

# COC April 2024 Minutes

04/02/2024

## Members Present:

Kaitlyn Booth | A Place To Stay  
Katherine (Katie) Burnette | YWCA  
Stephanie Burrage | YWCA Knoxville  
Annie Cacheiro | Aid to Distressed Families of Appalachian Counties  
Jan Cagle | Ridgeview Behavioral Health  
Allie Cohn | Creating Homes Initiative/Ridgeview Behavioral Health  
Ren Conti | Ridgeview Behavioral Health  
Amber Costner | Haven House  
Aaron Davies | McNabb Center Blount County  
Sharon Davis | The Lighthouse  
Shannon Dow | McNabb Center  
Haley Emitt | Choice Health Network  
Karen Ferguson | TVCH  
Kennith Hawkins | Choice Health Network/Positive Living  
Dewanna Henderson | TVCoC Governing Council  
Tiffany Higgenbotham | US Dept of Veteran Affairs  
Stephen Huskey | First Baptist Church Sevierville  
Latasha Leming | Homeless Management of Monroe County  
Macrea Love | TVCH  
Nikki Lynn | TVCH  
Katelyn McGuire | TVCH  
Andy O'Quinn | TORCH  
Deborah Parker | VOA-SSVF Knoxville  
Samantha Peach | Clinch Powell Resource Conservation and Development  
Taylor Pierce | MATS  
Tonya Polidoro | MATS  
Melina Politte | Haven House  
Erin Read | Knoxville Knox County Office of Housing Stability  
Sabrina Seamon | Clinch Powell Resource Conservation and Development  
Angela Stope | Blount County United Way  
Matt Magrans-Tillery | Cherokee Health Systems  
Kimberly Terry | TVCH  
Caitlin Torney | Legal Aid of East Tennessee  
Blair Trout | Salvation Army Sevier & Cocke Counties

**Reminder:** This meeting will be recorded. Change your Zoom name to include your first and last name, pronouns (if you would like), and your organization. Mute your audio.

**Call to Order: Allie Cohn – Governing Council Secretary**

Called the meeting to order 10:05 a.m.

## **Welcome: Allie Cohn – Governing Council Secretary**

Allie went over the reminders.

## **Partner Spotlight:**

### **CoC Basics—an overview of why CoCs were created and the benefits of participating.**

#### **Katelyn McGuire (TVCH) – TVCoC Lead Agency**

Since we have a lot of new members, we wanted to go through the basics:

What is the CoC?

What are some of the roles that you hear us talk about in the CoC?

For those who do not know me, my name is Katelyn McGuire. I am the Executive Director of Tennessee Valley Coalition for the Homeless, and we serve as the Lead Agency for the Tennessee Valley Continuum of Care.

The Tennessee Valley Continuum is a separate entity. It is a collaboration of entities coming together. Our agency leads a lot of the things that you see within the CoC. You will see us out recruiting for the Coc. Talking to folks about the benefits and advantages of joining. You will also see us a lot in these meetings taking the lead on some things like trainings and education.

#### **HUD Acronyms:**

APR: Annual Performance Report:

This is how a lot of our data is reported to HUD. This is a report for those who are receiving money through the CoC programming.

CAPER: Consolidated Annual Performance and Evaluation Report:

CE: Coordinated Entry:

This is our prioritization system here in the CoC

CoC: Continuum of Care

ES: Emergency Shelter

ESG: Emergency Solutions Grant:

This grant is awarded through THDA at the Tennessee Housing State area here. That money comes from the Federal Government and then through the State Entity to distribute out across the state.

HDX: Homelessness Data Exchange:

This is an online portal where you can access trainings and information.

HEARTH

Act: Homeless Emergency Assistance and Rapid Transition to Housing Act.

#### **What is a CoC?**

A CoC is a group that is organized to carry out the responsibilities that are associated with finding solutions to homelessness. Our CoC includes nonprofit homeless providers, victim service providers, governments, businesses, advocates. Other CoCs across the state also bring in different local government and state government, other state entities, faith based entities, and school districts. The idea of a CoC is to bring folks together to talk about regional and local solutions to homelessness.

A lot of what I see in our CoC is getting folks for meet in one place and talking about what works for you, what didn't work for you, to help each other.

