

**WCICCC Steering Committee Conference Call
April 8, 2010, 10:30 a.m.**

Attendance:

Glenda Farkas, West Central Illinois Center for Independent Living (WCICIL), Quincy
Lori Sutton, Western Illinois University, Macomb
Lynn Orr, Two Rivers Regional Council (TRRC), Quincy
Anne Dixon, Western Illinois Regional Council (WIRC) Macomb
Melissa Holden, YWCA of Quincy

Agenda

1. Welcome (Glenda Farkas)
2. Provider Update/Personnel Changes
 - a. YWCA (Melissa Holden): Placed a new client yesterday. A scheduled exit will happen this summer or sooner – client will be 1st time home buyer.
 - b. WIRC (Anne Dixon): Meeting with a landlord to acquire future CoC homes. Only 2 TH operating at this point in time.
3. Homeless Prevention and Rapid-Rehousing Program Update
 - a. Update by provider
 - i. TRRC (Lynn Orr): Still taking applications in outer counties; they have not reopened Adams County.
 - ii. WIRC (Anne Dixon): They are doing 2-3 intakes a day; 32 active cases. McDonough County still heaviest user, followed by Hancock, Warran, and Henderson counties.
 - b. Quarterly HMIS report was due to DCEO Monday, April 5 (Lori Sutton). Our report was submitted on April 6 in the morning. Deb Little reported that other continuums are turning their reports in late also. Next report is due July 6, which is after another holiday weekend. TRRC and WIRC will be closed on Monday, July 5.
 - c. April 6, 1-2:30 and repeated on April 23, 10 a.m.-11:30 a.m. HPRP and HMIS webinar <http://www.hudhre.info/index.cfm?do=viewCalendar>
4. CoC Grant
 - a. CoC funded agencies need to respond to Lori by April 9 if HUD spreadsheet has correct grant information in it. Sent via e-mail on April 5. All agencies have verified their information.
 - b. Revised HMIS data standards (Melissa Holden)
 - i. All programs are expected to begin collecting new data by June 1, 2010. The HMIS system seems to incorporate the standards.
 - ii. The approved version of the Revised HMIS Data Standards as well as a Data Standards Comparison Worksheet are available at www.HUDHRE.info (What's New section) and www.hmis.info. The Data Standards Comparison Worksheet describes changes between the draft version of the revised Data Standards published in July 2009 and the final version approved by OMB in March 2010.
 - iii. The revised HMIS Data Standards include four sections:
 1. Section 1: Overview Outlines the major differences between the 2004 and 2010 data standards, describes the statutory authority that allows HUD to prescribe the HMIS Standards, and defines key terms referenced throughout the document.
 2. Section 2: Program Descriptor Data Elements Describes the data elements that collect program level information on homeless assistance and HPRP programs.

3. Section 3: Universal Data Elements Describes client level data elements that must be collected on persons served in homeless assistance or HPRP programs.
 4. Section 4: Program-Specific Data Elements Describes client level data elements that are collected from certain types of programs that must provide this information to HUD for funding.
- c. Homeless Data Exchange (HDX – Lori Sutton)
Housing Inventory Count (HIC) and Point-in-Time (PIT) data will be submitted electronically in the new HUD Homelessness Data Exchange (HDX) beginning on May 1, 2010. CoCs will have until May 31, 2010 to submit HIC and PIT data into the HDX. CoCs will not report HIC or PIT data in the Exhibit 1 for the 2010 CoC application in e-snaps. Additional resources and training will be available in April 2010.
 - d. Annual Homeless Assessment Report (AHAR -- Lori Sutton)
2010 AHAR, which covers the period from October 1, 2009 to September 30, 2010, will include data on individuals and persons in families in Permanent Supportive Housing (PSH). Information on persons served in PSH will be collected simultaneously with the data from persons in emergency shelters and transitional housing. Data collection for the 2010 AHAR will begin on October 1, 2010. Last year (2009), we were suppose to report, but the guidelines changed, so we didn't qualify to report.
 - e. SOAR Training: Who is participating in this training? Tammi, Katie and Vanessa from MCS, YWCA will be sending a case manager, and Anne from Springfield was going to the training. The training was held March 30-31 in Rockford, April 13-14 Springfield, and May 18-19 in Mt. Vernon. (SOAR stands for SSI/SSDI Outreach, Access, and Recovery). The training is sponsored by IDHS – assisting people applying for SSI/SSDI disability benefits. (See handout)
5. Other Business
 - a. Supportive Housing Association (SHPA): CoC Committee meetings have been changed to the 4th Thursday of each month at 10 a.m. Please contact Lore Baker, Communications and Outreach Director to be put on mailing list for calls – 217-424-9407 or shpa@att.net.
 - b. Illinois Dimensions of Quality Training (see handout)
 6. Meeting Schedule:
 - a. April 13-14 SOAR training Springfield
 - b. April 23, 10 a.m.-11:30 a.m. HPRP and HMIS webinar
 - c. May 13 – steering committee, conference call, 10:30 a.m.
 - d. May 18-19 SOAR training Mt. Vernon
 - e. Summer TBA, dependent on HUD grant release date – full continuum, conference call, 10:30 a.m.
 - f. Sept. 9 – steering committee, conference call, 10:30 a.m.
 - g. Sept. 14-17 HEARTH HMIS Conference, Denver, CO
 - h. Sept. 27-30 HEARTH HMIS Conference, Atlanta, GA
 - i. Oct. 14– full continuum, conference call/meeting, 10:30 a.m.
 - j. Nov. 11 – steering committee, conference call, 10:30 a.m.



