



Community Services Department

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Homeless Solutions for Boulder County Executive Board

August 9, 2024, 8:00 - 10:00am

Teams Meeting Virtual



Administrative Matters

8am-8:20am

- Public Comment
- Approval of June 2024 Minutes
- Executive Board Brief Summary

Discussion Items

8:20am-9:15am

- Presentation of results on alignment with United States Interagency Council on Homelessness (USICH) “19 Strategies for Communities to Address Encampments Humanely and Effectively.”

General Updates

9:15am-10am

- Timeline and Progress of Evaluation (Public Policy Associates)
- Emergency Solutions Grant Funding
- Updates regarding Boulder County Housing Department
- Regional Homeless Summit
- Annual Report
- Partner Updates

Microsoft Teams meeting

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HSBC Executive Board
June 2024 Minutes

Attendees: Heidi Grove, Frank (Bill) Cole, Gwendolyn Mossman, Robin Bohannon, Sinara Hinton, Rachel Friend, Jim Adams-Berger, Devon Kissick-Kelly, Susan Caskey, Rebecca Mayer, Alice Kim, Vicki Ebner, Christina Pacheco, Susana Baker-Lopez, Trevor Baringer, Alexandra (Lexi) Nolen, Eilberto Mendoza, Molly O'Donnell

ADMINISTRATIVE

Public Comment

No public comment was made.

Approval of May Minutes

Robin Bohannon brought forth the motion to approve May minutes. Christina Pacheco and Devon Kissick-Kelly seconded the motion. The motion was approved.

Demonstration of Dashboard Utilization

The HSBC Data Dashboard is now live, with a preview provided by Sinara Hinton. The dashboard integrates CE data on housing exits and is designed to be user-friendly. It features a count of individuals exiting homelessness, though it operates with a 30-day delay in reporting due to analysis requirements. Data for the dashboard originates from CE at BSH and HOPE, with detailed terms provided separately for clarity. The dashboard includes referrals from 2020 to present, navigation tools, and insights into outcomes related to exit programs. Additionally, it offers an interactive interface with a second page breakdown by municipality and a focus mode for in-depth analysis. Consideration has been given to accessibility, with colors chosen to accommodate color blindness and disabilities. There was also a proposal to include a guide explaining the dashboard's features alongside data illustrating rates of change. Notably, the choice of the 2020 data point was made to highlight significant shifts in the system. Furthermore, it was noted that the City of Boulder's dashboard includes historical data dating back to 2017, facilitating comparisons between the two datasets.

DISCUSSION ITEMS

Timeline and Review of Scope of Work with Evaluation (Public Policy Associates)

This week, the contract with Public Policy Associates has been signed off to start the process of evaluating HSBC's impact. Heidi Grove and her team, with representation from Cities of Boulder and Longmont, met with PPA to discuss the timeline and scope of the evaluation. Next week, the Policy Implementation team will convene a meeting to identify suitable datasets, ensuring compliance with PPI issues. Interim reports will be obtained during the entirety of the evaluation process. The Policy Implementation meeting will be coordinating with PPA twice a month. Once completed, the final report will be submitted to the board for review. The team is still deciding on the logistics of conducting interviews, considering PPA are based in Detroit. There is a possibility of conducting some interviews in person, utilizing incentives and outreach teams from day services, involving individuals with lived experiences. The benchmark approach is deemed appropriate for this evaluation. Discussions are ongoing with entities not directly affiliated with HSBC to gather further insights.

HB 24-1322 Next Steps

The Medicaid waiver bill officially became a state law on June 3rd. It covers tenet support services, which could include six months of rental assistance and services for individuals exiting foster care. Currently, HCPF is in the process of drafting the bill and it is open for public comment. However, there could be no benefits for 3 to 5 years due to ongoing federal negotiations. The county is in discussions with the director of HS regarding interim measures. They are exploring ways to support smaller businesses in developing billing capabilities in the absence of internal structures. Recent analyses indicate Medicaid reimbursement could be up to 50%, potentially 70/30 for smaller operations. There have been conversations with commissioners about supporting local non-profits. MDHI's role in supporting the bill rollout has not yet been clarified.

