

## Needs Assessment Committee

Date: February 19, 2008  
1:30-3:30pm

Location: DuPage County Knuepfer Building

MAIP Consultants: Emily Rosenthal, Amy Terpstra

Attendees: 18

Components: 1- Needs Assessment Data  
5 – Shorten Homelessness  
6 – Timely Rehousing

### Overview and Introduction:

The Consultants from MAIP began the meeting with an overview of the evaluation of the DuPage County Plan to End Homelessness, and the components for which the Needs Assessment Committee is responsible. After going over focus group rules and introductions, the session began with structured questions, brainstorming, and the recording of suggestions on a flipchart in front of the group. The session was digitally recorded as well.

### **Shorten Homelessness & Timely Rehousing**

Question: Do you still feel that shortening homelessness should be part of the plan? Why is it important? What role does it play in ending homelessness?

- Yes, it should remain in the plan
- If homelessness is not prevented, it needs to be shortened
- Homelessness is so disruptive – primary goal is to get people housed
- Access to services
- Complications and consequences of being homeless – the longer one remains homeless, the worse the outcomes

Question: What are the barriers standing in the way of fully accomplishing this goal?

- Goal has not been fully realized
  - Lack of wrap-around services for mental illness and substance abuse
  - Lack of housing
    - Limited housing options and types of housing
    - Housing too expensive
    - Limited \$ for housing
  - Lack of transportation
  - Limited funds
  - HUD currently leaves families out, with emphasis on chronically homeless singles

## APPENDIX D

### Committee Strategic Planning Meeting Notes

- Barriers:
  - Population needs (families, MI/SA)
  - Employment
  - Disconnect with HUD goals and definitions
  - Unique needs
  - Local needs (esp. those of families) not being addressed
  - Housing:
    - Limited
    - Expensive
    - Credit history keeping people out
  - Aging
  - Criminal justice system – issues with discharge, wrap-around services
  - Transportation
  - Housing codes

#### Question: How can we overcome these barriers? Brainstorm:

- Better communication among agencies (re: service, staff, etc)
- Access to substance abuse and mental health services for ALL
- Increase supply of affordable housing and \$ for support services
- Explore alternative forms of housing
  - Family housing
  - Co-ops
  - Alternatives
  - Accessible
- Link CMIS – network for prevention, history of services accessed
- Funding for rental assistance
- Mandatory high school education in finances
- 55+ housing services
- hold county/villages/townships, etc accountable for vulnerable populations and working poor
- bring elected/municipal officials to table
- DCFS – offer more services
- Fully funded construction costs
- Universal health care and benefits

#### Question: What can we do in the next 5 years?

- Access to MH/SA services
  - Need more progress
  - Work with ACHN
- Increase capacity
  - Work with ACHN
  - \$ for Rx
- Better data on population to support need for SA/MH services
- Outreach
- Detox center in DuPage

## APPENDIX D

### Committee Strategic Planning Meeting Notes

- Ask funders why we're not getting \$
- Modify CMIS data to meet grant requirements
- Housing:
  - Landlord incentives to rent to tenants with poor credit
  - Tax rebates?
  - Assurance
  - Just 1 unit
  - Other models for housing?
  - Explore incentives
  - Rental assistance
  - Is this the right committee for this component?
  - Build more formal relationships with housing owners/developers/landlords
  - Maintain connection with relevant groups (and share information)
  - Advocacy
  - Work with DuPage Housing Authority
  - Other programs: Housing Choice vouchers
  - Reach out to townships
    - Flexibility with occupancy regulations and codes?
- Transportation
  - Expand DuPage Ride?
  - New \$, new opportunities
  - How will McDonalds, hotels, etc. get their employees to work? How to get local employees who can work and live in the same area?
  - Reach out to low-wage employers who have a stake in this and work together to explore transportation options
  - How did UPS plan their employee transportation route?
  - Transportation services for transitional times (car in shop, saving \$ to buy a car, etc)

### Needs Assessment Data

Question: Do you still feel that needs assessment data should be part of the plan? Why is it important? What role does it play in ending homelessness?

- Yes, needs to be included
- To substantiate the need
- To plan for outcomes

Question: What are the barriers standing in the way of fully accomplishing this goal?

