



# PARTNERS IN CARE

## Oahu Continuum of Care

*Partners in Care is a coalition of Oahu's homeless service providers, government representatives and community stakeholders working together in partnership to end homelessness.*

### MINUTES

**PIC Board of Directors Meeting**

**Thursday, October 4, 2018**

**10:00 to Noon**

**Partners in Care Office**

**Attendees:** Jon Berliner, Heather Lusk, Marya Grambs, Marc Gannon, Tom MacDonald, Maile Montallana, Justin Phillips, Gavin Thornton, Robert Boyack, Jason Kasamoto, Anna Stone, Marc Alexander, Norm Baker, Carla Houser, Kim Cook, Jay King

Agenda Topic	Discussion	Outcome/Action
<b>Call to Order</b>	Meeting called to order by Heather Lusk at 10:09 a.m.	
<b>Approval of Minutes</b>	Approval of August & September minutes with amendments. Motion to approve by Tom McDonald. Seconded by Jason Kasamoto.	<b>Motion passed.</b>
<b>Budget Update:</b> Norm Baker, AUW	<p>Norm distributed a Finance report pertaining to the Planning and HMIS grants. He explained the two funds: The expenses in the Planning Grant include the salaries for the Director, the Planning Coordinator and half of the Data Coordinator. There will be a projected \$1,700 of not-obligated money by the end of the year. The HMIS grant pays for Case Worthy and Daniel Gore's extended contract to the end of the year, worth \$30K. PIC is contemplating some changes to the HMIS and will contract Daniel to get them done, however, Norm noted that the cost of the changes is undetermined. PIC have approximately \$20K of flexible money at this point.</p> <p>The Board discussed suggested changes on HMIS i.e. customizations per recommendations of Daniel Gore, and his scope of work – such as current dashboard items that may or may not be relevant anymore AND implementing suggested changes (health plans, auto exits and customizations). Changes have to be coordinated with Bridging the Gap through the 8-member Hawaii HMIS Advisory. It will be ideal to set guidelines on what should be coordinated between PIC and BTG level; agree on processes; clarify the role of HMIS Advisory. Data Chair Carla Houser stated that both need to agree on changes such as the Dashboard/demographics.</p> <p>Vice Chair Heather circled back to the budget stating the Executive Committee is going to make recommendations to the board to explore hiring an interim organizational consultant to provide leadership and a well-rounded hand-off to the next Director. It looks like there are resources to do just that.</p> <p>Norm Baker welcomed suggestions for improving the report as the new accounting program he's using can customize it. The Board appreciated Norm and his team for all the great work these past months. Vice Chair Heather brought up the fact PIC has not re-signed the MOU with AUW as an employer. Vice Chair Heather</p>	

	<p>committed to add it in the November agenda and have the Board approve it in the next meeting.</p> <p>Vice Chair Heather reminded the group to set aside funds for Point in Time Count planning needs as the committee may need adjunct help especially for the shelter count, if the two data people are not hired.</p>	
Continuing Business: Director Transition – Jon Berliner	<p>Chair Jon Berliner IS working with Brandon Church who made contact with a Maui resident who expressed interest in the position of Executive Director, and applied months ago. A Skype interview is scheduled in two weeks. We may elect to have an in-person meeting for the second interview.</p> <p>Vice Chair Heather reported the Exec committee agreed to put out a consultant RFP – find someone who can spearhead during the transition time.</p>	
501(c)(3) Update – Jon Berliner	<p>Chair Jon Berliner presented documents of policies that need approval today. 1) Conflict of Interest Policy and the Conflict of Interest Statement. 2) Whistleblower Policy and the Document Retention. These are going to be added to the 501c3 application, provided by our attorney Brian Azuka who finds these documents acceptable. Chair Jon noted he also gathered AUW policies to give additional guidance.</p> <p>The final piece that needs to be completed is the financial information. This has been not as simple as expected but past banking/bookkeeping history is needed. The financial accounting software that was used in the past is needed. Central Pacific Bank records will cost \$5/statement/month. Vice Chair Heather remarked that if we have to spend \$300 then so be it as she only knows of an Excel spread sheet.</p> <p>Edits :Page 2 of 7 Conflict of Interest – family include Spouse, include the word : “partner.”</p> <p>Chair Jon Berliner moved to approve the package of policies: Conflict of Interest Policy, the accompanying Conflict of Interest Statement, Whistleblower Policy, Document Retention and Destruction Policy. Seconded by Anna Stone. No discussion.</p> <p>Jon Berliner made a motion that if PIC is unable to get a waiver at CPB, the Board agrees to spend the \$300 to get copies of previous bank statements. Seconded by Jason Kasamoto.</p>	<p><b>Motion Passed</b></p> <p><b>Motion Passed</b></p>
HMIS Update – Carla Houser	<p>Data Chair Carla Houser showed the Board a matrix according to Daniel Gore suggestions on improving data quality; removing doubles, customization, Daniels’ areas of responsibility and what he needs to contract out. It is a slow and steady process. Her committee interviewed a promising candidate last week; working with Brandon in finding a data assistant. Vice Chair Heather thanked Carla as Data Chair and Norm Baker for their incredible work.</p>	
2018 NOFA – Tom McDonald, Planning Chair	<p>NOFA went pretty well this year though there are areas to work on the next year. 1) Bonus project process. The next year’s focus should be based on data in the coordinated entry. 2) The evaluation of proposal and the appeals process. The committee decided on giving people a week and set up in advance an Appeals Meeting. 3)</p>	