Housing First/PSH/Supportive Services

Discussions focused on evolving definitions of Housing First and Permanent Supportive Housing (PSH), and how organizational policy changes can be implemented collaboratively with HSBC's involvement. While emphasizing support for individual agencies and municipalities while respecting their autonomy. It was highlighted that this regional effort requires commitment from all communities and agencies. Concerns were raised about decisions impacting the system and strategies to preempt issues. Alignment with priorities was emphasized to ensure vulnerable populations are appropriately housed, acknowledging discrepancies between policy adherence and the spirit of PSH. Challenges were identified in obtaining comprehensive data, particularly regarding case management clients. Efforts are underway to improve data collection and collaboration in housing exits. Attention was drawn to improving case management ratios and vendor accountability. Discussions also addressed the composition of work groups and the importance of balanced perspectives. The meeting highlighted ongoing conversations with HUD regarding fair housing issues, particularly criminal background checks. Efforts to anticipate and respond to policy changes were emphasized, including ongoing discussions within MDHI and the CoC Housing First survey. It was noted that housing first principles extend beyond Boulder and upcoming training initiatives in this area were announced. The meeting concluded with a focus on mitigating the impacts of policy changes and ensuring that discussions at housing exits are inclusive and effective.

General Updates

HSBC Annual Report

The draft of the Annual Report has been submitted to Development for final publication. The 2022 and 2023 report will be released this month.

Partner Updates

HSBC

We have established a partnership with Advocates for Recovery to develop a pipeline for peer support, establish policies and procedures for organizational peers and their supervisors, enhance peer training significantly, and Advocates for Recovery has hired a dedicated individual specifically for Boulder County.

Metro Denver Homeless Initiative (MDHI)

The Executive Director position will be reposted in July. The delay in hiring is due to the commitment to finding the ideal candidate who will be the best fit for the role.

City of Boulder

The day center will be going online starting Monday, the 17th. Outreach efforts have reported an increase in activity in the northern area. Plans are underway to integrate community court services with the day services center. Additionally, an organizer for the community courts has been hired, marking a significant step in enhancing our community engagement initiatives.

City of Longmont

Two clinicians have been hired and are still actively searching for a third. The focus is on expanding supportive services, with Crispin Housing now accessible online.

Boulder County

There are no updates.

Adjourned at 9:30 AM

DRAFT

Homeless Solutions for Boulder County (HSBC)

Data report for Coordinated Entry (CE) is from January 2020 to July 2024; data report for Housing Exits is from January 2020 to June 2024. Due to timing in data collection, there will be a delay in reporting, specifically in Housing Exits.

The number of CE screenings has been rapidly increasing across entities in recent months. The number of CEs in Quarter 1 (Q1) of 2024 surpassed the same time last year. It is expected for numbers to increase throughout the year.

- The City of Boulder exited 102 individuals in 2024 (January – June)
 - A decrease in exits of about 1% compared to same time last year
- The City of Longmont exited 27 individuals in 2024 (January – June)
 - There has been no change in exits compared to the same time last year

Note: Due to the new PSH units in January of 2024, numbers are higher than usual for the month of January 2024. Numbers should return to normalcy after January 2024.

Homelessness in Boulder County Update

- 1,441 individuals have exited homelessness since 2020
- 488 (27% average exit outflow) individuals have exited homelessness since January 1, 2023.
- City of Boulder
 - June 2024
 - Housed – 133% increase compared to May 2024
 - Reunification – 100% increase compared to May 2024
- City of Longmont
 - June 2024
 - Housed – 100% decrease compared to May 2024
 - Reunification – 100% decrease compared to May 2024
- Housing exits through HMIS data system (as reflected in Boulder County exits) remain at 0 meaning there have been no duplications in exits. All have been accounted for.
- So far, an average of 22 individuals per month have exited homelessness from January to June 2024.
 - 28 were reunified
 - 9 through other program services such as treatment or rental assistance for Diversion services (rental assistance/homeless prevention).

