



Homeless Services Consortium Board of Directors Meeting Minutes

February 15, 2019 – 11:00AM – 1:00PM

The Road Home Conference Room

890 W Wingra Drive, Madison, WI 53715

Call to Order and Welcome at 11:06

Present: Jani Koester, Heidi Wegleitner, Connor Wild, Natalie Deibel, Matt Julian, Liz Duffie, Kim Sutter, Takisha Jordan, Torrie Kopp Mueller, Maggie Carden, Robin Sereno, Melissa Mennig, Wanda Smith

Guests: Rosa Rhoden, Maggie Armstrong, Dana Stokes

1. **Introductions:** Rhoden - Quartz, Armstrong – Journalism Student, Stokes – Community Member
2. **Approval of Minutes from January** - Wegleitner moves to approve, Wild seconds. All Approved, with exception of Mennig and Julian abstain. None opposed.
3. **Peer Support Presentation: Takisha Jordan** - Support Specialist.exe (expert by experience) is a critical need in our community. Peer support vs Participation to measure success. Peer support is helping other people that are currently homeless. Participation is working individuals that empower them to participate in decisions that affect their lives. Peer support is unique expertise and real-world knowledge that training cannot replicate: Community, empowerment, confidence.
 - a. Peer Specialists offer
 - i. Inspire others, give hope through self-disclosure, and example of recovery
 - ii. Role-modeling – trust, acceptance, empathy
 - b. Austria – 10/2015 – lived experience of homeless introduced into policy in Austria. They included the expertise of people affected by homelessness that were currently being served. Study trip to Glasgow to learn from their practices, concepts, and challenges of starting a peer support program.
 - i. Created a curriculum for a certificate course.
 - ii. Created Job profile for the peer worker/supporter
 - iii. Opened it up to the community for all interested to apply.

- iv. Austria has the peer support cert starting 2/19/19. Europe has 716 in Europe with PSS.
- c. 2016 – Amy Sawyer published article “people with lived experience must be meaningful partners in ending homelessness.”
 - i. Challenges – engagement, confidentiality, support (how do we support peer supporters)
 - ii. Engagement – chronically homeless have complex support needs, that can be very challenging. Key difficulties are engaging individuals
 - iii. Confidentiality - Viennese thought it would be hard with peer supporters. Questions, how much do they share, what is the expected record keeping and should peer supporters attend care planning meetings. Develop P&P that is clear – developed training to protect confidentiality
 - iv. Support – work with a client and it could affect them personally. Peer supporters need proper support to help as well.
 - v. Expectations – not expected to be a Junior SW or CM. No case notes, not the scope of what a CM would do. Collecting personal identifiable information.
 - vi. Vision – provide community resource info, support family/individual in crisis, help facilitate the goals (obtain license, opening a business, etc), help other to get over systemic hurdles/policies that are barriers to clients.
- d. 2 great assets – Wisconsin Initiative Certified Peer Specialist, Boardwalk academy (can we partner with them?)
- e. Concluding thoughts – this is not cost free! They need employment, they need training and mentoring, also to help create jobs elsewhere.
- f. Questions for the board:
 - i. Should the HSC move towards getting setup as a 501C
 - ii. As a board, can we compete/apply for upcoming funding project
 - iii. How do we ask the city to apply for grants on behalf of the HSC
 - iv. What are the ups/downs of having a fiscal agent?
- g. Smith - training should focus on system interruption. Current system is standardized testing for the certificate, which has racial bias. Smith suggests that cert should come from the group. Mennig asks if we can create our own cert for those with lived experience (County vs State cert). Sereno, is there a curriculum we can build upon?
- h. Equity grant or a team to develop the program – emerging opportunities grant, PIE (partners in equity) grant out now due 3/1. Duffie the board should be active in securing funds for these positions. Sees it as agencies employing people vs the board being the PSS broker. We need a proposal for funding the recommendations. Mennig, Smith, Wild, Duffie, and Sereno will agree to work. Wild – written standards could include peer support specialists.

4. Shelter Diversion: presentation and discussion – Tara & Katie

- a. Strategy to prevent people from accessing shelter – housing risk and seeking shelter
- b. Trying to prevent stress and trauma of shelter stays
- c. Conversation – discuss options – done first time get that.
- d. Can assist with utility bills, household supplies – short-term case mgmt.

- e. Discussed assessment process; statistics provided
- f. How often do you work with people coming in and out of the system? Shelter case managers see folks that come in once a week. Diversion is typically for folks new to the shelter, or are not in shelter from 7-10 days.
- g. Trigger for case mgmt. is waitlisted when they come in. Everyone gets outreach from a shelter (2-3 calls a week before moving on to the next list).
- h. Smith dismantle the institutionalized racist system – the target moves, how to contact services, waitlist for a year. We need to discuss how folks of color get moved to the bottom of lists and white folks are getting housed.
 - i. What housing supports can be provided to those that are ‘doubled up.’
 - ii. Can you provide a racial breakdown of folks diverted?
- i. Candid about options about what they are
- j. How do we get folks services without having to go to shelter?
- k. The power of the term diversion

5. Approval of extra EHH funds – Sarah Lim

- a. Additional funding from 2018-2019 from EHH – proposed amounts were pro-rated based on what was awarded and what was requested. Mennig motions to approve the allocation of ESG funds. Sereno seconds. All approve with exception of Sutter and Jordan abstaining; none opposed.
- b. FYI new EHH application may come out as soon as next week. Request board members be on the Review committee.

6. Approval of written standards: Outreach – Transitional Housing, Kopp Mueller

- a. Took out some of the shelter issues.
- b. Wegleitner - Can we change the name of diversion? It’s a nationally understood term. Duffie – suggests we encourage providers to call their programming something else.
- c. People lose status when placed into transitional housing.
- d. Outreach – combine number 6 & 10 to combine.
 - i. Eligibility criteria – category 1 is an ESG criteria
 - ii. Unsheltered homelessness - case mgmt.
- e. Motion table to next month Mennig, Wegleitner seconds. All approve

7. Discussion on how to use current resources to serve households who are doubled up/self-paying at hotels

- a. How can we provide support/guidance to those collecting funds with no criteria?
- b. Wegleitner suggests to ask the funders committee to review effectiveness.
 - i. Koester, there are people that are not getting their needs met
- c. Wild, service provision map for doubled up families would be helpful
- d. Mennig will speak with JFF to discuss.
- e. Rhodes writing quartz to see if they can support motels?

8. Express transit please mention to 30 minutes.

Motion to close 1:19pm