



**October 8, 2020 (2:00 - 4:00 PM)**

**Microsoft Teams**

## **BOARD MINUTES**

### **Board Members:**

Alix Midgley, Ben Ryan, Jennifer Beiss, Brian Arnold, Carla Respects Nothing, Elissa Hardy, Jenna Hansen, John Feeney-Coyle, Karissa Johnson, Kelli Barker, Michael Malloy, Shelley McKittrick, Eugene Wade

### **MDHI Staff:**

Jackie Hernandez, Jamie Rife, Layla Said, Joshua Ledesma, Julie Winkowski, Kyla Moe, Matt Meyer, Matt Richard, Midori Higa, Rebecca Mayer, Rosie McQuiggan

### **ADMINISTRATIVE**

Brian began the meeting with a Kahoot game about fellow Board Members. Jamie made the announcement that we are welcoming Layla as a Program Support Specialist. Matt M. announced that Julie Winkowski has also joined the team as a Controller. The Board did not receive financials this month so that Julie could get immersed in our finances before presenting them to the Board. Midori Higa announced that she hired two new OneHome Coordinators – Joshua Ledesma and Rosie McQuiggan. Rosie will be working with Jefferson County. Matt noted that we are now directly linking to the Board Packet in the Calendar invite.

### **CONSENT AGENDA**

*Brian covered the consent agenda.*

**Vote - John-Feeney Coyle motioned to approve the consent agenda, Alix seconded, Ben Ryan abstained**

Every year we must attach a Signatory Authority on our DOH application. The following will apply:

*Matt Meyer, MDHI Executive Director has full signatory authority in regard to all contracts and corresponding documents associated with agreements entered into by MDHI. Furthermore, if applicable, this statement certifies and hereafter delegates Matt Meyer, Executive Director an agent of MDHI for the purpose of authorizing and signing Payment Requests, Quarterly Financial Status Reports, Quarterly Project Performance Reports, Monitoring Documents, or other ESG documents.*

**Vote – John-Feeney Coyle motioned to approve Matt Meyer's Signatory Authority, all in favor, none opposed, no abstentions**

## TOPICS

### **Policy Governance & BOD Size (Ben)**

There were a couple of topics this month in governance, primarily the continuing discussion around Policy Governance. We wanted to leave room for the Board to look at Policy Governance before it commits to a contractor. You will see two background documents on Policy Governance included in the Teams folder. They both cover the same material at different lengths. No one on our Board is an expert on Policy Governance, but we wanted to make sure the Board is committed before we officially sign on Bill Charney. The idea is that we will discuss this next month, but the Board can review these materials before then. Jenna asked about the cost for this contractor. Matt said it was about \$30,000, and that he will send Jenna a copy of the proposal.

The group also discussed optimal Board sizes, as well as the advantages and disadvantages of having a large Board.

### **State of Homelessness Report (Jamie)**

Jamie wanted to point out that this report is not all inclusive but does a better job than previous years of being comprehensive. Instead of looking at only one Point in Time, this shows how each data set contributes to the overall picture of homelessness. If you want to see a snapshot of homelessness on a single night, you have the Point in Time data. If you're looking at children and schools, you have McKinney Vento data. If you want to see how many people accessed homelessness services in the past year, you have HMIS data. It also highlights the systemic inequality specific to race in our system. One thing that was consistent is racial inequities in our system. We can use this report to advance our understanding of those inequities. Jamie reviewed the order of the State of Homelessness report. If people turn to one page, it will probably be the Data Summary page. For the first time, we can see the amount of people accessing homelessness services within one calendar year (31,207 people) through HMIS. Racial inequities are consistent across all data sources. People can also simply not afford housing. People are going to be asking us about future numbers due to the rise in COVID-19. Please do not share the SoH report externally yet. We are presenting this for public access on 10/12/20.

Alix said Jamie did an extraordinary job, and she believes this is going to do a lot to help us use data to inform our services. Matt echoed Alix's comments, and thinks that this is what the public wants – a way to contextualize the data. He thinks this will really help frame the conversation. Matt thanked the MDHI team for making this report possible. He is excited to see how this is received by the community. Jamie noted federal partners have been very interested in this report. Hopefully this report can be a model for other CoCs to see what is possible.

### **CoC & ESG Dashboards (Matt R)**

Tableau Server was provided to us by Community Solutions. It allows us to use data to create interactive reports and static PDFs. We are hoping to roll out our Tableau dashboards to our Councils/Committees, as we have unlimited licenses. It is a robust tool. The overall intent for these dashboards is to provide breakdowns of our CoC and ESG-funded Housing Projects. The goal is to provide a lot of information in a clean, minimal way that is informative and in-line with federal reporting guidelines. We are trying to inform but not overwhelm. On the Overall Summary tab, the goal is to provide several key performance indicators. You can specify the date range at the top, and the data will automatically adjust. Brian asked how far you can go back. Matt replied until December 2018, which is when MDHI launched its new HMIS system Clarity. Anywhere you see the "i" information symbol, you can click on it to see additional information about the data. In this version 1.0, we can view Clients Served, Households Served, Clients Housed, Clients Enrolled, Households Enrolled, and Clients Exited to Housing. Shelley asked if we could put in a future agenda item to explore this data more. She would like to know why our programs are not performing better. When we go to the Clients Served dashboard, we can see demographic information. This is where Jamie's point about racial disparities shows. If we click on any of the project types, then the client demographics beneath will also update. Matt said version 2.0 would incorporate Census data to better highlight racial disparities. When we look at Clients Housed, we have housed 423 clients. This means we are housing clients at 91% at the rate clients are being enrolled. All of this can be edited and

customized. The exit timeliness is the same as entry timeliness. This means although whole clients are being enrolled in a timely fashion, exits are taking longer.