- Need more reliable, accurate and consistent CMIS
- Complicated entry requirements now
- Definitions, labels need to be simplified
- Needs to be more user-friendly
- Problems are untraceable
- Process is too lengthy
- Multiple systems being used
- Technical assistance not always available

## APPENDIX D

### Committee Strategic Planning Meeting Notes

- Frequent changes
- Staff are not qualified – “we’re social workers, not IT techs!”
- DuPage not a priority for Bowman – asking too much

Question: How can we overcome these barriers? Brainstorm solutions for next 5 years:

- 1 Full-time system administrator! (County-wide)
  - would run reports (design and set them up)
  - Where would funding come from?
  - Look to other county resources
  - Build buy-in from community, private, other governmental agencies, legislators
- Need to continue working on and improve big outcomes
- Centralized data entry
  - Too many staff entering data
  - Minimize users
- Continue participation at conferences
- Maintain opportunities to stay informed

## Community Outreach Committee

Date: February 22, 2008  
1:30-3:30pm

Location: DuPage PADS

MAIP Consultants: Emily Rosenthal, Amy Rynell

Attendees: 3

Component: 3 – Systems Preventions  
4- Outreach to Unsheltered  
8-Increasing Income (similar to 3)  
9- Creating Permanent Housing – develop partnership with DHAC

### Overview and Introduction:

The Consultants from MAIP began the meeting with an overview of the evaluation of the DuPage County Plan to End Homelessness, and the components for which the Community Outreach Committee is responsible. After going over focus group rules and introductions, the session began with structured questions, brainstorming, and the recording of suggestions on a flipchart in front of the group.

### **Systems Prevention**

Question: Do you still feel that systems prevention and mainstream benefits should be part of the plan? Why is it important? What role does it play in ending homelessness?

- Success of past 5 years: organizations understand importance of mainstream benefits and linkages
- Crucial part of the solution
- Role of CMIS to assess eligibility

### Barriers

- Barriers to accessing benefits for systems users (DHS, etc)
- Barriers for MI clients
- Health department is only big mental health provider here

### Next 5 Years:

- Capacity to screen at intake
- Continue access and outreach to agencies
  - Federation trainings to stay abreast and informed of changes
- Commitment to ongoing education
- Vary the format of the trainings (1-2 hours, more focused)
- Marketing
  - Trainings

## APPENDIX D

### Committee Strategic Planning Meeting Notes

- Outcomes
- Share successes
- Need buy-in from county, county board, agency leaders, and decision makers
- Townships and GA:
  - So locally controlled
  - Ensure compliance
  - Increase communication
  - Township representation on CoC
  - Engagement
  - MOUs with townships?
- Address barriers for MI clients through (explore these options):
  - System navigators – personal assistance, ACT teams
  - Money management
  - Education on how agencies can manage client’s money
- Increase engagement with decision-makers
  - Executive directors breakfasts
  - Increase buy-in
  - Increase participation of agency leaders
- Think big – look at bigger picture
- Bring all efforts together in an event to join one vision (for housing, etc)
  - Media, events, data, high-level participation, etc
- Explore involvement of benefit-agency staff on CoC

### Discharge Planning

- How to put MOUs into practice?
  - Improve representation
  - Increase state initiative to engage MI/SA needs – policy change

### Looking forward:

- Air-traffic control (centralized) system for MI discharges (K. Nelson)
  - Include jails, prison, mental health sites, etc.
- Pilot program for Transitional housing from prison through PADS (DOC funding)
- JUST of DuPage
- Jails are more difficult to work with
- Detox facilities: discharge into homelessness – this is a HUGE Gap
  - Too much demand for residential treatment
  - Lack of detox facilities – county issue
- Mental health committee needs to include substance abuse (make it behavioral health?)
- ACT team with TASC
- Increase \$
- Mental health resource guide
- Substance abuse needs must be emphasized
  - A policy issue
- Work with Chicago to work on state-level legislation
  - Clarify the ask
  - Reach out to get advocates, sponsors

## APPENDIX D

### Committee Strategic Planning Meeting Notes

- Policies, administrative changes (e.g. suspend benefits, don't cancel)
  - Earmarks at federal and state level
- Research transitional housing
- Re-energize Discharge planning committee
  - Focus on jails and prisons
- Engage TASC ( they have experience with prisons)
- Continuing education for hospitals (social workers, etc)
- Policies that are more responsive to client needs
- Identify other partners (in addition to TASC)