	<p>If there is another bonus project for a specific population such as DV this year, and if we don't get enough proposals which would equal the amount available, then we will alert the other agencies who may be interested to submit a proposal. 4) There are agencies that want to know their score and the breakdown of that number. Going forward, the NOFA committee would make it as part of the process for everyone to get a score sheet.</p> <p>Vice Chair Heather: Jen Stasch's suggestion is to start the NOFA now (this feedback comes up year after year). Ongoing: Service gaps, needs assessment, monitoring and evaluation, engaging partners and community stakeholders, data and reporting, SPM, regular performance report, data quality and CES.</p> <p>Planning Chair Tom noted that Kim Cook made that point. The NOFA Committee must still be convened. PC Chair would like to bring in new people involved in the process.</p>	
<p>CES Update –Tom McDonald</p>	<p>Planning Chair Tom reported that he received a feedback summary from Homebase however it is 5 months old. Jay King and Morgan Esarey have more recent reports which lay out all the areas being worked on; the two broad areas that his committee looks for on a monthly basis are CES performance and Policy and Procedure changes.</p> <p>Jay King reports that CES information is available to the Board 24/7. He is asking for attention, understanding and support. He added that it is important to meet with the providers on case conferencing. They are full of grace; he is getting buy-in from experienced providers. The outreach teams are supportive of cross training which is important in getting the voice of the community. It is time sensitive to have the By-Name-List for the Medicaid plans – we put in the button for the singles' side so we now have 50 % of our list. At this time, 28.1% of referral are Ohana Plans consumers and OP wants to formalize what we're doing. We don't have the function in HMIS to deliver what they are willing to pay for. HMSA is the same.</p> <p>Chair Jon said the \$120K/year we've discussed (as the cost of HMIS) has potential funding opportunities from insurance companies. Vice Chair Heather voiced her concern "I don't want to use this information to not support billing for waivers, as long as it is done in good faith and there is an MOA, then she is fine with it."</p> <p>Jay notes that having a BNL brings value, it helps the hospital identify who are the homeless folks among the super utilizers. Then, every referral his team make comes with a referral service coordinator who connects with the provider. Together they connect with the client.</p> <p>Marc Alexander urged the Board to include Scott Morishige in the conversation.</p> <p>The Board discussed their concerns about data sharing even with non-PIC members because it can slow down the system. Caseworthy can only have 57 concurrent users at any given moment. And there are 300 who have access to Caseworthy. Although, there</p>	

	<p>hasn't been evidence that access is stopped or slowed down because there are too many simultaneous users.</p> <p>Anna Stone, Board Secretary, spoke about thinking big instead of thinking user fees alone to raise funds for PIC. Large insurance companies should be given opportunities to sponsor activities such as the Homelessness Conference, or monetizing handouts with company logos, etc.; creating sponsorship architectures that cover a year round of benefits for sponsors. Jay King agreed and has committed in putting together a document featuring the value of integrating health plans in CES.</p> <p>Vice Chair Heather addressed Homebase's feedback such as Case Conferencing which has system level challenges, make it about front line staff. 2. Need for CES marketing materials for clear understanding of what CES is about. 3. VISPADT training and VISPADT score. She asked if the team needs support, please speak.</p> <p>Jay King responded by asking for help to spread the message to the community that CES is a mandate. The training is different for each program. Use data to make informed decisions.</p> <p>Marc Alexander offered City's facilities and resources to help inform the public about CES; dial in Iain deJong as we are all one in this.</p> <p>The VISPADT do not reflect the vulnerability or frailty or mental illness. It is a baseline, providers can use other determinations to supplement the evaluation. Vice Chair Heather commented that the Board has to revisit this as too many people are dying on the streets.</p> <p>Carla Houser added that we should include the value we've provided the Department of Education to the Medicaid piece, e.g. connecting families and resources"</p>	
<p>New Business: 2019 Membership Fees – Organizational Development Chair Kim Cook</p>	<p>The Organizational Development Committee is currently talking about the membership process. How to define a member; will the fees cover the entire agency or certain number of individuals per agency? The committee discusses and will make recommendations at the November meeting; and vote. The Committee is considering an increase in member fees, and will seek Board approval. Committee is talking about doing an enrollment period; currently now at January to December. Membership fees have to approved by the Board; in the November meeting.</p> <p>Vice Chair Heather said she would like to see a tiered membership structure. Example is PHOCUSED: Non-profit versus Corporate membership allowing the smaller agencies to better weather the increase. Committee will have applications in by February 2019.</p>	
<p>BOD Seats up for Reelection January 2019 – Organizational Development Chair Kim Cook</p>	<p>Org Dev Chair Kim is asking for nominations. Not many nominations to date. She will contact the nominees. All candidates will share a photo and one paragraph about the person. Final for submitting a nomination is October 9. Term starts January 1, 2019.</p> <p>The Governance Charter states that the election of Board officers will be conducted in December but the Committee is suggesting October in order to provide a transition period of the outgoing and incoming officers. To make the election valid and in compliance with By-Laws,</p>	

