

Youth Demonstration Listening Session #2

March 24, 2016

Session Transcript

Interviewer: My name is Lonnie. I would like to welcome everyone to the Youth Demonstration Listening Session. All lines have been placed on mute. I would like to now turn the call over to your host, Matt Aronson. Mr. Aronson, you may begin your conference.

Matt Aronson: Thank you so much, Lonnie, and thank you everybody for joining us today. My name is Matthew Aronson. I am from the office of Special Needs Assistance Programs at HUD, and we are so excited to have you guys all here today participating with us in this listening session. I say listening session because we are excited to hear from you. Our first listening session was last week. We got a lot of great feedback about a project, the Demonstration Project that I'll tell you all about in a second. This is in anticipation of a lot of youth work that we at HUD and together with many of our federal partners, some of whom are on the phone today, are really excited to be rolling out in this effort to prevent and end homelessness by 2020. In particular, we are really excited about the Demonstration Project and this is really our opportunity to hear from you about what you think this Demonstration Project really should be all about, what the details really are. So, before we get to the listening, I'm going to try to provide a little bit of context about what this Demonstration Project really is and what we're really looking for here today. As I said, we did have a call last week at the same time. We will be publishing a transcript of everything that is said on this call as well as the one from last week. We will also be publishing all of the chat information that the technical assistance staff explain shortly. So, if you don't hear everything, if you have to step away for a little bit, don't worry. We're going to make this all public online.

So, we're really excited because we have this wonderful opportunity through our appropriations that we were provided in our FY2016 appropriations to our Homeless Assistance Grant accounts, which are the accounts that generally fund the Continuum of Care Program and the ESG Program. The opportunity allows us to experiment and to try to create in ten communities a coordinated community approach to ending youth homelessness. All of the components that a community will need—the interventions, the type of needs assessment, the type of programs and projects, the type of evaluation. How can we really figure out how communities can create a functioning youth coordinated community approach within the construct of their current efforts to both end youth homelessness and end homelessness in general? So, we are trying here today with other members of the Federal government, folks listening in from USICH, HHS, and additional folks from HUD to hear from our communities and understand the barriers that folks are experiencing, but also what sorts of folks, what sorts of organizations you all think need to be at the table, what kinds of systems need to be planned, what types of relationships and how HUD and the rest of the Federal government can facilitate that. As our deputy assistant secretary, Ann Oliva said last week on the call, all of these things are on the table. We are going to take the information that we hear today and we're going to use it. So, please, give us your feedback. We're really excited to listen to you and to hear all of your great ideas. Before we get started, I'm going to turn this over to our wonderful technical assistant staff, George Martin, to explain a little bit about how the technology is going to work and how we're going to use both our telephones and our voice operator as well as the chat function. So George, take it away.

George Martin: Thank you, Matt. Good afternoon, everyone. My name is George Martin. I am with TDA. We are one of HUD's technical assistance providers, and I am providing technical support on today's call. Before we get started with anything, I just want to remind everyone to please give your undivided attention to the call and the web meeting today, and please close other programs on your computer. If you have technical problems, that's why me and my colleagues are on the meeting today. You can send a chat. I'm going to go over how to use the chat function in just a minute. You can send one of those if you're having an issue if you're able to get into the webinar, and we'll try to resolve that with you. If you're not able to get in and you're just listening to this, you can email us. If you go back to the web page where the meeting information is listed, you can email myself or Sandy Patel with questions.

So, as you may have noticed, we have a lot of people on this call. Everyone on their telephone lines has been muted. Obviously, we want you to participate in the discussion, though. As Matt said, that's the goal of today, and so there's going to be two ways you're going to be able to do that. I'm going to go over those right now. The first way is to participate verbally over the telephone. What you're going to do is if you decide you have a comment you'd like to make or maybe a clarification or question you'd like to ask, you can press *1 on your telephone keypad and you'll be added to a queue of people waiting to make their comments. When your turn comes up, Lonnie, our operator, will introduce you to the whole meeting and you'll be able to make your comment. If you are waiting in the queue to make your comment and decide that it's already been addressed, you can remove yourself from the queue by pressing *2 on your telephone keypad. The other way we can participate in today's meeting is through the chat function. While we're talking over the phone, we're also simultaneously going to use the chat function in WebEx to kind of act as an online chatroom. You should see that chat function on the right-hand side of your screen. It should look something like that image on the left-hand side of this slide I've pulled up, where you should see a little panel with the word "chat" in it, and you're already seeing some people, myself included, making comments. If for some reason you don't see that chat function, if you look at that picture on the right-hand side of this slide, there should be just an icon that's in gray that says "chat" at the top of your screen. If you click on that, it will turn blue and that panel should appear. One of the things that might be helpful to everyone since we're really going to be using the chat function a lot is to make it larger. This slide shows some ways you can do that. One of the things you can do is close out the participant panel that you probably see just above the chat function. If you just click that out to make it disappear or click on the little triangle to the left of it and minimize it, that will close that down. Another thing you can do is on sort of the left-hand side of that right-hand menu bar, you should be able to see an arrow that allows you to make that whole menu bar with the chat function in it larger. Sending a chat is pretty easy. You type your comment in the field. One thing I'm going to remind everyone is that the default when you came in on this chat function was to send your comments to all participants. We would ask that you keep that on there because we want everyone in the meeting to be able to see what comments you have to make. So please just make sure that that "all participants" is selected in that "send to" area. Then, obviously, you can just click send or press enter to send a chat. That's about it in terms of the technical aspect. One thing we want to let everyone know is that if we're not able to get to everyone's questions or comments today, there is a mailbox set up by HUD to take questions and comments on this topic, and you can see that address on the screen right here. It is youthdemo@HUD.gov. Matt, I will hand it back over to you.