### Outreach to Unsheltered

#### Next steps

- Low-demand housing?
  - PADS nights
  - Transitional or permanent?
  - Where?
  - What's a suburban model for Safe Haven?
  - No shelter + care units
- ACT Teams
- 1 Night Counts as outreach
  - change the methods to engage more
  - increase commitment of leadership to emphasize importance of outreach
  - count as the first formal street outreach
  - grow the Count!
- Open Door Days
  - Modify – change location, expand outreach
  - Have leaders push events
- Needs of Chronically Homeless
  - Work more with DHAC?
- Need services!
  - Talk to DMH
- Increase \$
  - Continuum issue
- Use overnight model – how to work with this and modify?
  - Feed/add services to what we already have
  - Certify case workers

### Marketing/Membership

- Who owns it?
  - Community outreach seems the best fit
  - Phil?
- Membership and leadership – future of the CoC structure and leadership
- Key groups to reach out to?
- Simple powerpoint for outreach
- Marketing:

## **APPENDIX D**

### **Committee Strategic Planning Meeting Notes**

- Subcommittee of Outreach?
- Once you know what/how to pitch, then get marketing expertise
- Resources: Taproot, marketing companies

### **Employment**

#### Next Steps:

- Workforce development
  - Homeless employment opportunities
- WIA
- Negotiate with One-Stop
- COD
- DD employment and job training models
- Social enterprise models
- Models for suburbs
- West suburban jobs network

## Homeless Prevention Providers

Date: February 26, 2008  
1:30-3:30pm

Location: People's Resource Center

MAIP Consultants: Emily Rosenthal, Amy Rynell

Attendees: 15

Component: 2: Emergency Prevention

### Overview and Introduction:

The Consultants from MAIP began the meeting with an overview of the evaluation of the DuPage County Plan to End Homelessness, and the components for which the Homeless Prevention Providers Network is responsible. After going over focus group rules and introductions, the session began with structured questions, brainstorming, and the recording of suggestions on a flipchart in front of the group. The session was digitally recorded as well.

Question: Do you still feel that emergency prevention should be part of the plan? Why is it important? What role does it play in ending homelessness?

- Yes, it should still be part of the plan
- One of the more successful programs – 98% retained housing after receiving emergency prevention
- Most cost-effective way to address homelessness
- Responsive to temporary crisis
- Easy to administer relatively speaking
- Front door to many other services – point of system engagement
- Temporary safety net
- 1<sup>st</sup> step in the system and Plan
- new attention being paid to it
- outreach to L.L. has made a difference
- O.P. manual a great success

Question: What are the barriers standing in the way of fully accomplishing this goal?

- Limited to help people with “recoverable” issues
  - If more flexible, could help others
- Limited by the manpower available to deliver services
- CMIS and paperwork backlog – 3 months behind
- Need to educate funders about need for staffing to do appropriate assessments
- Still double entering information because can't get needed info out of CMIS
  - Can put data in but can't get it out in real time
  - Had to hire more staff to do data entry
- Many people constantly at risk who it would be good to have flexibility to serve

## APPENDIX D

### Committee Strategic Planning Meeting Notes

- ESG no longer paying car repairs

#### Gaps

- Govt. \$ > \$800,000
- Private resources more flexible
- ESG pool funds the most restrictive – need a 5-day eviction notice or coming right out of shelter – “imminent risk” of homelessness
  - Many need help with rent and LL doesn’t want to start eviction process
  - Have created “imminent risk” letters from LL
- Current system ( of public funding) not benefiting:
  - Longer-term need
  - Illegal immigrants
  - People paid in cash
  - People who are sick (can’t prove future ability to pay)
  - Can’t get doctor’s notes
  - Low-wage workers
- Increase in people being evicted for nonpayment of association fees – HP only covers principle and interest
- Growth in foreclosures – complicated to intervene with lender
- CODB increases not happening - expenses have risen tremendously
  - Goal: process in 3-5 days
- Assistance processed more slowly because not enough staff to administer and people don’t have all the necessary documentation/paperwork