### **CoC Requirements:**

The CoC was created by HUD to help address homelessness within regions. There are four key components:

**Operations:** Holding meetings, being able to talk to local community members, agencies, governments, and talking about bringing them into the CoC. To lend an ear or to lend a voice to different solutions that could work within our communities in our region, as well as evaluating the outcomes of projects that are funded under the ESG grant or the CoC programs grant.

**System Planning:** Is coordinating the implementation of the housing and service systems within our region. So at a minimum, these types of systems encompass the outreach engagement and assessment, shelter housing and supportive services, prevention strategies, and that also includes doing the PIT count and talking about our gaps, analysis, our strengths are areas of improvement as a region. So that way we can move forward with solutions that are going to greatly impact our region in a positive manner.

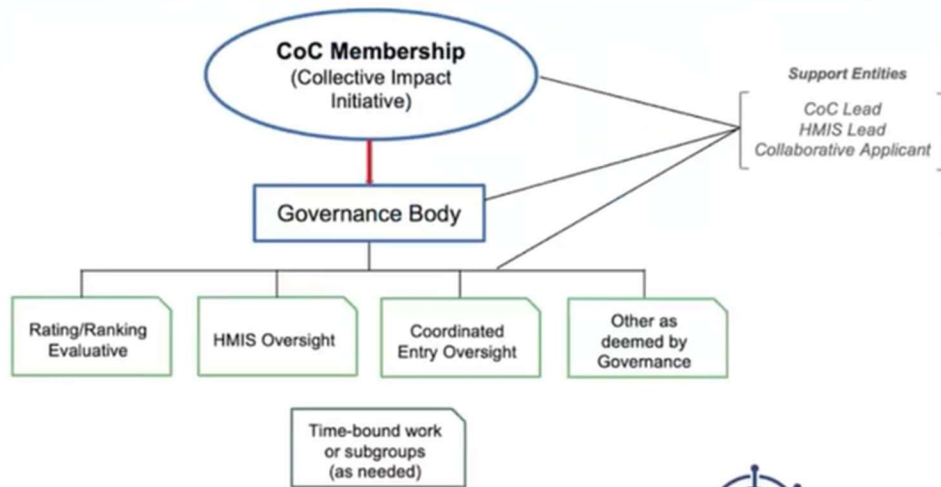
**Data Management:** Each CoC has a designated single HMIS lead. Our HMIS lead is Tennessee Valley Coalition for the Homeless. What we try to do in that role is to provide a voice for the data in our region. We enter data into HMIS which is an acronym for the Homeless Management Information System. We are looking at different ways to bring in data from agencies that might not have the capacity to enter information into that level of a data system, or does not have the time, energy, or need to do that. We do not want to make people's lives harder, but we do want to be able to inform our region with all the information that we get from our agencies working together. When you see our data reports, that represents a very small percentage of our agencies that are currently entering in HMIS. We know there are so many more agencies out there doing amazing work, but their data isn't quite being represented because we are still trying to figure out the best way to help do that.

**CoC Funding Application:** The CoC funding application is something we will likely start talking about in the summer because it is typically launched in the fall. We are not going to get into it today, but as we continue on throughout the year we will start educating a little more on what that process is.

Below is an example of an organizational structure of a CoC. CoCs look very different from CoC to CoC, and from state to state. But this is a really good representation of what our CoC organizational structure looks like.

If you pay your dues into the CoC, you are a part of the CoC Membership and you are who has the deciding vote and the actual decision power within our CoC. Under the CoC Membership, we have the governing council. They help create policies and procedures and pitch ideas. Then we have our different committees.