Matt Aronson: Great. Thanks so much, George. I really appreciate it. Just to remind, folks, I just got asked privately on the chat and then responded to everybody. We have a lot of people on the

phone. We've got a little over 200 now, and that may climb to as many as 250. We have folks from all different perspectives. We've got folks, obviously, from the CoC and youth programs and from local governments, from the education sector. We want to hear all of your opinions and we want to learn from all of your insights. So, please, use the chat function as much as you can and, if you want to, use that email address that you can see right now. We're going to use this while we're on a very tight timeframe. We're going to try to get this demo out as soon as we can. We will not only take everything we can that we hear soon, we are also going to use this information throughout the demonstration and as we move forward together with our federal partners in our efforts to facilitate what you guys do on the ground, which is preventing and ending youth homelessness. So, thank you for your patience. Please use everything that you have available to you, the voice, the chat, as well as email, to reach out to us.

So, today what we're going to try to do is we're going to frame up a few questions. Remember, this is a listening session. If you do have clarifying questions, please ask them, but despite how much I like to speak and hear my own voice, we're going to try and let you guys do all of the talking today. I may have some follow-up questions, but barring that, we're really looking for your insight. We have about three or four questions that we think we might get to, and we've agreed internally we'll give a maximum of between 20 and 30 minutes for each of the conversations, for each of the different questions. Certainly if there's less to be said, we can switch earlier, and maybe we will get to more calls. But if we keep to 20-30 minutes, that means we'll at least get through two or three questions, maybe with some follow-ups. There are no silly responses, there are no silly answers. Anything you have to say, someone else may be thinking about it and maybe want someone to say it, and someone may not. Please, whatever you have to say, we're happy to hear the feedback. With that, we're ready for our first question.

In general, we're trying to get a sense of what the collaborate community approach really looks like. So this first question is about **who are the essential partners and what do the relationships look like between those partners? Who absolutely needs to be at the table, and how should their interaction look as put together into a coordinated community response to preventing and ending homelessness?** Remember, so on the left you'll see that the technical assistance team will be writing each of the questions just in case you forgot what we're talking about. If we have follow-up questions, they'll update it with follow-up questions, and you can either start typing away as some folks have started to do or please jump on the phone. Lonnie is a wonderful operator. She is going to get you in the queue and we'll get to those questions. Lonnie, should we remind folks how to ask a question?

Lonnie: As a reminder, that is * and the number one for any questions or comments on your telephone keypad. We'll pause for a moment to compile the Q&A roster.

Matt Aronson: Thank you, Lonnie. Again, for folks who are on the phone who are thinking about comments or ways to react, this first question is really looking at those relationships. Who needs to be at the table? What types of relationships should exist? In particular, if you can think about both the folks that are necessary but also some of the folks in organizations that maybe in your experience were unexpected as far as how important they would be or that communities wouldn't necessarily think of those particular partners. So those that are absolutely critical that you couldn't run a coordinated response without them in your experience or maybe what you think, and then some of those folks that maybe we haven't thought of. What are some of the folks that play maybe a

smaller but still critical role that you don't usually see in the usual suspects of required partners for this type of process?

Lonnie: As a reminder, that is * and the number one. You will hear a tone acknowledging your request and a prompt to record your name. Again, that is * and the number one.

Matt Aronson: Like I said, we're already getting some good responses in the chat. Fantastic. If someone wants to do a little long form, we'd love to hear your comments over the phone.

Lonnie: We have a comment from the line of Liz Troutman.

Matt Aronson: Great. Welcome, Liz.

Liz Troutman: Thank you. I'm calling in from Seattle and I just wanted to say that for us, it's been very important to have both runaway and homeless youth providers as well as workforce development folks and schools involved.

Matt Aronson: With the workforce investment folks and the schools, what have some of those relationships looked like?

Liz Troutman: We partner very closely with an alternative public high school run by our local school system and actually provide a space for that school to operate inside our drop-in center.

Matt Aronson: What types of things were they doing inside the drop-in center?

Liz Troutman: Well, so they operate a classroom inside our drop-in center, or in the building where our drop-in center is located so people can pursue their education and then receive services from our case managers and our drop-in staff for meal programs, etc.

Matt Aronson: Terrific. Thanks.

Lonnie: And your next question comes from the line of Dawn Gilman.