#### Question: How can we overcome these barriers? Brainstorm Next Steps:

- Idea – policy change to extend to people waiting on SSI
- DuPage Homeownership Center – local hotline on these issues
  - Invite them to come meet with this group to improve communication
  - Ask if they would sit on this committee
- Look at forcible eviction data over time to track need and success of HP
- Educate funders/Raise Awareness
  - Staffing infrastructure – establish a ratio to work towards
  - Flat funding vs. CODB
  - Policy interpretation and clarification and decisions shared be made in concert with service providers
- Financial education at High school level
  - Regional ed office could talk about homelessness
- Improve communications with county
  - People making funding decisions
  - Best practices manual a good place to streamline this
    - share with all funders
    - Annually review and update
- Case Processing
  - Paperwork
  - CMIS

## APPENDIX D

### Committee Strategic Planning Meeting Notes

- Scheduling
- Assessing
- Screening
- What is state expecting? What is gap?
- We could do more if we had more
- Refresh relationship with DuPage Homeownership Center
  - Partner with them and let them complete applications
  - Join committee
  - Private funders (United Way, Salvation Army)
- Continue work of HP Provider Network
- Early Warning System
  - Eviction process
  - Homeless education liaisons
  - SSI applicants/GA support
- Outreach to Providers
  - Educate them about our eligibility process
  - But don't want to be too narrow b/c of other service clients could receive
  - May be an agency by agency determination
  - LL education – costs so much to evict – we should charge LL \$200 when they start eviction - a revenue source for HP
  - Let DHAC know this so they can advocate locally
  - Local occupancy rules/laws
  - If current with mortgage but behind in assessments make it a lein – explore this
- Flexible \$ to fill population gaps
  - Private funds harder to collaborate with
  - Sell pilot to a foundation?
  - A short term subsidy? Longer than 30 days
  - Form Ad Hoc committee to come up with ideas
- Meet with HUD and other funders annually
  - ID top 3 policy issues
- Guest speakers at meetings

## CMIS Users Group

Date: February 27, 2008  
10am-12pm

Location: DuPage County Knuepfer Building

MAIP Consultants: Emily Rosenthal, Amy Terpstra

Attendees: 23

Component: 1- Needs Assessment Data

### Overview and Introduction:

The Consultants from MAIP began the meeting with an overview of the evaluation of the DuPage County Plan to End Homelessness, and the component for which the CMIS Users Group is responsible. After going over focus group rules and introductions, the session began with structured questions, brainstorming, and the recording of suggestions on a flipchart in front of the group. The session was digitally recorded as well.

Question: Do you still feel that needs assessment data and planning for outcomes should be part of the plan? Why is it important? What role does it play in ending homelessness?

- Need to track - where homeless people are, what service they receive
- Shows where the problems are
- Shows that there is a problem
  - Legitimizes problem for the higher-ups
- Does it measure the need though?
- Provides case for funding
  - Required by HUD

Question: What are the barriers standing in the way of fully accomplishing this goal?

- Staff lack time to enter data
- Input is cumbersome
- Staff find process difficult/not user-friendly
- System is tracking service use, not homelessness in and of itself
  - Service Point updates throw off the system
- Lack of alerts/alarms that show when clients are falling through the cracks
- Can't see what services other agencies provided
- Running and reading reports is difficult
- Double entries – duplicates
- Reports don't always provide useful data
- Term definitions unclear, vague, not standard
- Some data can be skipped (other than demographics) – data enterer can opt to skip fields making some entries incomplete.

## APPENDIX D

### Committee Strategic Planning Meeting Notes

- Lack of staff time to devote to service-point maintenance
- Data feels unreliable
- Process is trial and error
- Lack of sufficient training and support
- DOS-based system (Windows would be preferred)
- Data entry leaves room for many mistakes
- Time-consuming process
- Unmet needs are not being measured
  - Some people never get into the system ( if they don't receive services or are ineligible, or just call)
  - No way to measure unmet needs of current clients
- Some organizations/providers not using CMIS
- Many agencies use separate Excel document for tracking data – double entry

Question: How can we overcome these barriers? Brainstorm solutions for next 5 years:

- Hire a **full-time system administrator** for the county
  - To troubleshoot
  - Create and run standard reports for agencies ( or just create reports for agencies to run themselves)
  - Create administrators manual

Priority 1. Agencies go to staff and document problems and questions – bring to collective table. (March 2008)