	<p>Chair Jon made a motion, using the interim clause in the Governance Charter, to conduct the elections in October instead of December; in so doing the voting period will start from the October 15 General Meeting to November 16, which gives organizations a month to vote. Seconded by Maile Montallana.</p> <p>Kim Cook added the clause of giving organizations a month to vote to encourage 100% participation. She was thanked by the Board for the hard work the committee has put forth.</p> <p>2019 Meeting Schedule: Sharon Baillie, Planning Coordinator notes there are scheduling conflicts with the 2019 meetings. She will be contacting the Chairs of the committees to plug in the correct dates in the calendar, as some days fall on a holiday. Will post soon.</p>	<b>Motion Passed.</b>
PIC Website	Defer to a future meeting.	
2018 Longitudinal Systems Analysis Report – HMIS Admin – Heather Lusk	Vice Chair Heather wants to ensure this is included in Daniel Gore's contract, a post NOFA project to submit to HUD (per Jen Stasch).	
Continuing Business: Youth CES Lead	<p>Planning Chair notes there are no limitations for CES grant just for Singles and Families. Jay King responded that his team is ready to support with the best of their ability – “ if you designate us to be the lead then we will do it” however Carla Houser noted that maintaining the dashboard is too cumbersome for the workers. Her team is more hands on.</p> <p>Heather Lusk made a motion that the Lead Youth CES be integrated with the AUW CES group in collaboration with the youth providers by the end of the year 2018. Tom Mc Donald seconded.</p>	<b>Motion Passed</b>
Continuing Business: 2018 NOFA Debrief	<p>Frequent Users System Engagement (FUSE): Queens and IHS applied together and went through the Community Solutions to Support Housing, and got funded. Leveraging existing technology and platform, innovative, coordinating and aligning strategies and initiatives. Technical Assistance includes 5 trainings – this layers with coordinated entry and Partners in Care.</p> <p>Point in Time Count's first meeting drew a good group such as QLT, Humane Society, Aloha Care. PIRC 5 subcommittees are led by Jack Barile (Data), Carla Houser, a Volunteer communications group, Donations – Emma and Jen. Logistics – Sharon and Jake (Project Vision); Coordinating Lead – Jake with Macy (US Vets), Regional Leads. Inclusive and positive group; focused on moving forward.</p>	
	<p>Jon Berliner announced Sharon Baillie has expressed interest in attending and representing PIC at the Leadership Academy- \$500 including air and accommodations –It is an allowable expense with the planning funds.</p> <p>Heather Lusk made a motion to use planning funds to send Sharon Baillie and Morgan Esarey to the Leadership Academy in Hilo. Tom McDonald seconded.</p>	<b>Motion Passed.</b>
Committee Report: Planning	HCF Housing ASAP have contracted with Carlos Perraro for producing a Statewide Family data. They want PIC's blessing. PC	

	Chair Tom wants something in writing to see the scope of work involved.	
Committee Report: Advocacy	Per Marya Grambs, the Advocacy Committee is finalizing final recommendations on Legislative Priority 2019. Will bring an update at the next meeting.	
Committee Report: Awareness	Awareness Chair Maile Montallana shared an updated budget. We have made a profit and it is important that we have space and food. 350 is the max, it is the quickest to sell out this year.	
Committee Report: Data	Approved new users : Aloha Care and Project Vision Added on is Yayoi of AUW needs access just for monitoring only- there was no opposition.	
Committee Report: Communications	New newsletter is coming up.	
Prepared by:	Anna Stone	
Next Meeting:	NEXT MEETING: Thursday, November 1, 2018 10:00 AM – 12:00 PM Call-in number: (515) 604-9577, Access code 131975	