SOAR Training

SSI/SSDI Outreach, Access, and Recovery

Sponsored by the Illinois Department of Human Services



Assisting People Applying for SSI/SSDI Disability Benefits

Workshop Highlights

- An in-depth, step-by-step explanation of the SSI/SSDI application and disability determination process
- Strategies for working with individuals who are homeless with serious mental illness and co-occurring substance abuse disorders
- Exercises and worksheets, sharing practical application tools
- Release-of-information samples, sample reports, letters, assessment forms, SSA forms with explanations
- Inside resources and linkage to Social Security Administration and the state DDS unit

Who Should Attend:

This training program is specifically designed for Front line staff who work directly with clients and help to access much needed services. CEU's are available upon request.

Participation

SOAR is a two-day training session. Participants are required to attend each day for the **FULL** 2 days to receive SOAR certification.

Upon completion of the training, participants with the support of their respective organizations, agree to complete at least 2 applications using the SOAR process and provide feedback on application outcomes.

Workshop Location

April 13-14, 2010, Illinois Association of Community Action Agencies, 3435 Liberty Dr., Springfield, IL

Registration

Please complete the attached registration form. The SOAR Training is free. Each participant is responsible for their own Hotel, per diem, travel, and CEU expenses. Due to space limitations, registration is initially limited to one person per agency. If additional slots become available, the registration will remain open until all vacancies are filled.

How is this model different?

- Case managers actively assist applicants
- Focuses on the initial application – “Get it right the first time!”
- Avoids appeals whenever possible
- Focuses on documenting the disability to reduce the need for consultative exams
- Leads to savings – the San Francisco Department of Public Health estimates that their SSI outreach project saves the city \$27 million annually
- SOAR workers have been trained in Illinois and begun using the SOAR process with great success. Health and Disability Advocates' attorneys report using the SOAR method has successfully resulted in the recent approval of disability benefits for 2 applicants who have been denied SSI benefits multiple times.

Assisting People Applying for SSI/SSDI Disability Benefits

Event #10811

Registration Form

(Only one (1) registration per agency)

April 13-14, 2010 9 AM to 4 PM, each day
Illinois Association of Community Action Agencies
3435 Liberty Dr.
Springfield, IL

**PLEASE TELL US HOW MANY CLIENTS YOU HAVE HELPED APPLY FOR
SOCIAL SECURITY BENEFITS IN THE PAST YEAR**

NONE

1-5

MORE

Applicant's Information:

First Name: _____ Last Name: _____

Title: _____

Organization Name: _____

Street Address: _____

City: _____ State: _____ Zip: _____

Phone: (____) _____ Fax: (____) _____

E-mail: _____

Phone: () --- - ----

YES, I want to obtain CEUs (there is a \$20 charge - payable by cash or check)

REGISTER TOLL FREE: (800) 345-9472


ONLINE: www.dupagefederation.org

- ✓ Click on *Register for Upcoming Events*. To register, go to the SOAR heading and link to the registration by hitting the **CLICK HERE**. To obtain a copy of the training announcement to register via Fax, link to the specific event date.