#### 2. Power users and **system administrators and Leslie:**

- Meeting of the minds on April 9– working meeting with tangible products and next steps:
  - Have system administrators come to next meeting with list of 5 problems they see with other agencies (talk to staff in meantime to develop list)
  - Create a checklist for problem-checking ( how to identify problems)
  - Include training for problem areas
  - Identify new staff errors
  - Meet with vendors to discuss actions
- Lay groundwork for work on manuals and codebooks.
- Give site administrators more control
  - Ability to merge clients, delete data, understand security measures
  - Record staff who enter each entry (quality control) – easier if this were done internally
  - Have site administrators regularly run internal reports
    - Quality control

#### 3. **Police ourselves**

- New staff training/orientations – regular workshops (brownbag sessions on certain topics)
- Best practice manual (after users manual prevents bad data from being entered)

## APPENDIX D

### Committee Strategic Planning Meeting Notes

- Run periodic (monthly) reports to view problems for Full time system administrator if that happens, standardize this for joint report, then hold staff and agencies accountable
  
- 4. Create system-wide, user-friendly **Users manual**
  - Form a subcommittee in next few meetings to start developing a users manual, administrators manual, and best practices, with goal of completion in 1 year
    - Investigate existing manuals (several agencies created their own) – bring these to table and standardize one for all users
    - Address troubleshooting
    - Include definitions/code book
  - Hold orientation to users manual and best practices
  
- **Bowman/Vendor issues:**
  - Get Service Point vendor to be more responsive
  - Option to not have automatic updates
  - Find CMIS competitor
    - Gives DuPage a bargaining chip and alternative
  - Formalize method of communication with Bowman
  - Ask Bowman to develop a strong export function
  - Review Bowman contract
  
- 1 person per agency entering data
- Bring in other agencies to CMIS
- Change attitudes: perception of all system problems
- Make system less (case) sensitive, or default to caps
- Non-documented miscellaneous entries
  - Each agency to have this option to document the unmet need
  - Need to create a unique identifier to avoid duplication
- Add alarms and alerts for missed entries
- Hire people to deal with duplicates
- Add problem and resolution component to CMIS meetings – to share experiences with group

## Grants Funding Committee

Date: February 27, 2008  
1:30-3:30pm

Location: DuPage County Knuepfer Building

MAIP Consultants: Emily Rosenthal, Amy Terpstra

Attendees: 5

Component: 2-Emergency Prevention  
7-Support Services  
9-Creating Permanent Housing

### Overview and Introduction:

The Consultants from MAIP began the meeting with an overview of the evaluation of the DuPage County Plan to End Homelessness, and the components for which the Grants Funding Committee is responsible. After going over focus group rules and introductions, the session began with structured questions, brainstorming, and the recording of suggestions on a flipchart in front of the group. The session was digitally recorded as well.

### **Emergency Prevention**

Question: Do you still feel that emergency prevention should be part of the plan? Why is it important? What role does it play in ending homelessness?

- Emergency prevention is critical to stopping homelessness
- Need funds to do it

Question: What are the barriers standing in the way of fully accomplishing this goal?

- Private funds declining
- Funding cuts, flat funding
- Economic climate may be less able to absorb other agency's clients ( in case of a funding cut)
- Is it practical/feasible to think private funding exists for this?
  - Capacity
  - Recidivism
  - People turned away – don't meet eligibility
- No tracking of unmet need – how many are turned away?
- Is there a role for private funding collaboration?
- No mechanism for raising funds (within CoC)
- What are the gaps? (once identified, funding could be sought in this area)
- Who is housed in 6 months? (certain timeframe)
- Who are the local funders?
- Did re-allocation have an effect?

## APPENDIX D

### Committee Strategic Planning Meeting Notes

- How to work with individual agency's development person?
- How to define homeless prevention?
- Can we expand funding opportunities? Encompass others needs, such as anti-poverty efforts?

Question: How can we overcome these barriers? Brainstorm solutions/ideas for next 5 years:

- Offer training sessions to providers – info on who funds what
- Hold a “funders fair”
- Bring groups of funders together (Funders Collaboration) with policy makers and community leaders
  - Start a dialogue between funders and provider agencies
- Link to churches and congressional offices, so that the CoC is known to them
- Collaborative fundraising
- Add 1-800 number to the CoC homepage
- Advertise services
- Financial education
- Funder education (on homeless trends)
- Use local media to highlight need and send out ask
- Measure utilization of \$ by geography
- Track unmet need
- Follow-up (similar to IDHS) long term – 6 months
- Ad Campaign: Who is homeless in DuPage? The new face of homelessness
  - Listing special providers, raising awareness
  - On website
- Take awareness and fundraisers, etc. to next level of social change: policy change
- Supportive housing line item in state budget?

