Interagency Council on Homelessness (BRICH) holds the final authority for all decisions related to funding and governance of the Blue Ridge Continuum of Care (CoC). Decisions made or actions authorized by CoC which do not satisfy an interested party may be brought before the BRICH for a decision in accordance with established procedures.
- B. The BRICH shall not have a conflict of interest for the grievance they are to adjudicate. Membership will consist of the Chair of the BRICH, and three committee members. If conflict with committee member exists, one BRICH representative will be appointed by the Committee Chair.
- C. Client Grievance - clients of participating agencies shall follow established agency procedures regarding unsatisfactory service.



7. Required Documentation to CoC Lead

- A. All HUD CoC applicants are required to submit to the CoC lead a draft copy of their HUD Annual Progress Report 30 days prior to the due date to HUD **SAGE** system. Upon review by the CoC Lead, the agency must submit their APR to **SAGE** within 15 days prior to HUD due date.
- B. All HUD CoC applicants are required to submit to the CoC lead any monitoring reports and findings as identified by the local planning agency and HUD regional office within 10 working days of notification.
- C. The HUD regional office has authorization to provide the VA-502 CoC lead with copies of any grantee documentation that will assist the CoC lead in providing grant oversight.

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The Blue Ridge Interagency Council on Homelessness met on **Friday, April 14, 2017**. As part of its regular agenda, the preceding document was reviewed and formally adopted as the guidelines for providing oversight to the Blue Ridge Continuum of Care.

Paula L. Prince, PhD
Chair, Blue Ridge Interagency Council on Homelessness

Date

Carol W. Tuning, BSW/MALS
Chair, Blue Ridge Continuum of Care

Date



COUNCIL OF COMMUNITY SERVICES

Community Outcomes Report Blue Ridge Interagency Council on Homelessness (BRICH) April 14, 2017

Metric 1: The percentage of persons who remained in permanent housing program as of the end of the reporting period or exited to permanent housing (subsidized or unsubsidized). HUD standard is 80%. (This metric includes all ES, TH, PSH and RRH projects)

- Community achievement for March 2017: 158 of 158 (100.00%)
- Community achievement for March 2016: 182 of 186 (97.85%)
(Source: HUD APR, Question 36a1)

Metric 2: The percentage of persons age 18 and older who maintained or increased their total income (from all sources) as of the end of the reporting period or at program exit. HUD Standard is 54%. (This metric includes all ES, TH, PSH and RRH projects)

- Community achievement for March 2017: 43 of 96 (44.79%)
- Community achievement for March 2016: 51 of 103 (49.51%)
(Source: HUD APR, Question 36a2a)

Metric 3: The percentage of persons age 18 through 61 who maintained or increased their earned income as of the end of the reporting year or at program exit. HUD standard is 20%. (This metric includes all ES, TH, PSH and RRH projects)

- Community achievement for March 2017: 17 of 87 (19.54%)
- Community achievement for March 2016: 20 of 94 (21.28%)
(Source: HUD APR, Question 36a2b)

Metric 4: Average length of stay of participants served through emergency shelter projects (leavers).

- Community achievement for March 2017: 43 days
- Community achievement for March 2016: 84 days
(Source: HUD APR, Question 27)

Metric 5: Total number of individuals exiting to permanent housing destinations from ES and TH projects.

- Community achievement for March 2017: 13
- Community achievement for March 2016: 11
(Source: ESG CAPER (2016), Question 23a)