Dawn Gilman: Hi. I would say the answer to this question is kind of an it depends on what sort of proposal is being put forward. When we first got an opportunity with submitting for the Supportive Services for Veteran Family Grant, we decided there was no single agency within our service area that could handle all of the requirements of that grant. So we went in with a lead agency with a subgrantees model that allowed us—and if this would be allowed, we would ask for flexibility, especially as it's a demonstration grant for the providers that are providing services. A lot of times being able to be paid by unit of service rather than committing a full-time or part-time FTE when we're not sure what sort of services are going to be requested up front, we're just making estimations, that would be really helpful.

Matt Aronson: Can you tell me something about the qualities that that central organization had that made it work as the main grantee with all the subs?

Dawn Gilman: In this particular case, it was the universal applicant or lead agency under the CoC just being able to draw in—At one time we had eight different subgrantees across three counties.

So, we had to have someone that could do the back office administration as well as the data piece of it and be the convener of the service providers.

Matt Aronson: Were they seen as kind of a neutral party? Where were they with all the different perspectives that were around them? How were they able to balance that?

Dawn Gilman: It was a neutral party relationship in that we already had relationships with all of the subgrantees. Everyone knew each other. No one had done a project quite like this before. So, we went in kind of as let's figure this out as we go along. We also wrote the MOU's fairly flexibly, so anyone could opt out with giving I think it was a 30- or 90-day notice. On that side, it included our two largest prevention providers and people that had had—This was right after HPRP had ended, maybe a year or two ago—so people that had had at least some sort of rapid housing experience at that time.

Matt Aronson: That's great. So, it seems like you had a partner that could be neutral, that had developed relationships, that it sounds like set up kind of an easy-entry, easy-exit kind of strategy that seems relatively friendly and that had great capacity, not just that this may be subject matter expertise but that back room data organization, facilitation kind of capacity.

Dawn Gilman: Correct. I mean when we went in as the lead, we were very clear that we were not the Veteran expert in the community but we were willing to pull all those people together who had had experience with it and figure out how we were going to deliver the requirements of the grant.

Matt Aronson: Great. Thank you so much.

Lonnie: And next we have Nadine Carter.

Matt Aronson: Hi, Nadine.

Nadine Carter: I'm in Richmond, Virginia, and I would like to echo the prior comments about the need for a variety of collaborative partners to be around the table and, particularly, our organization has identified that what's critical is that the human service providers have trauma-informed approaches to their service delivery. I think that you do the population a disservice if the folks who are working with young people don't have that expertise and really acknowledge that because of the trauma factors that led to them being in foster care and eventually aging out or being homeless. When your staff has that capacity or that skillset, it's easier to build relationships with them and have programs that are more impactful and have better outcomes in the lives of the young people. So, I think that's a component that's really critical, and you factor in providing counseling and life skills with an approach that's always trauma-informed.

Matt Aronson: Excellent. Thanks. Trauma-informed care is something we talk a lot about, positive youth development. They're obviously very different but two things that what I'm hearing is really important qualities for those partners.

Lonnie: Next, we have a comment from the line of Jacqueline White.

Jacqueline White: Hi. I am a former host in the LGBT Host Home Program of Evidence for Homeless Youth in Minneapolis. And I have now started something called the Minnesota Host

Home Network, where we have been convening community members and service providers interested in host home programs in Minnesota to look at what is working and what the challenges are, and it turns out that doing a host home program is very challenging. So, when we talk about collaborative community approaches, I think that really finding ways to actually reach out into the community so that the community members are participating is critical. In terms of what will help young people who are experiencing homelessness, I really want to highlight the permanent connections to caring people in the community. So, that that really is the bridge piece that stabilizes young people. So, the community people need to be involved.

Matt Aronson: Did you or have you learned strategies that you might share with engaging certain parts of the community? Things that have been helpful, not helpful, formalizing relationships, informal relationships, things like that?

Jacqueline White: Well, I think one of the obvious groups are churches and people from churches. I think one of the things that we've been looking at is where is a good starting point and our experience is that trying to start with a host home program which is—When you think of people in a community, they become aware that youth homelessness is an issue, what do we do? Where do we start? I mean host homes can make a lot of sense but it turns out to be a hard starting point. I saw that Beth Holger-Ambrose is also on this call. She made a comment and she has a lot of expertise as well in this, but one of the places is to start really with a drop-in center. I mean that's a great place for community members to get involved. There's lots of points of contact for them to volunteer. It's concrete, and what it does is it raises the awareness that youth homelessness exists in the community because, as we know, it's very invisible for a lot of people. What we've become more and more interested in is how to support the informal youth-initiated arrangements that youth come up with for housing, also known as “couch hopping,” “couch surfing.” So, we have a small grant to look at interviewing the youth and their informal hosts to find out what could better strengthen those arrangements so that we can catch youth further up the pipeline before they end up in need of more intensive services in housing. How can we keep them in their communities and how can we strengthen those relationships of people who are already caring and want to care for the youth but do need further support.