# CoC's Example Organizational Structure

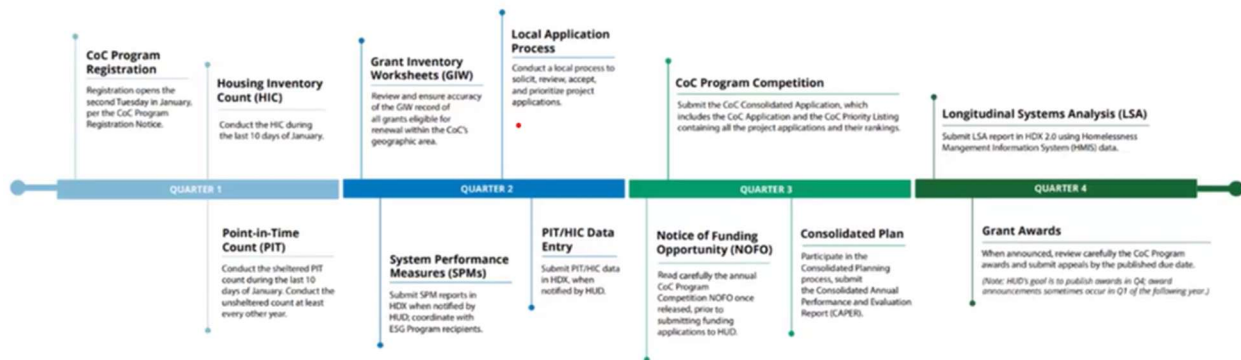


IMPACT HOMELESSNESS

Jan 2021

Below is kind of a timeline and these are some of the things that we will be talking about throughout the year.

## HUD Annual Requirements: CoC Collaborative Applicant Activities



**Erin Read | Knoxville Knox County Office of Housing Stability:**  
Who is on the governing body?

### Katelyn McGuire (TVCH) – TVCoC Lead Agency

- Tonya Polidoro      Chair
- Shannon Dow      Vice Chair
- Allie Cohn      Secretary
- Tiffany Higginbotham
- Bobby Eason
- Dewanna Henderson
- Michael Rivera

**What are the CoC dues?**

Invoices typically go out at the end of the year. The idea is to have them in by the first quarter. You fill out an application saying you would like to come into the CoC or that you want to renew your membership. Its one page. Super simple. Annual dues are \$50.00 for a non profit agency. If anyone is interested in becoming a member, please reach out at [info@tvceh.org](mailto:info@tvceh.org)

**Individual Agency News/Updates/Agency Successes:****Katelyn McGuire | TVCH**

TVCH took out our shower trailer for the first-time last week. It is a two-stall shower trailer in the piloting stage. We are hoping within the next one to two months it will be open for all of our communities to access. We are setting up with partner agencies, food pantries, whoever it might be to host the shower trailer. Last week we were able to provide 15 showers to individuals in Cocke County with an agency partner, Feed my Sheep.

**Deborah Parker | VOA-SSVF Knoxville**

How often did you say the shower trailer goes out?

**Katelyn McGuire | TVCH**

We are not exactly sure yet. First, we need to find those partner agencies who want to bring the shower trailer to them. We must have a water source. We have to be able to dump appropriately because the gray water, we have to dump. The goal is to take it out at least once a month as we are learning. Our hope is that we can develop even more dedicated programming and funding to that program specifically to be able to have someone dedicated to running that program in the future.

**Tonya Polidoro | MATS**

I'm definitely interested in it coming to Hamblen for sure. Where are you dumping the gray water?

**Katelyn McGuire | TVCH**

It depends on county by county where we can dump the gray water. Some counties say we can dump directly into a sewer drain. Some counties say that we have to dump into a certain type of gravel brass whatever. So before we even take the shower trailer out, we are talking with local governments to figure out where we can dump. In Cocke county we had someone come out and pump it for us.

**Tonya Polidoro | MATS**

Do you have an idea of how many gallons you needed pumped?

**Macrea Love | TVCH**

Hello, as our Director of Outreach, I am running the shower trailer program. Last week, when we were at Cocke County, we had about 180 gallons of grey water. We got that pumped by a pumping service. It was able to come out to nus. They do service Hamblen and Sevier Counties.

**Katherine (Katie) Burnette | YWCA**

I wanted to share a little positivity. I am Katie with YWCA's Anderson County Transitional Housing Program. So as we all know, housing right now is extremely challenging. I will say I have clients striving and thriving with our assistance. I had a mom living in her vehicle with her

two children under five, fleeing a domestic violence situation. Because of this program, we were able to help her get a deposit into a rental. Now her children have that stability. She has recently gotten a new job. We have been really lucky, blessed, whatever you want to say and that despite all the challenges we are still moving forward. We are still having success and we still have hope. So I just wanted to share that positivity this morning.

