

**Metro Social Services Board of Commissioners
Meeting Summary
of
February 8, 2017**

Board Members Present: William Harris, Steve Meinbresse, Michael Bradley, and Bettie Kirkland

Board Members Absent: Frank Boehm, Steve Turner, Charlotte Peacock

Metro Legal Advisor: Mark Murray in the absence of Josh Lee

Mayor Liaison:

Commissioner Harris called the February Metro Social Services (MSS) Board of Commissioners meeting to order.

Commissioner Harris made a motion to approve the October Meeting Summary. The motion was moved, seconded and accepted unanimously.

Finance

Lisa Ricketts begin by stating her report is through the end of December 2016. For expenditure by program, MSS is under budget \$238,611. MSS Donation Fund has a total of \$31,052.92 and Metro Homelessness Commission Donation Fund has a total of \$72,561.88.

Metro Social Services Budget submission is Friday, February 10th.

Commissioner Harris made a motion to approve the Finance report. The motion was moved, seconded and accepted unanimously.

Homelessness Report

Renee Pratt began by introducing Judy Tackett, Interim Director of the Homelessness Commission.

Judy began her report by stating that two grant proposals have been submitted. One being \$36,000 for the Camilla Caldwell Fund which would help to pay some housing-related expenses for families with infants 0-2 months or single dads with minor children and the other proposal was for \$22,000 for the How's Nashville fund to assist people who are experiencing homelessness with move-in cost and bus passes.

Next is the Governance discussion which began in 2009 when the federal Government passed a law called the HEARTH Act (Homeless Emergency Assistance and Rapid Transition

to Housing Act). This law helps to determine how homeless funds are to be distributed and how communities build a response system to address homelessness.

Within this HEARTH Act, HUD defines the Continuum of Care in three ways: Geographic area (Davidson, County), next are providers who offers services to people experiencing homelessness and to stakeholders interested in homelessness – such as hospitals, businesses, universities, private foundations, neighborhood associations, chamber of commerce, etc. and lastly, consolidated federal funding-which local providers can apply for.

In Nashville there is confusion over the dual governance structure with MDHA providing one function and the Homelessness Commission the other. The question now is how to set some direction around addressing homelessness. MDHA has since been approved by HUD for technical assistance and the community is now working with the Cloudburst Group to guide conversation and hopefully within the next few months the community will know where to designate the backbone of the organization.

Three models were selected:

- Create a new nonprofit
- Designate Metro, likely the Homelessness Commission to provide leadership and support
- Continue to designate MDHA as the collaborative applicant along with the Homelessness Commission as the governance board.

Judy then made mention of the 2016 by 2016 Campaign that was put in place to end Veteran and chronic homelessness by the end of 2016. This campaign had 30 plus partners with MSS being one of them. During this 2 year period 1,742 people were housed and prior to this collaboration approximately 19 were housed a month. So, we are looking at about 184% increase in the housing of Veterans and the chronic homeless. Judy stated that she is now making it a priority to prevent Veteran homelessness.

Data is also an important factor that need to be built up and Judy stated that MHC is now working with a system called Homeless Management Information System which is housed at MDHA along with the annual Point in Time count.

Judy stated that she is very passionate about ending homelessness and she is grateful for the services people give to help prevent homelessness in Davidson County.

Director's Report

Renee asked Dinah to begin her report by providing information about the Community Needs Evaluation (CNE). Dinah stated that it is a pleasure for Planning and Coordination (P&C) to do this every year and this will be the 8th year and each year it gets better. The release of the CNE will be Friday morning on April 7th and additional details will be forthcoming.

Dinah stated that there is a new section dealing with Disparity, along with the Toxic Stress and Poverty sections. Dinah also stated that P&C continue each year to try and refine the CNE to make it better and have it reviewed by area experts in each area.

Renee Pratt also stated that the CNE is being released in conjunction with the Mayor's Office. Renee also stated that this year MSS would be closing so staff can attend the release. Renee then complimented Dinah Gregory for her work with the Adverse Childhood Experience and her training of staff around trauma informed care. Dinah has done a great job in conjunction with the Health Department. Commissioner Bradley then thanked P&C and staff for the hard work that has been put into the CNE

Next Renee asked Joyce Hillman to discuss the new initiative that we now have here at MSS called "The Strategic Process of Accountability, Responsibility and Communication" (ARC). Joyce began by stating that ARC was implemented in July of 2016. ARC is a strategic process for a collective impact of employee engagement. Joyce stated that an employee survey was given to staff and it brought out some of the concerns of staff and with ARC, MSS was able to help meet some of the concerns staff had.

From ARC a number of subcommittee workgroups were developed. The subcommittees consisted of Professional Development & Training, Data Management, Quality Improvement, Safety, Health & Wellness, Annual Frontline/Management/Retreat, Research & EBP, Social Media & Newsletters, Morale, Communication Board and lastly Cultural Competency and Accessibility.

Renee then thanked staff for all the work they put in to define, enhance and improve the process. Staff has expressed their feelings around the environment and how they feel about coming to work. We also have a Motivational Monday segment that is led by staff to help motivate and empower staff for the work week. Staff is also able to share testimonies that are personal or work related. Commissioner Harris and Commissioner Bradley commended staff on a job well done.

Renee then began her report by commenting on the Mayor's Initiatives documents that were located inside each of the Commissioners board packets. At the last MSS Commissioners meeting, Renee stated that strategic planning was discussed and the board looked at what MSS would like to do to move forward such as of bringing in facilitator's, or what would be the best way to move forward.