Matt Aronson: That's great. Strong focus on the community, figuring out who those partners are, including churches, navigating this interesting space of formal/informal relationships and thinking about how to formalize those. All really good thoughts. Thank you so much.

Jacqueline White: You're welcome.

Lonnie: And next we have Flora Koppel.

Flora Koppel: Hi. I'm from Chicago and in Chicago we've had a youth task force for probably close to two decades. This year, for the last few years in the plan to end homelessness, the mayor's plan to end homelessness, ending youth homelessness has been one of the priorities. We have this youth task force as part of the continuum in one of our major standing committees. What that's resulted in is a lot of collaboration, and as we look at all these collaborations, we've had to look at the time both depth and length. By length, what I mean is in the past few years the city has funded what they call low threshold overnight shelters to capture the youth who are street-based for the most part, that may or may not be ready for other levels where you can assess what they need and take care of their emergency needs: food, shelter, a place to put their clothing, and drop-in centers

someone mentioned. Those are associated as well, and we did that in the major geographic areas of the city so that we could capture youth from each of the areas because we have extensive homelessness in all of those areas. We also have transitional housing. We have permanent housing. We have looked at youth—About two years ago The Pride Tank had a conference on homeless youth where the youth identified a need for lockers, which sounds really like not a big thing, but they did get fundraising and there is a locker project at our shelter and there will be one in other shelters and programs across the city. That also is an engagement tool as well as an ability for youth to go find a job rather than carrying 40 shopping bags or a bunch of backpacks. But as we've looked at it, and we meet regularly, we see the mental health needs and views being very big, and they don't all want to go or are able to go to our adult programs. So, we really are looking at how do we get more onsite therapy/counseling that really is geared toward the youth needs, the youth culture, and we're working on trying to do that. Some of that is a collaboration with existing services, some of it may be through creation of new services. So, it's not one thing. It's a lot of collaboration. We collaborate with the schools. In our meetings, the education, CPS (Chicago Public Schools) is also represented, and we collaborate with Child Welfare because we want to look at youth coming out of foster care. That is one large population, and we do have meetings that include them and we did have an initiative to look at that and couldn't get refunded this year. It was Federal funding, but hopefully it will, and we're looking at the all the different ways. So it's not—It's a lot of things, but a lot of collaboration all around. Everything else that everyone else said, too, and everything else. Positive youth development, trauma focus, all of that is real, but you have to look at different levels because every youth is not ready for each one of those levels. Recently, we did get Chicago Housing Authority to dedicate 50 vouchers for homeless youth. So, that will be permanent housing that doesn't require a disability as HUD's permanent housing does. We've gotten the city and CHA to give some dollars for support services, so youth could move out of transitional housing into permanent housing and housing authority with the appropriate support services so that they can succeed and hopefully move out of that.

Matt Aronson: Wow, you covered quite a lot of ground. I think some of the takeaways for me are, aside from the different numbers of stakeholder groups, something about formalizing it in the committee, bring those folks together under a structure, particularly internal to the COC where it has some control over how the COC operates and how it's informed. That was great. The youth voice, I know we've seen a number of comments already today and we've committed not only to making youth voice a central part of the demonstration but I believe also at the National Network Summit which was last week. Ann Oliva, Deputy Assistant Secretary, publicly committed to having young people actually be a part of the assessments to choose where the sites are going to be. Hugely important. I know a lot of people echoed this already in the chat function. I will say, you know there are a lot of other HUD resources out there including, as you were pointing out, the Public Housing Authority, so HUD vouchers that are outside of—So, making sure when we think about HUD, we're not only thinking about the CoC Program, ESG Program; there are a number of other housing resources. There is not just HUD. There are local and state housing resources that we can get creative with. Partnering with the folks who control those is also really important. Thank you so much. Maybe we'll take one or two more comments on this topic and then we'll move to our next question.

Lonnie: Our next comment comes from the line of Judith Clark.

Matt Aronson: Hi, Judith.

Judith Clark: Hi. I wanted to point out the importance of involving your state and county elected officials in the effort. We have been successful in recent years in getting legislation passed that allows youth to provide consent for healthcare and for emergency shelter admissions when consent from parents or guardians can't be reasonably obtained in the opinion of the provider and the youth is capable of giving informed consent. Prior to that, we had a lot of issues with access to healthcare for youth, which we no longer generally have, and we no longer have to discharge youth back to the street after 23 hours if we don't have parental consent, which greatly increases their safety.

Matt Aronson: I think all of those things are really important. With different communities it seems to play a different role, but this involvement, making sure we have good involvement of local and state officials for policy and rule-making. I think for momentum, too, have you seen in your community than when the local and state officials get involved they can kind of move the issue a little bit when they need to?

Judith Clark: Yes, I think so. In general, I've found unless we're actively calling their attention to it, our RHY are the invisible segment of the homeless, and it's the chronically mentally ill who are engaged in bizarre behaviors in public places that are getting the attention, or the families with small children that they know and understand, but I find for many policymakers, the idea that there are homeless children living on their own on the street is a real shock to them, that they have no idea that this population exists. At the same time, 30% of our juvenile arrests are for running away from home. Another issue we're working on trying to decriminalize that behavior.