HSBC Dashboard

- The dashboard is now live. Please visit for detailed information.

[Homeless Solutions for Boulder County Data Dashboard - Boulder County](#)

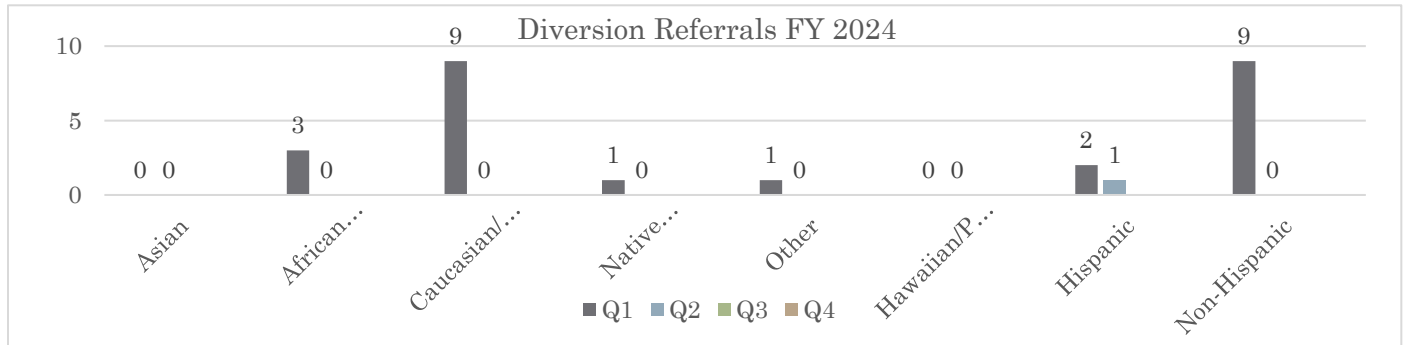
Homeless Solutions for Boulder County Data

RACIAL EQUITY ACROSS SERVICE PROVISION¹

Across the system, individuals who do not identify as Caucasian or Non-Hispanic are overrepresented in the population experiencing homelessness. These data are in alignment with national data that reflects an over representation on individuals who identify is Black, Indigenous, and People of Color (BIPOC). Data elements in red reflect higher than the county demographics for each referral outcome.

The following chart(s) and tables reflect referral outcome over time as it relates to Ethnicity and Race.