### Support Services

Question: Do you still feel that support services should be part of the plan? Why is it important? What role does it play in ending homelessness?

Question: What are the barriers standing in the way of fully accomplishing this goal?

- Lack of detox, integrated SA/MH services
- Waiting lists for housing
- Funding for housing but not always services
- SS structure lacking:
  - Not keeping up with clients
  - Fragmentation
- Lack of political will to put up funding
- NIMBY and NIMTOO (Not in my term of office)

Question: How can we overcome these barriers? Brainstorm solutions/ideas for next 5 years:

- Work with health coalition (through DuPage Federation)
- Access DuPage network

## APPENDIX D

### Committee Strategic Planning Meeting Notes

- Formalize communication to HUD re: CoC needs
- Ensure resources get to agencies
- Survey CoC on what Mental health (or other) service needs are, and what unmet needs or over-demand needs are (time sample – over every other month, etc)
  - Explore methods to do this
- Change mindset of people to being thinking about service provision, and about housing issues:
  - Use media to highlight collaborative events
  - Utilize schools/kids
  - Funders Collaborative
  - Educate – put the topic on radar screens of constituents and policy makers
  - CoC should work with others on this
  - Raise awareness on:
    - Need
    - Risk
    - To move to action
    - To overcome denial
  - Utilize churches
  - Engage DuPage Federation in CoC

### Permanent Housing

Question: Do you still feel that permanent housing should be part of the plan? Why is it important? What role does it play in ending homelessness?

Question: What are the barriers standing in the way of fully accomplishing this goal?

- Lack of efficiencies
- Motels disappearing
- Lost housing inventory?

Question: How can we overcome these barriers? Brainstorm solutions/ideas for next 5 years:

- Analyze resources
  - To develop new numeric goal for permanent units
  - Use % of homeless as a measure (i.e. – house 10% of homeless people...)
  - Existing housing goals in SuperNOFA exhibit 1 for next 5 years
- How to determine what % of need is met by permanent housing?
- How to get complete affordable housing picture?
  - Not all projects are CoC/HUD related or funded
  - Include other affordable housing units
- Access supportive housing line item through the state
- Howlett project: 125 vouchers this year

## Leadership Committee

Date: March 3, 2008  
1:30-3:30pm

Location: DuPage County Knuepfer Building

MAIP Consultants: Emily Rosenthal, Amy Rynell

Attendees: 7

Components: All

### Overview and Introduction:

The Consultants from MAIP began the meeting with an overview of the evaluation of the DuPage County Plan to End Homelessness, work done to date on the evaluation, plan successes, and plan challenges. After going over focus group rules and introductions, the session began with structured questions, brainstorming, and discussion.

### MAIP: Plan Successes

- Increasing collaboration
- Components generally in right areas of focus
- HP funding increases and process spelled out
- Increased education about mainstream benefits
- Housing benchmarks exceeded
- Getting HMIS up and running

### MAIP: Plan Challenges: Membership Development – Promotion - Stakeholders

- Many saw this as an unrealistic goal – ending homelessness in 10 years
- HMIS reporting function not effective
  - LC suggested asking how other continua are doing with HMIS? Is it just DuPage?
  - Is it a problem with the system? The process? The phase of development?
  - How much resources should be put into HMIS? Do we need more?
  - How important is the level of information measured by HMIS?
  - Unpack undercurrent of frustration
  - Lake County's system has frozen application, crystal reports
  - Alternatives include recent visit by Medicater - screening and application for public benefits
  - Service Point doesn't tell you when you've made mistakes
  - It is possible to do this a different way...
  - HUD needs to hold vendors like Service Pont accountable
- Need funding for outreach and low demand housing
- Outcomes not measured
- Where do housing goals really fit?
- Some components didn't have clear committee ownership

## APPENDIX D

### Committee Strategic Planning Meeting Notes

- Who are the partners?
- Discharge planning needs to move beyond MOUs

#### Role of Leadership Committee Moving Forward

- Annual plan assessment and updates?
  - Develop draft of reporting template
  - Yes, LC owns the Plan
- Progress sharing across committees?
  - What do other committees and general membership need to know?
- Identify spokespeople for the plan?
- Strategic stakeholder outreach?
- Who should be on Leadership Committee:
  - Chairs of committees has stayed the same since the launch of them
  - Should we create opportunity for new people to be involved?
  - Get midlevel managers involved
    - Sessions with them to help them really understand the Plan as a whole
    - How to off LOAD?
    - Subcommittees of committees chaired by someone else
  - Different ways to do this – build on current structure
  - Have people closer to the front lines engaged
- CoC stays on track with the Plan and HUD direction

