**NY-603 Governance Board Meeting Minutes**

**December 16, 2022**

**Zoom**

**Recording**: <https://youtu.be/tF2e7Hz-XDE>

**Attendees listed at end of document**

* **CoC Monitoring Planning (PowerPoint in GB Agendas folder)**
  + Several members of the group agreed with prioritizing new programs and TH-RRH programs for monitoring.
  + Will there be a monitoring committee?
    - In the past, organizations were not comfortable monitoring other organizations.
    - A team approach can be useful, even if it is limited to setting monitoring proprieties and developing tools.
  + Collecting survey from program participants
    - Surveys are one way to get feedback, focus groups are another way
    - Focus groups appear to be a best practice, but requires more resources (staff capacity, compensation for participants)
    - Focus groups could work for gathering information on group experiences of a program model and are not agency specific.
    - There could be an issue of lack of trust in a focus group with a surveyor if the participant feels that their housing could be put at risk. A survey can be much more anonymous and questions can be reviewed by participants in advance.
    - Focus groups often require follow-up and will likely be less consistent between groups.
    - Feedback can be collected from people with lived experience who are not involved in the specific program by reviewing documents and policies of agencies that run a specific program model (ie enrollment agreement).
    - Feedback of program participants is not required by HUD but can be a big part of the monitoring process
  + Funding for monitoring can come from CoC Planning allocation
  + CE is usually monitored by outside consulting agency, such as HUD technical assistance, and/or group of PLE
    - Suggestion: Contract HUD TA for CE monitoring and organizations that use CE can also be a part of the process
  + Timeline for monitoring
    - There has to be a specific monitoring effort annually, but CoC’s often do not monitor all CoC programs every year
    - Over time, all programs should be monitored but there is not specific guidance from HUD on what that has to look like
    - It will take at least 3 months to develop a monitoring process. CoC planning staff will circle back with a proposed timeline in the January meeting.
    - For new programs, a two part process can be offered, technical support during start up and monitoring at early stages of program operation.
  + Prioritizing organizations for monitoring
    - Suggestion: more comprehensive monitoring for “at-risk” agencies, monitoring lite for “low risk” (forms, survey, some information from them we can look at)
    - Ranking criteria changes year to year but rank could be a measure of risk
    - Some regions have policy that Tier 2 projects must be monitored and/or had project for multiple years ranked in Tier 2
    - Suggestion: prioritize new programs & those that scored poorly in ranking
      * Group discussions for “low risk” can be offered as guidance but with lesser time commitment
  + Some programs not identified as at-risk might still need support (ie new staff, other issues unknown broadly)
  + Optional vs. required? Every program has to be monitored eventually and might be incentivized to participate on that basis.
  + Monitoring tool
    - TAC has developed monitoring toolkit & process
* **Looking ahead**
  + Governance Board charter – a draft charter was received from ICF. It needs to be reviewed, approved, and adopted.
  + Mentorship of new Governance Board members – in preparation for election of new GB members, a mentorship program can be put in place to provide ongoing support

**Attendees**

* Allison Covino
* Greta Guarton
* Terray Gregoretti
* Frances Pierre
* Vicki McGinn
* Elizabeth Lunde
* Deirdre Trumpy
* Valerie Chamberlain
* Donna O’Hearon