Matt Aronson: So getting not only your state and local officials involved, but how? How do you tell the story? How do you communicate it to them? All really important things for any community that wants to develop this type of coordinated response really needs to consider. Thanks.

Lonnie: Next, we have a comment from the line of Jane Biggleson.

Jane Biggleson: Hi everyone. This is Jane Biggleson from Covenant House International. I'll be brief because a lot of what I was going to say has been mentioned. Basically, I think it's important that we just be as broad as possible with who we bring to the table and that we make sure that we have the entire continuum from prevention through aftercare covered, and that we work with providers who have a lot of experience with working with services, not just housing. I mean our young people, as we all know, come to us with so many needs. So, people with experiences providing homeless youth with medical care, legal assistance. Mental health care is huge, onsite mental health services are really important and critical and something that I think all of our programs are struggling with. Also really important to bring those working in the human trafficking arena to the table. Such a large number of our young people have had those experiences, and just to look at every iteration. I mean we also have problems finding placement for moms and babies, particularly those young mothers with several babies. So, I guess my main point of my comment is we just need to be as broad as possible and look at this from the entire continuum and include as many services as possible.

Matt Aronson: Thanks. That sounds right to me and in the comments you can see that clearly reflected. These out-of-school time providers, it's the justice system including law enforcement and remembering both juvenile justice as well as adult justice once we get into the 18- to 24-year-old range. We've got things about legal services and local businesses, spans the gamut. So we've got a lot of good information. Thank you everybody who's been chatting. But we're going to switch gears

a little bit. This is a related question. We were just talking at length about who are the essential partners and what the relationships really should look like. I would like to switch over to a little bit about the barriers. So, **what barriers exist to establishing those relationships and what can the Federal Government do to support the development of those relationships?** I have a small disclaimer. There are a couple things that we work on a lot. We work and are aware of a lot of definition challenges and we work a lot on actually documentation. Actually, my short aside will be if you guys or folks in the field are still seeing young people turned away for documentation issues, please let us know. We say this a lot and we put out some materials last Fall. We did this a year before then as well and we need to do better, but young people are not required, as of now, and this has been the rule, to present documentation to get access to service. There is some nuance to it, but they are not required. So, please let us know if that is happening. Anyways, so those are two things that we very much are aware of in our radar and you are more than welcome to tell us about that. But what we are really interested in is some of those barriers that we're not thinking about. Some of those things that are preventing you from building those relationships across the aisle or things that we can proactively do, whether they're letters, whether they're ways that we can design the demonstration to make sure the barriers are low, whether there are ways that we can communicate to specific populations. So, from your perspective, whether you on the phone right now are a homeless liaison, a CoC lead agency person, if you are a RHY provider or some other privately funded or a HUD-funded youth provider, legal, whatever, what are some of those barriers that exist and how can the Federal Government help support the development of those relationships?

Lonnie: And as a reminder, that is * and the number one to participate. You will hear a tone acknowledging your request and a prompt to record your name. We will pause for a moment.

Matt Aronson: Actually, some folks had asked for clarification on that documentation point, so what I'll do is, instead of getting into a larger conversation here, because I really want to hear from you and I don't want to be talking a lot. I'm going to grab our documentation offline and I'm going to post the link in the chat box. So, look for it coming up as soon as I find it. Then if you have follow up questions, you can either use the youthdemo@hud.gov email or you can follow up directly with me and we can figure out how to make that happen.

As we're waiting, also great that someone put up landlords as another really important population to connect to and that there are barriers that exist to interacting with landlords, to building a good landlord base, something that we hear a lot and that we work a lot on.

Lonnie: Okay, we have a question from the line of Julie Canasin.

Julie Canasin: Good afternoon. This is Julie from Grand Rapids, Michigan. Something that I think is really important when you talk about barriers to establishing relationships, at least in our county here in Michigan, but all of us runaway and homeless youth providers in the state are actually networked and have our own 501(c)3 and so we meet monthly as a board and quarterly as a membership. So, I feel like I can speak pretty largely for the state as well. In the runaway and homeless youth world we've noticed a lot less barriers to establishing relationships. In fact, we see a bit of the reverse that I would say than from the adult angle in that in the runaway and homeless youth world we have great relationships with partner organizations, whether that's for referrals or for additional services. The difficult part is resources to meet the need. So, we've got entities that are in queue and lined up who want to help and support, but we struggle with resources. So federal sequestration hit the runaway and homeless youth budgets. We're starting to see that start to turn

back around, but those budgets had been reduced. So we see a real commitment from partner organizations to be involved, but a real difficulty particularly when it comes to housing assistance and leasing support for our young people. The relationships seem to be there but the barrier seems to be the resource point.

Matt Aronson: So, are there things built into the resources at all that make them inflexible, not flexible enough that we can think about, or is it really just there just isn't enough?