#### Suggestions to Increase Plan Promotion

- General public awareness (present at Rotary, Lions club, Chamber of Commerce, mayors/managers meeting, media advisories)
  - Lake Co. has better developed philanthropy than DuPage
  - Great individual giving
- Developing spokespeople
- Marketing
  - Need a marketing plan for the Plan– set 4-5 goals/year
  - Have agencies bring plan and reports to their boards of directors
- Orienting new COC members to the plan
  - Internal Housekeeping:
    - 30-minute plan orientation before each full meeting (2x year)
    - NA committee starts each January with overview of HUD
    - (NA committee also biggest committee, with most different agencies – talk to a lot of people)
    - LC should spend some time talking about this
    - Add agenda items: what’s new at other committee meetings
    - Agency ownership of assigning staff
    - Committee chairmanships
- Generic powerpoint with companion talking points?
  - LC would like suggestions on process and how to use the powerpoint

## APPENDIX D

### Committee Strategic Planning Meeting Notes

LC: How are other CoC staff paid for? All in DuPage have other jobs and paid staff goes a long way for plan/membership outreach. (Peg and the Federation provide tremendous support)

#### Suggestions to Increase Diverse Stakeholder Involvement

- Business
  - Bring housing developers through business outreach
- Municipalities
- Townships
- Private funders
- Economic development
- Mainstream resource agencies
- Linking more clearly to other committees and plans (DHAC, ACCESS DuPage/DuPage Health Coalition)
  - Univ. of IL
  - DuPage Homeownership
- Consumers
- Faith based groups
- LC added:
  - UIS
  - Elected officials
    - LC: DuPage didn't qualify for EFSP – effect on food pantry
    - How to keep other stakeholders involved?
    - List of relevant groups & key people:
      - DuPage United
      - Providers Network
      - DHAC
    - Alternative way to get people engaged – instead of having them join a committee?
    - Developer and Publicize partnerships
  - Outreach:
    - Foster collaboration
    - Educate new agency leaders
    - Report back to outreach outcomes, set targets

#### Suggestions about Membership Development/COC operations

- Leadership transition planning
  - Think about leadership development
  - Engaged in growth – normal dev as if it were a board
- Staff engaged at right levels – i.e. when should executive directors be present
  - Bring mid-level folks to the table
  - Give a big picture view
  - Provide training sessions
  - Reaching out to new staff entails providing support
  - Provide feedback loops
- Sharing info across committees

## APPENDIX D

### Committee Strategic Planning Meeting Notes

- How do general members get information?
- Add new agenda item to general meetings: what's new at other committee meetings?
- Committees with identifiable goals (e.g CMIS users group, NA) doing well
- Put Plan on agenda at other coalition meetings –
- Collaboration begins with relationships
- Advocate at board of directors meetings
- CHAD has increased units, but not all are affordable
- Bring PSH and DHAC to table
- Focus of supernofa has transformed to creating housing for chronically homeless
- Keep aware of what's happening with Fed \$, IDHA
- Get builders interested in goals
- Have made a lot of progress
- Chronically homeless needs addressed
- Always more to do
- Leadership committee establish outreach targets and bring to community outreach

#### Increasing Housing dilemma – who owns these goals?

- Goal goes beyond COC
  - Too much emphasis on housing?
  - Message from HUD is that housing is most important component
- Committees debated whether or not they owned this component – NA and GF committee worked on HUD funding side of issue
- Some thought maybe our responsibility is not to build more housing, but bring more people together who can, and build pressure, raise awareness
- Concerns about adding a new committee
- DHAC advocates for housing policy – doesn't build units
- Urban housing model so different from suburban – (robbing Peter to pay Paul)
- Debate over having a permanent shelter site
  - Have NA committee talk about it
- Needs assessment committee should work on gathering data related to MH/SA to support need for increased services
- Will CO. has a full time CMIS administrator
- Work with what we have:
  - MI/SA needs – use street count, existing overnight model and add services