Ben Ryan said this is amazing, cool, and powerful. This is what we wanted to get to when switching over HMIS systems. He thinks the race stuff is cool and interesting. He thinks we should be able to compare who we're serving and who is represented in homelessness. He wants to know if we can automatically calculate racial overrepresentation. Ben Ryan wondered if there has been any pushback about this high level of visibility into housing projects. Matt M. said there has been no pushback or feedback, but we have also anticipated this issue. We have shown other dashboards to the Homeless Leadership Council, and they seemed comfortable with us signing an NDA. We need to discuss how we want to handle access throughout the CoC. We could have them sign NDAs with us, or we can limit the functionalities available to the public. Matt R. said that in other communities he has worked with, the concern is that providers are going to push back and be upset. However, the opposite seems to be true, and the dashboards end up driving system performance. We are simply displaying the data how it is and hoping that as a response they will clean up their organizational data sources and timeliness.

Matt M. also agreed with Ben's idea of calculating racial disparities and using those to calculate targets. This will help us determine good vs bad outcomes. Eugene asked how many people getting the grants are feeding into this system? Matt M. replied everyone receiving a grant is feeding into this system. Shelley wanted to reiterate that this is an awesome job. After understanding how the outcomes were being calculated in the dashboard, she realizes our outcomes are much better than she initially thought. Mike Malloy also said this is a fantastic job and is blown away by the level we can drill down into the data.

### **Theory of Change & Logic Model (Rebecca, Midori, Kyla)**

Rebecca said that last month, the Board got an overview of our draft Logic Model. Today, Midori and Kyla are going to take us through the last two steps. The Board has until Thursday, October 22 to send final feedback to [rebecca.mayer@mdhi.org](mailto:rebecca.mayer@mdhi.org). We will send the final version to the Board in November.

Midori reviewed the Coordinated Entry section of the Logic Models. The activities are defined by HUD: Access, Assessment, Referral, and Prioritization. Our outputs include regionally accessible access points; OneHome users at all partner agencies; an accurate bi-name list; and all components reported for race and ethnicity. For Short-term outcomes, we are looking at case conferencing across regions and subpopulations, established dynamic prioritization that accounts for external factors, a full spectrum of supportive services, decreased number of referrals resulting in denial, decreased length of time between referral and move-in date; and increased racial equity for all components of coordinated entry. Outcomes includes a reduction in number of persons experiencing and returning to homelessness, as well as an increase in people exiting to permanent destinations.

Kyla reviewed the Data Management activities. These outputs include increased HMIS usage and improved Data Quality so that we can tell an accurate story. We do this via trainings, where we can teach people data quality. Short-term outcomes include publicly available actionable data, improved program performance, consistent data, eliminated data redundancy, increased HMIS use, and decreased data quality errors. Karissa asked if additional customization costs MDHI money, and it does not beyond staff time. However, there is a cost associated with an increased use of licenses, and MDHI has been incurring that cost.

Matt asked Karissa to expand on the high-performing communities metric. Karissa's understanding is that High-Performing communities get extra funding for prevention dollars. HUD has a designation for high-performing communities, which Karissa thinks we should prioritize. She thinks additional prevention dollars would be a game-changer for the Metro Denver communities. Matt said this is exactly the kind of strategic work we can now do. Matt said we now have the tools and the data capabilities that, when combined with our Logic Model, will really impact our ability to end homelessness. Now, achieving racial equity or functional zero is possible.

Rebecca asked for additional questions on the Logic Model. The Board wanted more time to digest the model. Send feedback, questions, or edits to [rebecca.mayer@mdhi.org](mailto:rebecca.mayer@mdhi.org) by October 22.

### **MDHI Equity Action Plan (Discussion)**

Matt M. said that we are revisiting the Equity Action Plan, since someone had asked for some time to digest that plan at the last meeting. MDHI has been moving forward with the plan. Since the last Board meeting, we have met with the Lived Experience workgroup and have provided a good framework for that. That has been on the backburner due to the tremendous response for the Director of Equity and Inclusion position. We had posted on LinkedIn and received a national response. We have gone through and selected the top tier candidates, phone screened them, and selected a subset of 3 candidates that are going to be interviewed by a collective from our Team. Matt will then do a final round after we have selected our finalists. Each of the three candidates are 100% qualified and have a unique and different approach. The NOFA committee is also looking at the self-assessment tool proposed by the Equity Committee and will decide to use it or explore alternative tools. Matt also reached out to all three equity trainers and will have two proposals by the end of this week. Once they are vetted by Matt, a group from the Board will interview them and select a trainer. Matt said that HUD likes this approach – to make submitting the self-assessment tool a requirement in order to be eligible for NOFA funding. Brian asked what our next steps are to making this happen. Matt said the primary responsibility of the Board would be to hold himself accountable. The Board will approve any changes to the NOFA scoring or application process. Matt believes the next step for the Team is for us as an organization to have conversations about quantified targets.

Shelley wanted to mention that the position she left is now posted on the Aurora government website.

Brian wanted to remind everyone to sign up for Virtual Coffee for 1-on-1 time. Please also read the documents on Policy Governance, as well as the other attachments in this month's Board Packet. With the transition from Kelly to Julie, we want to assure everyone there will be financials next month.