Renee stated that during the last few months, the Mayor has involved MSS in several new initiatives. Since then, a meeting has been held with the Mayor to inform her that our strategic goals are in line with those of the Administration. The Mayor was very positive and wants to support MSS in any way possible. The Mayor also wants to make sure MSS does not leave the most vulnerable citizens behind.

Approximately 87% of the customers that come to our office are in need of housing or related assistance. Long term case management was discussed for the working poor; however the Mayor's main objective was not to leave the 87% behind.

New Business

New Initiatives

With this being said, the Mayor has put some initiatives in place that has involved MSS so we are able to gain assistance from different organizations around the country. Renee then provided a list of initiatives we are involved in and they are follows:

- Bloomberg Associates from New York has a process in place that assists cities in helping them provide assistance around social causes and issues. They are willing to provide technical assistance around how we come together as a city and look at the issues around MSS. MSS will take the lead around this area.
- Work is being done around the Community Enhancement Fund involving donations for nonprofits and grants for the city. There is a social services component around these funds and MSS will be involved with leading this process to establish what nonprofits will receive from some of these grants in the city.
- Resilient Cities will look at all the issues in the area of poverty in the city and determine how we can bounce back and what initiatives we can put in place to ensure our city moves forward.
- The Promise Zone which is a HUD funded initiative for which we received a grant in the Martha O'Bryan area. MSS was asked to participate in this area because we serve the same customer base.
- Hub Nashville is another new initiative that will be used to collect information on Nashville Departments. MSS is one of 10 departments that receive the most requests for assistance in the city and from the Mayor's office.
- Overflow shelters. Last year MSS worked extremely hard in providing assistance and this has been happening for the last 4 years. However, this past year MSS was asked by the Mayor's office to take on this initiative and operate the overflow shelter. MSS put a plan in place along with a budget in place for 10 days this year and we have exceeded those days. The shelter will open whenever it is 25 degrees or lower.

Renee commented that the Mayor's office has hired a Chief Strategy Officer that will work with the departments to look at the outcome around strategic plans. Renee invited the Chief Strategy Officer to our April Board meeting to give an overview of his role and how he will work with each department and look at our strategic goals for the next 3 to 5 years.

Renee stated that when the information has been gathered we could have a consultant come in for one day. This day could include the staff and the board to help us determine the direction we will go in the next few years.

MSS FY2018 Budget

Renee began her budget report by commenting on what a great job Judy Tackett has done as Interim Director of Metro Homelessness Commission.

Renee Pratt and Judy Tackett will be presenting the MSS budget today. Renee began by stating that Mayor Barry has asked for a three year submission however Renee is only asking for a vote on the 2018 budget due to things changing from year to year.

On behalf of Metro Social Services, FY2018 Budget, Renee is requesting the following increases:

Burial	\$ 60,000
HEROS Program	7,500
Warming Shelter	25,000
Financial Assistance (Direct Assistant to Persons – DAPP)	25,000
TOTAL	\$117,500

On behalf of Metro Homelessness Commission, FY2018 Budget, Judy is requesting the following increases:

Four Additional Staff Positions	\$ 261,000
Operations, Administration	30,800
HMIS	25,000
TOTAL	\$316,800

Commissioner Bradley made a motion to approve the FY2018 Budget submitted by Metro Social Services requesting \$117, 500 (Burial, HEROS Program, Warming Shelter and Direct Assistance to Persons) and Metro Homelessness Commission requesting \$316,800 (4 staff positions, Operations and HMIS). The motion was moved, seconded and accepted unanimously.

Old Business

Strategic Planning

Renee stated at previous meeting the Commission discussed doing more work around the direction of the department. Renee has asked Abdelghani Barre and Joyce Hillman to work on trainings in our process of the Two Generational approach and hopefully this process will be in place by July 1, 2017.

Abdelghani Barre will now go over some of the Trends within MSS. Abdelghani began by thanking Renee for moving slowly in this process and devoting the necessary time and attention to this process.

MSS sees so many trends such as single parent household, stagnant wages, declines in public benefits to poor families and diminishing affordable housing. Abdelghani stated that 87% of MSS walk-in customers are requesting housing and housing related assistance.

The resources MSS uses to meet the needs of our customers are the housing coordinated entry system, counseling/case management (two generation), re-enforcing and enhancing intake unit capacity, Camilla Caldwell Fund, access to public benefits, access to workforce development and EITC/Tax Credits.

Some of our MSS Strategic Partnerships include CNE, NCAC, Health, MTA, disparity-addressing partners and reducing the Disconnect Gap. Abdelghani thinks we should re-evaluate and redefine partnerships with Metro Homelessness Commission (prevention), HEROs program of MNPS and Conservatorship. We also need to focus more on the data and make sure it is accurate, easily collected, meaningful and recognize and identify the trends. With this direction we should be able to develop a plan that is attainable and sustainable.

Commissioner Meinbresse suggested regarding the data that we have funder requirements because we are too often bound by HMIS or some other funding source that makes us limited on how the data can be shared.

Renee closed by stating that the Homemaker Program did close in December, 2016 and we have had no customer calls, compliments or any push back from the community. When the program ended we had 2 Supervisors and 6 Homemakers. MSS was able to retain those positions and move staff to Family Support without experiencing any layoffs.

Renee wanted to take this opportunity to acknowledge all the hard work of the Homemakers. Since the early 70's this program has been in existence. Renee also thanked the Commission for their support in helping to end the program through attrition.

Commissioner Harris called for the meeting to be adjourned.