RETURN VIA FAX: (815)753-6900

OR MAIL TO: Registration Services, NIU Outreach, DeKalb, IL 60115 **EVENT:** #10811

**SOAR Trainings have 30 slots available.
Registration will close once this maximum is reached**



SOAR Training

SSI/SSDI Outreach, Access, and Recovery

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Workshop Location

May 18-19, 2010 Mt. Vernon, IL Location TBD

Registration

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Assisting People Applying for SSI/SSDI Disability Benefits

Event #10811

Registration Form

(Only one (1) registration per agency)

May 18-19, 2010 9 AM to 4 PM, each day
Rend Lake College Marketplace
321 Potomac Blvd (Rooms 345 A&B)
Mt. Vernon, IL

Directions to Rend Lake College Market Place from I57and I64:

Exit 95 at Mt. Vernon; turn West (right coming from the North and left coming from the South) to Potomac Boulevard (this boulevard sits between two gas station/convenience stores). Turn North on Potomac Boulevard (toward the Holiday Inn, Hampton Inn, McDonald's etc.). The Mall is located just North of the Holiday Inn on the west side of the Boulevard.

PLEASE TELL US HOW MANY CLIENTS YOU HAVE HELPED TO APPLY FOR SOCIAL SECURITY BENEFITS IN THE PAST YEAR

NONE 1-5 MORE

Applicant's Information:

First Name: _____ Last Name: _____

Title: _____

Organization Name: _____

Street Address: _____

City: _____ State: _____ Zip: _____

Phone: (____) _____ Fax: (____) _____

E-mail: _____

Phone: () _____

YES, I want to obtain CEUs (there is a \$20 charge - payable by cash or check)

REGISTER TOLL FREE: (800) 345-9472 **ONLINE:** www.dupagefederation.org

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CSH is a national nonprofit organization and community development financial institution that helps communities create permanent housing with services to prevent and end homelessness. CSH provides advocacy, expertise, leadership, and financial resources to make it easier to create and operate supportive housing.

SHPA is a state-wide association of nonprofit organizations that provide supportive housing. SHPA works to strengthen the supportive housing industry, enable the increased development of supportive housing, and support nonprofit organizations to develop the capacity for providing permanent supportive housing.

Contact SHPA or CSH for more information on the Seven Dimensions of Quality for Supportive Housing in Illinois.

Email: IL@csh.org or shpa@att.net



Supportive Housing
Providers Association



1

ADMINISTRATION,
MANAGEMENT &
COORDINATION

2

PHYSICAL
ENVIRONMENT

3

ACCESS TO
HOUSING
& SERVICES

4

SUPPORTIVE
SERVICES DESIGN
& DELIVERY

5

PROPERTY & ASSET
MANAGEMENT

6

TENANT RIGHTS,
INPUT &
LEADERSHIP

7

DATA,
DOCUMENTATION
& EVALUATION

THE SEVEN DIMENSIONS OF QUALITY FOR SUPPORTIVE HOUSING IN ILLINOIS



Supportive Housing
Providers Association





Through communication with supportive housing tenants, providers, funders, and stakeholders, CSH and SHPA have adapted the CSH National Seven Dimensions of Quality for Supportive Housing for use in the state of Illinois.

1

**ADMINISTRATION,
MANAGEMENT &
COORDINATION**

All involved organizations follow standard and required administrative and management practices, and coordinate their activities in order to ensure the best outcomes for tenants.

2

**PHYSICAL
ENVIRONMENT**

The design, construction, appearance, physical integrity, and maintenance of the housing units provide an environment that is attractive, sustainable, functional, appropriate for the surrounding community, and conducive to tenants' stability.

3

**ACCESS TO
HOUSING
& SERVICES**

Initial and continued access to the housing opportunities and supportive services is not restricted by unnecessary criteria, rules, services requirements, or other barriers.

4

**SUPPORTIVE
SERVICES DESIGN
& DELIVERY**

The design and delivery of supportive services facilitate access to a comprehensive array of services, are tenant-focused, effectively address tenants' needs, and foster tenants' housing stability and independence.

5

**PROPERTY & ASSET
MANAGEMENT**

Property management activities support the mission and goals of the housing and foster tenants' housing stability and independence, and appropriate asset management strategies sustain the physical and financial viability of the housing asset.

6

**TENANT RIGHTS,
INPUT &
LEADERSHIP**

Tenant rights are protected within consistently-enforced policies and procedures, tenants are provided with meaningful input and leadership opportunities, and staff—tenant relationships are characterized by respect and trust.

