



**Northlake Homeless Coalition (NHC)**  
Northshore Community Foundation Coatney Conference Room  
807 N. Columbia Street, Covington, LA

**June 20, 2018**  
**1:30 PM – 3:00 PM**  
**NHC Providers and Stakeholders Association Meeting**

**Agenda**

- I. Welcome/Introductions – Be sure to sign-in!**
  
- II. NHC Business**
  - A. NHC Bylaws Discussion 1:40 – 1:50 pm
  - B. NHC Community Evaluation Policy 1:50 – 2:00 pm
  - C. NHC Governance Charter 2:00 – 2:15 pm
  - D. CB Scorecard 2:15 – 2:35 pm
  
- III. Housing Opportunities and Agency Announcements – Membership**
  
- IV. Adjourn**

**CONTACT INFORMATION**

Northlake Homeless Coalition – Amanda Mills, Executive Director, [amills@northlakehomeless.org](mailto:amills@northlakehomeless.org),  
985.626.6681, P.O. Box 53, Mandeville, LA 70471  
Northlake HMIS Data Project – Erin Matheny, Director, [erin.matheny@southeastern.edu](mailto:erin.matheny@southeastern.edu),  
985.549.5373, SLU Box 10509, Hammond, LA 70402

## Northlake Homeless Coalition General Membership Meeting

April 11, 2018

Name [PLEASE PRINT]	Agency Name [PLEASE PRINT]	Phone Number	Email Address <small>(Indicate if you would like to be added to the NHC mailing listserve and receive future announcements from the NHC.)</small>	Area Served
JEFF Bilkoat	Volunteers of America	985-637-8792	<input checked="" type="checkbox"/> I want my email address to be added to the NHC mailing listserve. jbill90@Yahoo.com	___ St. Tammany ___ Washington ___ Livingston ___ Tangipahoa ___ St. Helena <input checked="" type="checkbox"/> All five
Melvin Andrews	Volunteers of America	504 347 3605	<input checked="" type="checkbox"/> I want my email address to be added to the NHC mailing listserve. MelvinAndrews@aol.com	___ St. Tammany ___ Washington ___ Livingston ___ Tangipahoa ___ St. Helena <input checked="" type="checkbox"/> All five
Sean Bun	NHC	905-586-6704	<input type="checkbox"/> I want my email address to be added to the NHC mailing listserve.	___ St. Tammany ___ Washington ___ Livingston ___ Tangipahoa ___ St. Helena <input checked="" type="checkbox"/> All five
Erin Matheny	Northlake HHS Data Project/ SLV	905.549.5373	<input type="checkbox"/> I want my email address to be added to the NHC mailing listserve.	___ St. Tammany ___ Washington ___ Livingston ___ Tangipahoa ___ St. Helena <input checked="" type="checkbox"/> All five
KAR ZARINSKI	NAMI St. Tammany	985 624-4129	<input checked="" type="checkbox"/> I want my email address to be added to the NHC mailing listserve.	___ St. Tammany ___ Washington ___ Livingston <input checked="" type="checkbox"/> St. Tammany ___ Washington ___ Livingston ___ Tangipahoa ___ St. Helena ___ All five
Corey Bordebn	STP CAA	985-616-2070	<input checked="" type="checkbox"/> I want my email address to be added to the NHC mailing listserve.	___ St. Tammany ___ Washington ___ Livingston ___ Tangipahoa ___ St. Helena <input checked="" type="checkbox"/> All five
Carshy Faelan	Northlake Homeless Coalition	985 6291516	<input checked="" type="checkbox"/> I want my email address to be added to the NHC mailing listserve.	___ St. Tammany <input checked="" type="checkbox"/> Washington ___ Livingston <input checked="" type="checkbox"/> Tangipahoa ___ St. Helena <input checked="" type="checkbox"/> All five
Dorothy Showers	Tangipahoa Parish Government	(985) 748-8474	<input type="checkbox"/> I want my email address to be added to the NHC mailing listserve.	___ St. Tammany <input checked="" type="checkbox"/> Washington ___ Livingston <input checked="" type="checkbox"/> Tangipahoa <input checked="" type="checkbox"/> St. Helena ___ All five