**Andy O’Quinn | TORCH**

At the beginning of the year, we were piloting a program to take people if they needed drug and alcohol assistance and put them directly into a sober living or recovery housing. Last year we were able to help 16 people. The whole point of the program is the moment that somebody says I am willing to go into drug and alcohol treatment, we move them into a drug and alcohol treatment. So last year we had 16 people that we were able to shift directly off of the street and into a drug and alcohol treatment. We didn’t want a wait list. We wanted to cut straight through that. So we partnered with a number of drug and alcohol facilities.

**Allie Cohn | Creating Homes Initiative/Ridgeview Behavioral Health**

Ridgeview just got a three year grant from the State of Tennessee. Strong Family is geared toward pregnant women and new moms with children up to age two. We will be serving Campbell and Scott Counties. Services: Wraparound Case Management, Recovery Groups, lactation expert.

**Melina Politte | Haven House**

Will any information be sent out regarding the Strong Family Grant? Will a flyer be distributed?

**Allie Cohn | Creating Homes Initiative/Ridgeview Behavioral Health**

Yes, we are still working on that.

**CoC Data Reports & Updates**

**Nikki Lynn | TVCH**

2023 System Performance Measures

System Performance Measures is something that HUD has started requiring through the Hearth Act which is an amendment to the McKinney Vento Act that created CoCs and the requirements for the CoC. HUD started asking for that information to be submitted yearly so that they can use it to compare CoC’s to themselves over the course of two years and they want to look at the comparison to see if the CoC has systematically improved over time. It is part of the CoC application that happens in the fall.

The System Performance Measure is made up of seven measures (see below)

# What are the System Performance Measures (SPM)?

HUD's System Performance Measures help communities understand how their system functions and whether they have deployed the right strategies and resources.



We are going to take a look at fiscal year 2023 System Performance Measures over the next few slides. Reminder: HUD's fiscal year is October 1-September 30

Measure 3 (below) is the Number of Homeless Persons. You can see that the PIT count had an increase of 28 persons, we had a decrease of the Emergency Shelter totals, and an increase of unsheltered count. Going forward we are going to see these numbers change because as an HMIS Lead, we are working on improving data quality. We are working on expanding our partnerships for PIT and HIC to get a more comprehensive picture of the issue. These numbers are going to change and fluctuate from year to year but this is kind of the baseline.

## Measure 3: Number of Homeless Persons

### Metric 3.1 – Change in PIT Counts

This measures the change in PIT counts of sheltered and unsheltered homeless persons as reported on the PIT (not from HMIS).

	January 2022 PIT Count	January 2023 PIT Count	Difference
Universe: Total PIT Count of sheltered and unsheltered persons	588	616	28
Emergency Shelter Total	146	105	-41
Safe Haven Total	0	0	0
Transitional Housing Total	31	0	-31
Total Sheltered Count	177	105	-72
Unsheltered Count	411	511	100

### Metric 3.2 – Change in annual counts

This measures the change in annual counts of sheltered homeless persons in HMIS.

	FY 2022	FY 2023	Difference
Universe: Unduplicated Total sheltered homeless persons	370	343	-27
Emergency Shelter Total	370	343	-27
Safe Haven Total	0	0	0
Transitional Housing Total	0	0	0



You can see the next measure is going to be the information directly from HMIS. We had a decrease in the number of persons served. It all has to do with program funding, data quality and those relationships.

**Andy O’Quinn | TORCH**

During Covid we had EFSP funding. We had twice the amount of EFSP funding to pay for hotels. The next year, they decreased it. It went from 32,000 to 4,700. That is going to make a big difference. Another thing is fair market rate. I have ESG money to spend, but I cannot find anything below fair market rate.

**Nikki Lynn | TVCH**

Measure one shows a decrease in the amount of time that folks are enrolled in programs and are experiencing homelessness during that period of time. That number is calculated based on program, positive program exits, and based on housing moving dates. So bring it back to data quality. If we are exiting our programs properly and if we are entering housing moving dates properly, then we can hopefully further improve this number.

**Measure 1: Length of Time Persons Remain Homeless**

Metric 1.1: Change in the average and median length of time persons are homeless in ES and SH projects.