7

**DATA,
DOCUMENTATION
& EVALUATION**

All involved organizations reliably capture accurate and meaningful data regarding the effectiveness, efficiency, and outcomes of their activities, and use this data to facilitate, and improve, the performance of those activities on an ongoing basis.



THE SEVEN DIMENSIONS OF QUALITY FOR SUPPORTIVE HOUSING

Illinois Training Series

What? The training series focuses on assisting supportive housing providers to strengthen their practices—in order to ensure the quality of both the agency's day-to-day operations and the supportive housing over time.

Why? Providers and funders recognize the difficulty of operating and maintaining high-quality permanent supportive housing projects and the importance of on-going quality assurance. Financial viability, staff turnover, working effectively with tenants with diverse needs, and achieving the outcomes expected by funders are just a few of the challenges faced by supportive housing providers.

How? The training series will include group exercises, guest speakers, classroom sessions, and peer networking. Attendees will identify how their activities and the quality of their supportive housing can be improved and craft practical solutions to challenges they have identified as important.

Who? The training series is for owners and providers of supportive housing—including services providers, and property managers—who wish to improve their capacity to: manage supportive housing efficiently and effectively; improve teamwork among partners; troubleshoot existing challenges and identify practical ways to improve their supportive housing.

When? See the attached registration form for upcoming training dates!

IL Dimensions of Quality Spring Training Series

The Corporation for Supportive Housing (CSH) and the Supportive Housing Providers Association (SHPA) are excited to announce a new round of Dimensions of Quality trainings in Illinois. The training series is being offered in Chicago, Bloomington, and Mt. Vernon and are generously supported by the Field Foundation of Illinois and the Illinois Department of Human Services.

Overview of Training Calendar

Training Topic	Dimension	Bloomington in April	Chicago in May	Chicago in June	Mt. Vernon in June
<i>PSH Administration & Coordination and Outcomes</i> Administration, Management and Coordination (Dimension 1) and Data/Evaluation (Dimension 7)	Dimensions 1 & 7	April 13	May 11	June 2	June 15
<i>Tenant Selection & Services in Permanent Housing</i> Access to Housing and Services and Services Design and Delivery	Dimensions 3 & 4	April 14	May 12	June 3	June 16
<i>Successful Property and Asset Management</i> Physical Environment and Property Management	Dimensions 2 & 5	April 15	May 13	June 4	June 17
<i>Empowering Tenants: Best Practices to Create & Sustain Tenant Leaders</i> Tenant Leadership	Dimension 6	April 16	May 10	June 1	June 18
So, Now What? How to Integrate the Dimensions into Your Plans (Same call offered twice)	<ul style="list-style-type: none"> Thursday, May 21st at 10:00 am – 11:30 am OR Thursday, June 24th at 10:00 am – 11:30 am 				
<i>Save the Date! We'll be offering the training series in Rockford in the summer – dates and location to be announced soon CSH & SHPA are also working to offer CEUs for all training dates.</i>					

Dimensions of Quality Trainings – Registration Form

Please indicate below the trainings you'd like to register for by checking the appropriate box on the next page. Each training day has a fee of \$15 in advance (\$20 at the door). All fees are used to defer the cost of space and food.

Name	
Agency	
Address	
Email	
Phone	
Your position/role with your agency	<input type="checkbox"/> Executive Director <input type="checkbox"/> Program Director <input type="checkbox"/> Case Manager <input type="checkbox"/> Tenant <input type="checkbox"/> Other (Specify) _____

Please indicate the trainings you would like to register for by checking the boxes on the next page. You can attend any combination of training days that works best for your organization, but you must register. Each training day is being repeated 4 times in the State.

Total # of training days you are registering for	
Total enclosed payment (\$15 per day in advance) Please make all checks payable to SHPA.	

Please send all registrations and fees to:

(make checks payable to the Supportive Housing Providers Association – SHPA)

Lore Baker, Assistant Director

Supportive Housing Providers Association

2005 W. Wood St., Decatur, IL 62522

Email: shpa@att.net or Fax: 217.424.9409 – please note if emailing or faxing a registration, send payment due before the training dates.