Julie Canasin: Yeah, for example, the TLP (transitional living program) model has been extremely effective across the state of Michigan, whether that's utilizing a scattered site approach, a project-based approach or host home models. I mean there's flexibility within the TLP model of FYSB for what works within the community. So, we've seen great outcomes and successes out of the state of Michigan within that program. The trouble is having enough TLP available to meet the need. Similarly, we've seen great networking between street outreach providers and runaway and homeless youth drop-in centers, with McKinney-Vento liaisons in the schools, with mental health providers. People are queued up and ready and interested in helping, but the foundational component of housing support is limited and so we have young people who are getting great supportive service who are in need of leasing dollars who don't meet the chronically homeless definition, mind you, either because either they haven't lived long enough or documenting those episodes has been unclear because they may not have been the head of their own household in that process.

Matt Aronson: So, relationships have been pretty solid. Have the relationships with the nontraditional youth world, whether that's dedicated homeless or non-dedicated homeless also been strong and just minus looking for dollars?

Julie Canasin: Yeah, I would say the relationships are there. In fact, youth providers have had to get really scrappy in figuring this out because there has been a lack of resources. So, you know, we've built great relationships and networks and we're hungry and eager for those resources to help to rise to meet the needs.

Matt Aronson: Terrific. Thanks. Well, hopefully this demonstration will be a small part of that puzzle.

Julie Canasin: We would love that.

Lonnie: And your next comment comes from Nicki Thornton.

Nicki Thornton: Hi, this is Nicki. I'm calling from Louisville, Kentucky. I wanted to make a comment in regards to barriers that I've noticed. There appears to be a lack of awareness and education about the number of young people who are homeless in this community and a lack of marketing in terms of billboards and messaging, just to get that education out to everyone. I think I heard a comment previously that you speak to people, legislators or whoever it may be, about the numbers of young people who are homeless or using homeless services and they are surprised. They do react in a way of not knowing some of that information. Even if that group knows, the general public in the community does not appear to be aware of how large that number is and what that need is. So, I really believe that a barrier that we've had is a lack of the education and awareness, but also the marketing piece.

Matt Aronson: And where do you see either that marketing being the most valuable or where do you see the Federal Government—sorry to be selfish—supporting you in lowering those barriers for advertising for getting the word out?

Nicki Thornton: We have found that at TARC stops here in the Metro system, the public transportation system—We call it TARC here. Those TARC stops have been a place where that communication is available and it's where some of our young people are to see it, as well as the community, and also in billboards. That would be another place as we're driving throughout this community often where, if we could see that information en masse, the number of young people in our city who are having issues with homelessness. So, to me, I'm not quite sure if it's a funding issue or, again, just a lack of education and awareness to publicize what is happening on a larger scale in this community. Certainly, our Coalition for the Homeless has projects and they do a very good job within the groups I'm in and the meetings I'm in to inform us of that data, but getting it out to the larger community in a way where multiple people, many people would be aware of the need is where I think there is a barrier.

Matt Aronson: That's really interesting as we think about the demonstration, for example, and then beyond the demonstration, how do we support communities at the local or the state level telling that story, utilizing advertising? So, both from a technical assistance perspective, how do you tell the story? What are the creative ways to use your data to frame or to draw that picture for the various stakeholders? Then how do you go about funding those sorts of things so you can get the message out? Those are really interesting things to think about. Thanks.

Lonnie: And next, we have Amy Lautid.

Amy Lautid: Good. One of the things I was asked to carry from some of our youth providers at National Network for Youth is there is this real disconnect, and it's nobody's particular fault, between the youth service providers and the CoCs just in understanding each other's processes. So, there is some cross-education that I think could really break down that particular disconnect as a barrier. If there were incentives and motivation to bring these particular service providers together to the table, it would be really helpful to get that education to both sides so that the RHY provider grantees are aware of what the CoC process is. I think that that would help facilitate. Knowing that everybody has a piece that they can learn may help facilitate a more positive relationship in continuing to develop the demonstration as a whole. I will keep it brief because there was a lot that has already been said.

Matt Aronson: This is really good and really interesting. It sounds like there are some carrots and sticks and technical assistance and a whole variety of things that might work in this space. For example, requirements in notices and NOFA's for participation and if you don't you lose points or you have a bad application or something like that. There are ways to give preference to ways of collaborating, and then there's probably a decent amount of technical assistance that can be provided, whether that's one on one technical assistance, having someone come facilitate those conversations, or producing briefs or documents or one-pagers, things of that nature to help folks speak one another's language, etc. How do those things sound? And are there other additional things you have more detail for those types of interventions that you think might be better or worse that you're hearing from providers?

Amy Lautid: I think that all of those things would be fabulous to have. I really think, like I was saying, there's learning to be had on both sides and I think if both sides are seeing the other side be willing to participate with the other, then there may be some more productive conversations instead of so much heel digging.

Matt Aronson: Thanks, Amy.

Lonnie: At this time there are no further comments.