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Name [PLEASE PRINT]	Agency Name [PLEASE PRINT]	Phone Number	Email Address <small>(Indicate if you would like to be added to the NHC mailing listserve and receive future announcements from the NHC.)</small>	Area Served
Roy McLasquin	STP GOV CMA	985-646-2090	<input checked="" type="checkbox"/> I want my email address to be added to the NHC mailing listserve. rymclsq@stgov.org	<input checked="" type="checkbox"/> St. Tammany <input type="checkbox"/> Washington <input type="checkbox"/> Livingston <input type="checkbox"/> Tangipahoa <input type="checkbox"/> St. Helena <input type="checkbox"/> All five
Shannon McNeil	Southeast Regional Medical Ctr	985-705-7678	<input checked="" type="checkbox"/> I want my email address to be added to the NHC mailing listserve. smcneal5@gmail.com	<input checked="" type="checkbox"/> St. Tammany <input checked="" type="checkbox"/> Washington <input type="checkbox"/> Livingston <input type="checkbox"/> Tangipahoa <input checked="" type="checkbox"/> St. Helena <input type="checkbox"/> All five
Steam LHVWm	VORSTRA	985 614.0480	<input type="checkbox"/> I want my email address to be added to the NHC mailing listserve.	<input type="checkbox"/> St. Tammany <input type="checkbox"/> Washington <input type="checkbox"/> Livingston <input type="checkbox"/> Tangipahoa <input type="checkbox"/> St. Helena <input type="checkbox"/> All five
			<input type="checkbox"/> I want my email address to be added to the NHC mailing listserve.	<input type="checkbox"/> St. Tammany <input type="checkbox"/> Washington <input type="checkbox"/> Livingston <input type="checkbox"/> Tangipahoa <input type="checkbox"/> St. Helena <input type="checkbox"/> All five
			<input type="checkbox"/> I want my email address to be added to the NHC mailing listserve.	<input type="checkbox"/> St. Tammany <input type="checkbox"/> Washington <input type="checkbox"/> Livingston <input type="checkbox"/> Tangipahoa <input type="checkbox"/> St. Helena <input type="checkbox"/> All five
			<input type="checkbox"/> I want my email address to be added to the NHC mailing listserve.	<input type="checkbox"/> St. Tammany <input type="checkbox"/> Washington <input type="checkbox"/> Livingston <input type="checkbox"/> Tangipahoa <input type="checkbox"/> St. Helena <input type="checkbox"/> All five
			<input type="checkbox"/> I want my email address to be added to the NHC mailing listserve.	<input type="checkbox"/> St. Tammany <input type="checkbox"/> Washington <input type="checkbox"/> Livingston <input type="checkbox"/> Tangipahoa <input type="checkbox"/> St. Helena <input type="checkbox"/> All five
			<input type="checkbox"/> I want my email address to be added to the NHC mailing listserve.	<input type="checkbox"/> St. Tammany <input type="checkbox"/> Washington <input type="checkbox"/> Livingston <input type="checkbox"/> Tangipahoa <input type="checkbox"/> St. Helena <input type="checkbox"/> All five



**Northlake Homeless Coalition**

General Membership Meeting Minutes

April 11, 2018

St. Tammany Parish Government Building  
5<sup>th</sup> Floor Council Chambers  
520 Old Spanish Trail  
Slidell, LA

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**Meeting Attendees:**

<b>Name</b>	<b>Agency / Affiliation</b>
Matheny, Erin	Northlake HMIS
Doctor, Jesse	Northlake Homeless Coalition
Jackson, Carolyn	Northlake Homeless Coalition
Mills, Amanda	Northlake Homeless Coalition
Showers, Dorothy	Tangipahoa Section 8
Zarinski, Kat	NAMI St. Tammany
Lovern, Jeanne	Volunteers of America SELA
Eastridge, Cheri	Safe Harbor
McLaughlin, Roy	St. Tammany Parish CAA
Bordelon, Corey	St. Tammany Parish CAA
Populus, Tammy	Northlake Homeless Coalition
Billiot, Jeff	Volunteers of America Veteran Services
Andrews, Melvin	Volunteers of America Veteran Services
McNeill, Shannon	Southeast Regional Medical Center

- I. **Call to Order:** The meeting was called to order at 1:37 PM by Amanda Mills of the Northlake Homeless Coalition. Each attendee introduced themselves and their represented organization.

## II. Northlake Homeless Coalition (NHC) Business

### A. CAAS Report

Jesse Doctor presented the CAAS Report for April 2018. (Reference Attachment I)

### B. Point-in-Time Report

Erin Matheny presented the complete 2017 Point-in-Time report.

### C. CoC Program Overview

Ms. Mills presented the CoC Overview in a PowerPoint slideshow.

Ms. Mills requested suggestions for agencies and community organizations that are not currently part of the Coalition network of agencies. Suggestions were as follows:

- Housing Authorities
- Faith Community
- Florida Parishes Human Services
- Office of Public Health
- Veteran Services / Camp Nora
- Law Enforcement
- Board of Realtors
- Social Security Office

### D. Community Benchmarks Scorecard

Ms. Mills reviewed the current Community Benchmarks (CB) Scorecard. She suggested changing PSH metrics to better reflect the results of the affected programs. There were several other metrics that need revisiting in order to obtain better data quality, specifically **A&B**. These metrics will be reviewed at the upcoming Annual Meeting. (Reference Attachment II)

Jeanne Lovern expressed concern that the goal of 95% on Metric 7 (Permanent Housing) on the CB Scorecard is too high considering the difficult population with which these organizations work. Ms. Mills stated that this was a valid point and would be considered. Corey Bordelon expressed that the Bonus Points on the scorecard are

elements that are typically outside of an agency's control, such as a referred client being a veteran, or the status of a client being referred to an agency.