DIVERSION REFERRAL OUTCOME



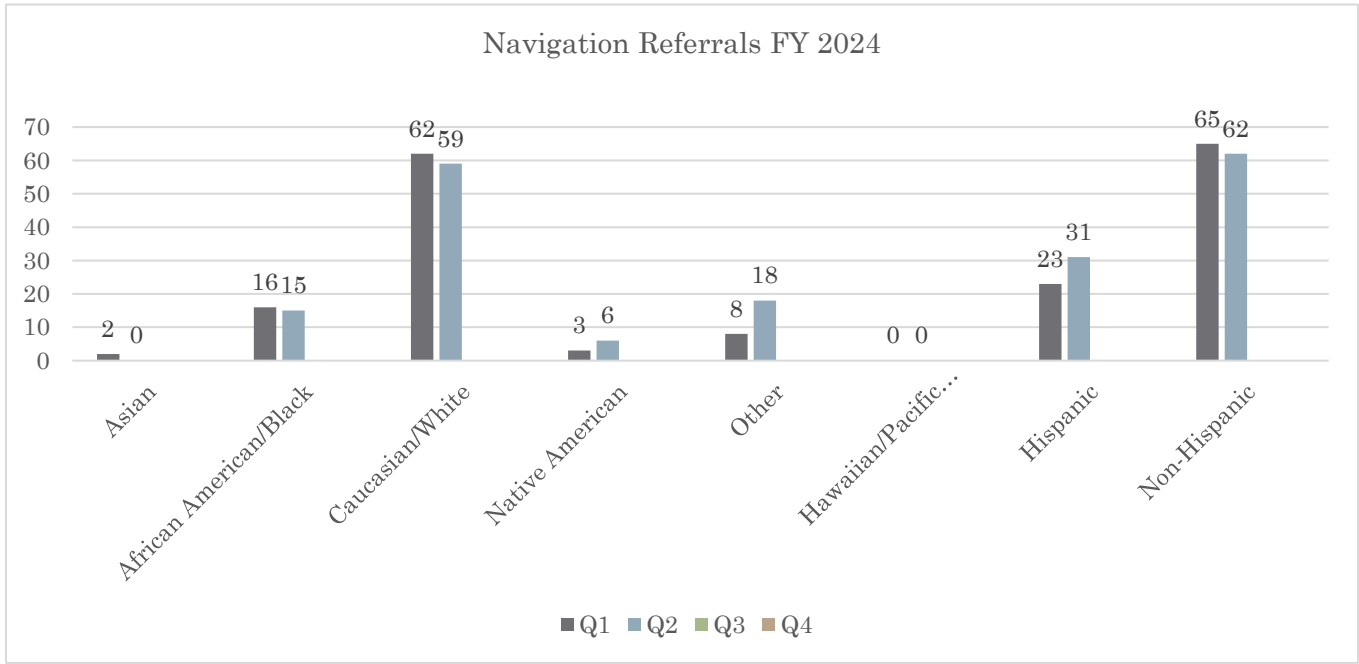
| | Q1 | Q2 | Q3 | Q4 | 2024 | County Demographics ² |
|---------------------------|-----|------|----|----|------|----------------------------------|
| Asian | 0 | 0 | | | | 5% |
| African American/Black | 27% | 0 | | | | 1% |
| Caucasian/White | 82% | 0 | | | | 90% |
| Native American | 9% | 0 | | | | 1% |
| Other | 9% | 0 | | | | 2% |
| Hawaiian/Pacific Islander | 0 | 0 | | | | >1% |
| Hispanic | 18% | 100% | | | | 14% |
| Not Hispanic ³ | 82% | 0 | | | | 77% |

¹ Quarter 1 reflects January 2024-March 2024; Quarter 2 will reflect April 2024-June 2024; Quarter 3 will reflect July 2024-September 2024; Quarter 4 will reflect October 2024-December 2024.

² Percentages in red are higher than county census data.

³ Percentage does not equal 100% due to missing data and individuals selecting multiple races.