Questions about the trainings? Contact any of us at joyce.grangent@csh.org or cindy.thomas@csh.org or shpa@att.net

Dimensions of Quality Training Series Registration

Mark the trainings you would like to register for below and return with your registration

APRIL: Bloomington Eastland Suites

Address: 1801 Eastland Drive, Bloomington, IL 61704

- **Hotel Rooms:** If needed, a block of hotel rooms is being reserved until 3/22/10 at a rate of \$99 per night under Dimensions of Quality/SHPA. Make a reservation by calling 309-662-0000.

Training Dates for this Location:

- Tuesday, April 13 from 9am – 4pm**
PSH Administration & Coordination and Outcomes
Administration, Management and Coordination (Dimension 1) and Data/Evaluation (Dimension 7)
- Wednesday, April 14 from 9am – 4pm**
Tenant Selection & Services in Permanent Housing
Access to Housing and Services (Dimension 3) and Services Design and Delivery (Dimension 4)
- Thursday, April 15 from 9am-4pm**
Successful Property and Asset Management
Physical Environment (Dimension 2) and Property Management (Dimension 5)
- Friday, April 16 from 9am – 1pm**
Empowering Tenants: Best Practices to Create & Sustain Tenant Leaders Tenant Leadership (Dimension 6)

MAY: Chicago – Downtown

Address: 17 North State Street, Chicago

- **Transportation:** Located in the heart of the Loop just south of Old Navy. CTA buses and trains, Metra, and Amtrak are all close by. Parking also available at nearby garages in the Loop.

Training Dates for this location:

- Monday, May 10 from 1:00 – 4:30 pm**
Empowering Tenants: Best Practices to Create & Sustain Tenant Leaders Tenant Leadership (Dimension 6)
- Tuesday, May 11 from 9am – 4pm**
PSH Administration & Coordination and Outcomes
Administration, Management and Coordination (Dimension 1) and Data/Evaluation (Dimension 7)
- Wednesday, May 12 from 9am – 4pm**
Tenant Selection & Services in Permanent Housing
Access to Housing and Services (Dimension 3) and Services Design and Delivery (Dimension 4)
- Thursday, May 13 from 9am – 4pm**
Successful Property and Asset Management
Physical Environment (Dimension 2) and Property Management (Dimension 5)

JUNE: Chicago – Downtown

Address: 17 North State Street, Chicago

- **Transportation:** Located in the heart of the Loop just south of Old Navy. CTA buses and trains, Metra, and Amtrak are all close by. Parking is available in the loop at various parking garages.

Training Dates for this location:

- Tuesday, June 1 from 1:00 – 4:30 pm**
Empowering Tenants: Best Practices to Create & Sustain Tenant Leaders Tenant Leadership (Dimension 6)
- Wednesday, June 2 from 9am – 4pm**
PSH Administration & Coordination and Outcomes
Administration, Management and Coordination (Dimension 1) and Data/Evaluation (Dimension 7)
- Thursday, June 3 from 9am – 4pm**
Tenant Selection & Services in Permanent Housing
Access to Housing and Services (Dimension 3) and Services Design and Delivery (Dimension 4)
- Friday, June 4 from 9am – 4pm**
Successful Property and Asset Management
Physical Environment (Dimension 2) and Property Management (Dimension 5)

JUNE: Mt. Vernon – Holiday Inn

Address: Holiday Inn, 222 Potomac Blvd., Mt. Vernon, IL

- **Hotel Rooms:** A block of hotel rooms is being reserved until 5/15/10. Make a reservation by calling 618-244-7100. The cost for a room is \$82 plus tax under Dimensions of Quality/SHPA.

Training Dates for this location:

- Tuesday, June 15 from 9am – 4pm**
PSH Administration & Coordination and Outcomes
Administration, Management and Coordination (Dimension 1) and Data/Evaluation (Dimension 7)
- Wednesday, June 16 from 9am – 4pm**
Tenant Selection & Services in Permanent Housing
Access to Housing and Services (Dimension 3) and Services Design and Delivery (Dimension 4)
- Thursday, June 17 from 9am – 4pm**
Successful Property and Asset Management
Physical Environment (Dimension 2) and Property Management (Dimension 5)
- Friday, June 18 from 9am – 1pm**
Empowering Tenants: Best Practices to Create & Sustain Tenant Leaders Tenant Leadership (Dimension 6)

Implementation Conference Call - So, Now What? How to Integrate the Dimensions into Your Quality Improvement Plans (free) (1-866-840-0048 code 303619). Thursday, May 21st at 10:00 am – 11:30 am OR Thursday, June 24th at 10:00 am – 11:30 am