Cheri Eastridge followed up on this with a question about referrals for Domestic Violence (DV) clients. Ms. Matheny and Ms. Mills stated that there is no special concession for those that do not wish to participate in Coordinated Entry, though Ms. Mills and Ms. Eastridge will both look into HUD requirements on the matter and discuss it separately.

### **III. Housing Opportunities and Agency Announcements**

Ms. Mills inquired as to any housing opportunities or agency announcements from the represented organizations.

The Northlake Homeless Coalition will be holding its Annual Meeting on May 30, 2018 at a to-be-determined time and location.

Ms. Matheny reiterated that HMIS new user training is prescheduled for the first Thursday of every odd month, with registration being the Friday before the training.

### **IV. Adjournment**

There being no further business, the meeting was adjourned at 3:19 PM by Ms. Mills.

## Attachment I

### **Northlake HMIS Fact Sheet** (v9)



#### **What is an HMIS?**

A Homeless Management Information System (HMIS) is a software application designed to record and store client-level information on the characteristics and service needs of homeless persons throughout a Continuum of Care (CoC) jurisdiction. An HMIS is typically a web-based software application that homeless assistance providers use to coordinate service provision, manage their operations, and better serve their clients. Additionally, it helps knit together homeless assistance providers within a community and creates a more coordinated and effective housing and service delivery system for a community. Policymakers and planners at the federal, state and local levels, including the CoC, use aggregate HMIS data to obtain better information about the extent and nature of homelessness over time, with a focus on developing unduplicated counts of clients served at the local level; analyzing patterns of use of people entering and exiting the homeless assistance system; and evaluating the effectiveness of these systems. It is federally funded through the U.S. Department of Housing and Urban Development (HUD).

#### **What are the benefits of participating in an HMIS?**

The benefits of HMIS data collection for organizations include improved ability to measuring client outcomes and performance of programs; better coordination of services internally among agency programs and externally with other providers; decreasing duplicative intakes, assessments, and services; coordinated case management; and determining benefit eligibility. For the broader community, HMIS participation can help inform our understanding of the scope of homelessness and evaluate the performance of the system that is in place. Comprehensive participation in HMIS yields better unduplicated counts of clients served, the improved ability to assess unmet needs/service gaps, and informs system design and policy decisions.

#### **Who should be a part of an HMIS?**

All service providers that assist person experiencing homelessness or are at imminent risk for homelessness are encouraged to be a part of the community's HMIS. This includes but isn't limited to emergency shelter providers, transitional housing programs for homeless persons, Permanent Supportive Housing providers, human service organizations that provide homeless prevention-type services (rental and utility assistance), and all other service organizations who provide food, clothing, prescription, and utilities vouchers.

#### **How is the HMIS implemented on the Northshore?**

The Northlake HMIS Data Project (NHMIS) is responsible for administering the HMIS within the geographic jurisdiction of the Continuum of Care lead by the Northlake Homeless Coalition, within the parishes of Livingston, St. Helena, St. Tammany, Tangipahoa, and Washington. The NHMIS is a partner of the statewide implementation of HMIS, Louisiana Services Network Data Consortium (LSNDC), which encompasses all CoC jurisdictions throughout Louisiana and manages approximately 14,000 new client records annually.

The NHMIS provides the local community with a tool to collect and analyze data on people using homeless service programs. At full implementation, we can use the HMIS to accurately calculate the size and needs of the homeless population, the demand for and use of housing and services, as well as the outcomes of various interventions. It should be noted that the applications of HMIS participation are not limited to organizations who serve persons experiencing homelessness only; it has utilities for client data management for most human services providers, as homelessness is a social issue that is not exclusionary. It is the mission of the NHMIS to guide standardized data collection to ensure accuracy and integrity; maintain data security; minimize barriers to participation; and demonstrate utilization of complex data for performance measurement for all participating organizations.