NAVIGATION REFERRAL OUTCOME

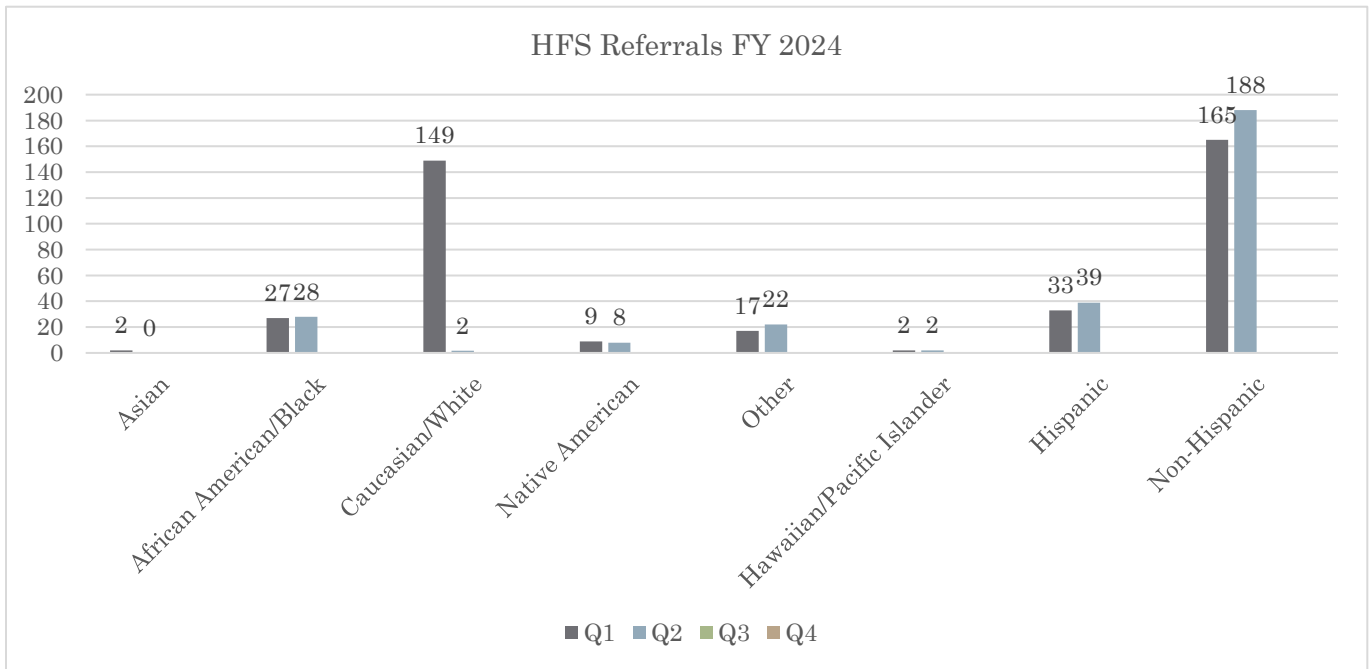


| | Q1 | Q2 | Q3 | Q4 | 2024 | County Demographics ⁴ |
|---------------------------|------|-----|----|----|------|----------------------------------|
| Asian | 2% | 0 | | | | 5% |
| African American/Black | 18% | 16% | | | | 1% |
| Caucasian/White | 71% | 62% | | | | 90% |
| Native American | 3.4% | 6% | | | | 1% |
| Other | 9% | 19% | | | | 2% |
| Hawaiian/Pacific Islander | 0 | 0 | | | | >1% |
| Hispanic | 26% | 33% | | | | 14% |
| Not Hispanic ⁵ | 74% | 67% | | | | 77% |

⁴ Percentages in red are higher than county census data.

⁵ Percentage does not equal 100% due to missing data and individuals selecting multiple races.

HOUSING FOCUSED SHELTER REFERRAL OUTCOME



| | Q1 | Q2 | Q3 | Q4 | 2024 | County Demographics ⁶ |
|---------------------------|-----|-----|----|----|------|----------------------------------|
| Asian | 1% | 0 | | | | 5% |
| African American/Black | 14% | 13% | | | | 1% |
| Caucasian/White | 75% | 77% | | | | 90% |
| Native American | 5% | 4% | | | | 1% |
| Other | 7% | 10% | | | | 2% |
| Hawaiian/Pacific Islander | 1% | 1% | | | | >1% |
| Hispanic | 17% | 17% | | | | 14% |
| Not Hispanic ⁷ | 83% | 83% | | | | 77% |

⁶ Percentages in red are higher than county census data.

⁷ Percentage does not equal 100% due to missing data and individuals selecting multiple races.

Boulder County Outreach Encampment Survey

Purpose

This survey is the response to USICH (United States Interagency Council on Homelessness) providing 19 strategies for addressing encampments humanely and effectively. The survey focused on capturing the voices of BOCO Outreach Teams regarding the challenges within homelessness and encampment outreach, including strengths. Survey questions were adopted from USICH's report, "19 Strategies for Communities to Address Encampments Humanely and Effectively" [1].

Methodology

Sample Population

The sample size is 12 unique individuals ($n = 12$). There were no missing or invalid cases when questions were answered on a scale. There were missing cases for open-ended questions.

Data Tools

Microsoft Excel was used for basic calculations and preparation of visualizations. Tableau Software was used for basic and advanced visualizations.

Results

The survey scale contained 5 selection rankings (Successful, Very Successful, Neutral, Needs Improvement, Very Unsuccessful/Not Doing at All).