Metric 1.2: Change in the average and median length of time persons are homeless in ES, SH, and TH projects.

a. This measure is of the client’s entry, exit, and bed night dates strictly as entered in the HMIS system.

	Universe (Persons)		Average LOT Homeless (bed nights)			Median LOT Homeless (bed nights)		
	FY 2022	FY 2023	FY 2022	FY 2023	Difference	FY 2022	FY 2023	Difference
1.1 Persons in ES and SH	359	337	57.56	52.35	-5.21	33	28	-5
1.2 Persons in ES, SH, and TH	359	337	57.56	52.35	-5.21	33	28	-5

b. This measure is based on data element 3.17.

This measure includes data from each client’s Living Situation (Data Standards element 3.917) response and time spent in permanent housing projects between Project Start and Housing Move-In. This information is added to the client’s entry date, effectively extending the client’s entry date backward in time. This “adjusted entry date” is then used in the calculations as if it were the client’s actual entry date.

	Universe (Persons)		Average LOT Homeless (bed nights)			Median LOT Homeless (bed nights)		
	FY 2022	FY 2023	FY 2022	FY 2023	Difference	FY 2022	FY 2023	Difference
1.1 Persons in ES and SH (prior to “housing move-in”)	591	432	242.53	23.94	-8.59	91	90	-1
1.2 Persons in ES, SH, and TH, and PH (prior to “housing move-in”)	591	432	242.53	233.94	-8.59	91	90	-1

Measure 2: The extent to which persons who exit homelessness to permanent housing destinations return to homelessness: We want to see this number decrease, but unfortunately it has increased. When HUD looks at these numbers they are going to see “over a two year period we have been spending this money and getting folks housed, and it is not working.”

## Measure 2: The Extent to which Persons who Exit Homelessness to Permanent Housing Destinations Return to Homelessness

This measures clients who exited SO, ES, TH, SH, or PH to a permanent housing destination in the date range two years before the report date range. Of those clients, the measure reports on how many of them returned to homelessness as indicated in the HMIS for up to two years after their initial exit.



	Total # of Persons who Exited to a Permanent Housing Destination (2 Years Prior)		Returns to Homelessness in Less than 6 Months			Returns to Homelessness from 6 to 12 Months			Returns to Homelessness from 13 to 24 Months			Number of Returns in 2 Years	
	FY 2022	FY 2023	FY 2022	FY 2023	% of Returns	FY 2022	FY 2023	% of Returns	FY 2022	FY 2023	% of Returns	FY 2023	% of Returns
Exit was from SO	240	203	5	2	0.99%	5	3	1.48%	5	6	2.96%	11	5.42%
Exit was from ES	91	93	12	5	5.38%	3	6	6.45%	13	8	8.60%	19	20.43%
Exit was from TH	-	-	-	-	-	-	-	-	-	-	-	-	-
Exit was from SH	-	-	-	-	-	-	-	-	-	-	-	-	-
Exit was from PH	114	187	7	1	0.53%	2	2	1.07%	5	23	12.30%	26	13.90%
TOTAL Returns to Homelessness	445	483	24	8	1.66%	10	11	2.28%	23	37	7.66%	56	11.59%



Measure 7: Successful placement from Street Outreach & Successful Placement in or Retention of Permanent Housing: We are looking at those who exited to temporary shelter or institutions and those who exited to permanent housing destinations and the percentage of those positive exits. We can definitely improve those.

## Measure 7: Successful Placement from Street Outreach & Successful Placement in or Retention of Permanent Housing



### Metric 7a.1 – Change in exits to permanent housing destinations

	FY 2022	FY 2023	Difference
Universe: Persons who exit Street Outreach	603	515	-88
Of persons above, those who exited to temporary & some institutional destinations	21	15	-6
Of the persons above, those who exited to permanent housing destinations	206	186	-20
% Successful exits	37.65%	39.03%	1.38%



### Metric 7b.1 – Change in exits to permanent housing destinations

	FY 2022	FY 2023	Difference
Universe: Persons in ES, SH, TH and PH-RRH who exited, plus persons in other PH projects who exited without moving into housing	604	391	-213
Of the persons above, those who exited to permanent housing destinations	343	181	-162
% Successful exits	56.79%	46.29%	-10.50%