Matt Aronson: All right. Well, we can move on to the next question. There is a little bit of the next question in some of what some folks have been talking about. This process, this demonstration is likely to cover many different types of phases and many different partners, many of whom you guys have talked about today. So, to really build a coordinated community response, what we're talking about is certainly an application process but really a needs assessment process, a planning process, a fairly significant planning process for just about every community that would get involved in this, a process of implementation, figuring out what the array looks like, actually mobilizing and putting together the system, and then a process of both monitoring and evaluation as well as continuous process improvements to make sure that the system keeps learning and gets better and better. So it's a fairly significant task and, like I said, we've described across a number of different partners and providers and perspectives. **What is some of the essential technical assistance for this process?** For example, we were given five million dollars to provide technical assistance to the country and to the selected communities, the ten selected communities, to support the development of this project and as folks are trying to do this on their own outside of the demonstration. So, **what are the essential elements of technical assistance that will support communities to putting together this process, this coordinated community approach, a plan to actually do this and then implement and then evaluate, etc.?** Then what are some of the technical assistance pieces that can be provided to communities that will help them leverage all of the resources that they can from all of the various partners to make sure the CoC is getting everything as much as they can out of the youth providers. The youth providers and this whole system is getting everything that they can out of the legal world and the justice world and child welfare, etc. So, what are those technical assistance pieces that our contractors would provide either in person or through writing briefs and guidebooks or maybe even letters from HUD or HHS or some other federal agency? What are some of those pieces that would be most critical to making this a success, each of the different phases that you would need to go through and to make sure that we are leveraging well all the different partners that you guys describe? "We" being whatever perspective you come from, whether you're representing a school district, representing a CoC program, a RHY program, a public housing authority, a health clinic or whatever, a child welfare agency, whatever it may be.

Lonnie: As a reminder, that is * and the number one.

Matt Aronson: We already have some good ideas coming up in chat. We see some more about how to engage landlords and keep them engaged. We know this is something that all of our providers and communities have struggled with at some point or another and a lot of CoCs are working to build. That's fantastic. From community facilitation with better collaboration. Basically what we were talking about before, and there are probably lots of different ways to do that, some of what Amy was talking about, the mutual learning and understanding each other programs. Some of it is about literally how do you facilitate some value sharing, so basic good organizing work.

Lonnie: And we have a comment from the line of Dawn Gilman.

Dawn Gilman: I would say in the last year one of the things that started to make the biggest difference, and we're not doing it well yet, is the idea of the by-name list combined with case conferencing, focusing on those outliers, usually the people we describe as the hardest to serve or the highest or greatest barriers to service, the ones that all the providers would know, and figuring out how to get them housed and supported in the best way possible. I think there's a lot of room for improvement I know in our own community for that.

Matt Aronson: Great. Yeah, there's the by-name list, the active name lists, this concept has certainly gained a lot of steam. It started out, for those of you who may not be familiar, in the chronic and the Veteran space and is really about making sure that you have the names and understand who every person is who are on the street, the hardest to reach, struggling with the most difficult needs and having a case counseling process on the back end of it to make sure you can connect to the right types of services, right types of housing to build those bridges. So, thank you. Yeah, we've seen that really important and are working on providing more technical assistance to that effect.

Lonnie: Next, we have Julie Canasin.

Julie Canasin: Hey there. A few things stand out to me with regards to technical assistance and support. I would say here in Grand Rapids, Michigan, what we've noticed is in terms of supporting the community, our Continuum of Care certainly follows HUD's priorities and has definitely done a lot of work with regards to chronically homeless individuals and Veteran homelessness. But until youth homelessness kind of becomes the next priority area to focus on, our continuum efforts really seem to focus on those two populations. So, it's kind of seen as, "Hey, youth will be coming, but we aren't there yet." I can completely respect that because taking on those two populations is a big deal. So, we kind of feel like we're still in the backseat waiting to have an invitation to move up in a lot of ways. So, there are a few things there, but there are also some lessons to be learned where I think that FYSB has done a great job of developing some of these skills in runaway and homeless youth providers that some of our adult providers haven't learned. So things related to harm reduction, things related to trauma-informed care, things related to intensive outreach and engagement efforts where runaway and homeless youth providers can really be looked at as some of the visionaries and some of the creative forces behind that, and our adults aren't quite there yet. It's very interesting that those have become the priority areas, but some of those philosophical viewpoints haven't matched with where runaway and homeless youth providers are. That has been very evident particularly within the LGBTQ community. So, I think that as we look at this, that's a big area for HUD to think about and how HUD and FYSB align themselves or maybe don't but are clear about those distinctions, because that is a concern for us. Particularly as HUD shifts the priority to youth providers, we know more agencies are going to be excited and be interested in serving youth, which is cool. But we also want to kind of protect the brand and the credibility that youth providers under FYSB have had.

Matt Aronson: Great. Yeah, I think there are probably a number of really important concepts there. Let me see if I get them right. So, the first one I think is absolutely right. It's us telling the story. I like to say incorporating a youth orientation into the CoC because, for a number of those folks who have been hitting it over the head for so many years in certain areas and then we want to be careful to say, "No, we don't want you to throw out everything and just do something different.