Out of 20 closed ended questions, there were 9 questions reflecting a poor rating (45%) and 2 questions reflecting a neutral rating (1%).

- It is concerning nearly half of total ratings were negative
- In this context, neutral ratings should be seen as worrisome due to reports of lack of communication and understanding of what's happening in the community

Challenges in Outreach

- Exploring pathways out of homelessness
- Improvement in communication across the board
- Street medicine
- More shelter beds are needed
- Allow teams to travel to client
- Engagement with residents & businesses
- More outreach teams
- Systematic data collection and reporting for consistency and efficiency
- Outreach team representation from different organizations
- The work is extremely stressful for outreach
- Improvement in education to the general public of the status of homeless folks
- Consider harm reduction to residents and neighborhoods
- Improvement in communication with police departments and other law enforcement officials



Strengths in Outreach

- Collaboration and coordination of the outreach teams
- Different agencies working together to meet as many needs as possible
- Consistent communication between outreach teams
- Treat each other like human beings
- Community organizations collaborating to create supportive network
- Creativity in working together

Areas in Need of Improvement

- Addressing needs of those with chronic or acute health conditions or concerns
 - How can we best approach those who are most vulnerable?
- More involvement and communication in encampment closures
 - Are they humane? If not, what can be done?
- Engaging with residents and businesses
 - We need their ongoing support
- Addressing basic needs and providing health care
 - This relates to the need for street medicine and improvement in health care referrals
- Providing storage
 - Or help individuals with storage facility referrals
- Access to Housing and Supportive Services
 - Are individuals fully understanding of their options?
- Developing pathways to a permanent home
 - Can we develop better and more effective strategies?
- Expanding Housing Affordability
 - This will take political movement and improvement in executive leadership
- More investigations into why people fall into homelessness
 - While nuanced, what main factors contribute to homelessness, especially those who repeat?
- Having safety nets
 - Enhancement in social services is desperately needed

Future Implementations

The following are ideas from the HSBC Team where a focus on such areas can be paramount in assisting BOCO Outreach Teams and the community as a whole.

- ✓ Hire more outreach personnel
- ✓ Develop more outreach teams in boco
- ✓ Improvement in resident and community engagement
- ✓ Consistent communication between outreach and the police departments
- ✓ Enrichment of housing and supportive services through heightened resources
- ✓ Better implementation of housing procedures and policies
- ✓ Systematic data collection, reporting, and sharing for all outreach teams

Survey Questions

1. Engaging with encampment residents in efforts to develop solutions
2. Addressing unique needs of people with chronic and acute health conditions
3. Establishing a cross-agency, multi-sector response
4. Empowering outreach teams and health providers to lead the effort
5. Prioritizing closures based on health and safety factors
6. Engaging neighboring residents and businesses
7. Collecting and sharing qualitative and quantitative data
8. Tracking shelter and housing availability
9. Tracking the status of people housed and yet to be housed
10. Addressing basic needs and provide health care
11. Conducting comprehensive, coordinated, and ongoing Housing-Focused Outreach
12. Providing storage
13. Ensuring access to housing and services
14. Ensuring interim strategies that promote dignity, respect, and pathways to permanent housing
15. Developing pathways to permanent housing and support
16. Ensuring encampments are closed humanely
17. Expanding affordable housing
18. Interrupt pipelines into homelessness
19. Building and strengthening safety nets
20. Overall, how successful do you believe as a collaborative we are when working with encampments and providing resources for their residents?

Open-Ended Questions

21. Is there another strategy that you would add that was not listed above? If so, what?
22. Where do you believe we can improve as a collaborative when working with encampments?
23. What do you believe our strengths are as a collaborative when working with encampments?
24. Lastly, feel free to provide any additional comments you have regarding the collaborative's work with encampments.

*The average survey time was 6 minutes and 14 seconds.



References

[1] United States Interagency Council on Homelessness. 2024, May 28. *19 Strategies for Communities to Address Encampments Humanely and Effectively*. <https://www.usich.gov/guidance-reports-data/federal-guidance-resources/19-strategies-communities-address-encampments>