**Attachment II**

Performance Category	CAAS		RHH		PSH		Points Possible	Points Earned
	Current	Target	Current	Target	Current	Target		
<b>System Performance Measures:</b>								
1.A	Measure 1: Entry to Certification							
1.B	Measure 1: Referral Outcome to Housing							
2.A	Measure 2: Returns to homelessness within 6 months							
2.D	Measure 2: Returns to homelessness within 12 months							
2.C	Measure 2: Exits to unknown, homeless or temp destinations			less than 10%		less than 10%		10
3	Measure 3: Number of Homeless Persons							
4.A	Measure 4: Change in employment income for leavers			11% +				10
4.B	Measure 4: Change in cash income for stayers					18.5%+		10
5	Measure 5: Persons who become homeless for the first time							
7.A	Measure 7: Successful placement from street outreach							
7.B	Measure 7: Persons who exit from CAAS to permanent housing							
7.C	Measure 7: Exits to PH			87%+				20
7.D	Measure 7: Remains and exits to PH					90%+		20
<b>Other Performance Measures:</b>								
8	Capacity/Bed Utilization			90%+		95%+		10
9	Housing First	Yes		Yes		Yes		10
10	HMIS Data Quality*	95% +		95%+		95%+		10
11	CoC Participation**	80%+		80%+		80%+		10
12	CoC Monitoring Conditions	No		No		No		10
13	CAAS Referral Acceptance			75% +		75%+		10
14	Cost Effectiveness***	Yes		Yes		Yes		10
15	Hard to Serve: Literally Homeless			40%+		40%+		10
<b>Prioritized Populations: Bonus Points</b>								
16	Zero Income at Entry	20%+		20%+		20%+		10
17	Youth (18-24)	10%+		10%+		10%+		5
18	Victims of Domestic Violence	10%+		10%+		10%+		5
19	Families with Children	10%+		10%+		10%+		5
20	Persons experiencing chronic homelessness	10%+		10%+		10%+		5
21	Veterans	10%+		10%+		10%+		5

\*HMIS data quality reflects data completeness for the evaluation period.  
 \*\*CoC participation will be comprised of CAAS Meetings, HMIS End User Meetings and NHC GM meetings.  
 \*\*\*Cost effectiveness will be measured by cost per permanent housing outcome compared to other programs of the same component type.  
 \*\*\*\*Programs will also be allowed to submit a cost savings report demonstrating reductions in usage of crisis services as a result of the program.



Performance Category

		RRH			PSH			Points Possible
		2017	2018	2019	2017	2018	2019	
<b>System Performance Measures:</b>								
1.B	Measure 1: Referral Outcome to Housing		45 days	30 days		45 days	30 days	10
2.A	Measure 2: Returns to Homelessness within 6 months		less than 10%	less than 10%		less than 10%	less than 10%	5
2.B	Measure 2: Returns to Homelessness within 12 months		less than 10%	less than 10%		less than 10%	less than 10%	5
2.C	Measure 2: Exits to unknown, homeless or temp destinations	less than 10%	less than 10%	less than 10%	less than 10%	less than 10%	less than 10%	10
4.A	Measure 4: Change in employment income for leavers	11%+	17%+	20%+				10
4.B	Measure 4: Change in cash income for stayers				18.5%+	18.5%+	20%+	10
7.C	Measure 7: Exits to PH	87%+	90%+	90%+				20
7.D	Measure 7: Remains and exits to PH				90%+	90%+	90%+	20
<b>Other Performance Measures:</b>								
8	Capacity/Bed Utilization	90%+	90%+	90%+	90%+	90%+	90%+	5
9	Housing First	Yes	Yes	Yes	Yes	Yes	Yes	5
10.A	HMIS Data Quality - Completeness	95%+	95%+	95%+	95%+	95%+	95%+	5
10.B	HMIS Data Quality - Timeliness		25%+	35%+		10%+	15%+	2
11	CoC Participation**	80%+	80%+	80%+	80%+	80%+	80%+	3
12	CoC Monitoring Conditions	No	No	No	No	No	No	5
13	CAAS Referral Acceptance	75%+	80%+	85%+	75%+	80%+	85%+	5
14	Cost Effectiveness***	Yes	Yes	Yes	Yes	Yes	Yes	5
15	Hard to Serve: Literally Homeless	40%+	50%+	60%+	40%+	50%+	60%+	5
<b>Prioritized Populations: Bonus Points</b>								
16	Zero Income at Entry	20%+	33%+	39%+	20%+	25%+	33%+	2
17	Youth (18-24)	10%+	15%+	20%+	10%+	10%+	10%+	1
18	Victims of Domestic Violence	10%+	10%+	15%+	10%+	10%+	10%+	1
19	Persons experiencing chronic homelessness	10%+	10%+	10%+	10%+	25%+	50%+	1 to 4
20	Veterans	10%+	10%+	10%+	10%+	10%+	10%+	1

\*\*CoC participation will be comprised of CAAS Meetings, HMIS End User Meetings and NHC GM meetings.

\*\*\*Cost effectiveness will be measured by cost per permanent housing outcome compared to other programs of the same component type.

\*\*\*Programs will also be allowed to submit a cost savings report demonstrating reductions in usage of crisis services as a result of the program.