### Metric 7b.2 – Change in exit to or retention of permanent housing

	FY 2022	FY 2023	Difference
Universe: Persons in all PH projects except PH-RRH	31	38	7
Of persons above, those who remained in applicable PH projects and those who exited to permanent housing destinations	26	37	11
% Successful exits/retention	83.87%	97.37%	13.50%



## How can we improve our System?



### Interpreting Performance Results:

#### Access –

- Project-level Policies Procedures
- Coordinated Entry
- Homeless Assistance Portfolio
- Data Quality of current information

### Identify & Implement strategies for improvement.



#### Ideas from HUD –

- Data Quality Improvement
- Enhance Coordinated Entry System
- Strengthen Housing Focused Practices
- Scale Permanent Housing Interventions



### Ongoing Performance Management

- Establish System-Wide Performance Goals & Benchmarks
- Develop a Performance Management Plan
- Monitor & Communicate Performance Year Round
- Build Capacity & Replicate Best Practices
- Incorporate Performance into System Planning

PIT Data will be available at the next CoC meeting. We will be submitting it to HUD at the end of this month. HUD usually doesn't release that information until June.

## **CoC Updates**

### **Katelyn McGuire | TVCH**

Governing Council Opportunities

The Governing Council is looking to fill the following seats with individuals or organizations that represent/serve the following populations:

Persons with HIV/AIDS

Unaccompanied Youth

If you know anyone who might be interested in these opportunities, please reach out to [info@tvceh.org](mailto:info@tvceh.org) and we can set up conversations.

Upcoming Training Opportunities—everyone is invited, anyone can attend

### **Tenant Right's Training**

Legal Aid of East Tennessee

Date: April 19, 2024

12:00pm-1:00pm EST

Location: Virtual Lunch and Learn

\*Registration link to Come\*

Dates and formats are still being determined:

### **Fair Housing Training**

Legal Aid of East Tennessee

### **Mental Health First Aid**

Metro Drug Coalition

## **CoC Committee Updates:**

**HMIS & Data Management** – Andy O'Quinn [andy.oquinn@oakridgetorch.org](mailto:andy.oquinn@oakridgetorch.org)

We will be setting up a meeting after this meeting.

**Coordinated Entry Committee** – Tiffany Higginbotham [tiffany.higginbotham@va.gov](mailto:tiffany.higginbotham@va.gov)

We are looking at different options for the prioritization tool that we will be using for coordinated entry. We need feedback from all of you because we are trying to decide which type of assessment we will adopt. QR code is available on our website. We are also looking at our coordinated entry policy. If anyone would like to join the committee, you are welcome to do so.

**PIT/HIC Committee** – Nikki Lynn [nlynn@tvceh.org](mailto:nlynn@tvceh.org)

If you have not gotten me the information about folks that you have housed with your agency, or you know of any agency that has housed individuals for the night of the point in time count, January 31 2024, please get in touch with me as soon as possible. We are trying to validate those numbers right now and get that information together. If you are providing new shelter on a regular ongoing basis, but did not report to the PIT because you were not open, please let me know so that we can include you on our housing inventory count going forward.

**Homeless Awareness & Advocacy Committee** – Katelyn McGuire [kmcguire@tvceh.org](mailto:kmcguire@tvceh.org)

No real updates right now.

**Katelyn McGuire | TVCH**

If anyone is interested in joining on any of the committees, feel free to look at these emails and send an email directly to your chairs here. Even if you are interested, but not quite sure you want to commit, you are able to set in on any meeting you would like. These committees are dedicated to propelling the CoC.

The Grants Pass case is coming to the Supreme Court on April 22 2024. It is a case that is being taken to the Supreme Court to determine whether it is constitutional and lawful to criminalize folks experiencing homelessness. If you do not have much information about this, I'm hoping over the next two weeks to send out an email with different resources you can access to become more informed.

**Closing: Tonya Polidoro – Governing Council Chair**

Thank you everyone for another successful month.

Tonya closed the meeting at 11:01 am

**Dates for the upcoming COC meeting**

May 7 2024

June 4 2024

July 7 2024 – In person

August 6 2024

September 3 2024

October 1 – In person

November 5 2024