We want you to incorporate ending youth homelessness into everything that you do.” So, how do you include it in a way that leverages all of the existing work that’s been done for preventing and ending youth homelessness in a positive way, in a way that brings everybody together and brings youth homelessness in as much of a priority as anything else that’s needed in the community. Then the second idea is making sure you maintain and leverage the expertise and experience of those folks who have been doing it for years and years in community, to leverage their resources, not just at the program level but at the community level, so everything’s kind of fused with their learning. It was really interesting when you were talking about doing cross-learnings. I remember from conversations in a community on the west coast, thinking about needing lots of permanent supportive housing resources and needing to place young people in there because they didn’t have any other appropriate resources, but realizing they didn’t have PSH resources that were appropriate for young people, so needing to do a lot of learning either to build all sorts of new programs, PSH-dedicated for youth, and making sure that the capacity of their existing PSH is appropriate for young people and how to go about doing that. Does that seem to cover what you’re talking about?

Julie Canisin: Absolutely. You know, even from an evaluation standpoint, the other piece that I would say is critical in this is learning how to utilize HMIS to the best capacity, without that becoming this additional massive administrative overhead for the providers, right? How do we make that a utility that interfaces well with populations, a tool that we feel like we can ask questions in a humane way and get the information that we need to better inform our programs as opposed to asking a lot of questions without having that engagement first?

Matt Aronson: That’s terrific. We just had a call today with our HMIS experts, some of our youth experts and HMIS providers where they were asking us questions about how do we better utilize all this data that we have. What should we do it for and talking about how do you use it to tell stories? How do you use it to figure out resources better? How do you make it an effective tool as opposed to just a repository that you’re required to enter information in? So, that is very much on the forefront of our minds. Thank you.

Lonnie: Next, we have Judith Clark.

Judith Clark: Hi. I think one of the areas that we need to work on is how to get our runaway and homeless youth included in the point-in-time counts. They are way underrepresented there and many government agencies use those point-in-time counts as indicators for where they need to put their resources related to homelessness. So when our youth don’t show on them, the planners think it’s not an issue.

Matt Aronson: Yeah, that is a critical component of a lot of the work we’re doing, trying to figure out not just what the estimate is but what the estimate means, what all the different data points mean. What does the point-in-time count tell us? What does the education data tell us? What do some of the census data and what do some of the other points of information, the prevalence study, which we’re happy to be participating in and the voices count which we’re really excited about, as well as the additional money that we have through this last appropriation. So the data is critical. We know we need at a national level, both the Federal Government and everybody else, to be working with the most promising strategies to have information how to calculate to be figuring out what those numbers are. We are looking forward to not only the voices count that we’re supporting—that’s being led out of the University of Chicago at Chapin Hall—but also how can we get better so that next year’s point-in-time count is a much better base than where we are today? So, making sure

that we're in a much better place to tell that story because the story is often, whoever sees that number, the nuance is lost and it's just the number that sticks with them as opposed to what the number means. So, we've got to do that much, much better. So, thank you. That's a really important piece to this.

Judith Clark: Oh, you're welcome. I would also mention that the conversion to the HMIS system has been a nightmare for many of us and we have spent way too many hours trying to deal with software glitches and upload problems and many other issues none of us were really prepared to deal with.

Matt Aronson: Well, I am certainly sorry to hear that, and I hope it starts to go better. I hope it starts to pay off for you guys and, at the least, that you have—I think there are two types of the Ask-a-Question, I forget what the HHS version is, but hopefully you guys can reach out as you have challenges in the future and hopefully we will be super responsive.

Judith Clark: Thank you.

Lonnie: At this time, there are no further questions.

Matt Aronson: Great. So, let's see. If there are any other technical assistance comments to that effect, we will give it another minute or so. Otherwise, we will move on to our next question. People really like Denise's comments. Yeah, and so there's a comment by Denise, and this is part of the challenge that we totally understand, to stop defining homelessness as only on the street. So, that's one of those things that's not how homelessness is defined by any of the Federal definitions, but it is something that is, for example when you take the point-in-time count as it is today which, even in what it does count is underrepresenting the population. It only counts a specific subset of the group that is considered homeless by HUD and any of the other definitions. But the challenge, and we know this is true and which is why we want to do a better job not just of improving all the different counts but making sure we tell a more complete picture of what they all look like together. Because if you only look at the point-in-time count, you are only looking at very specific experiences of homelessness. It doesn't matter if it's youth or adults or anywhere. There are tons of folks who are considered homeless and are served as homeless under HUD's definition, for example, that aren't counted by the PIT count because the PIT only counts a certain subset. But it is super important that when that number is used by itself, it tells a very different story than I think the one that we're all trying to work towards. So, that's a very, very important point. If there are no other comments on technical assistance, we'll move to the next question.

So, the last question is about regulatory barriers and specifically around if you had the magic wand to create programs that currently, whether it's under HUD's or HHS's program models or others you can't create or are challenging for you to create. Which of those regulatory barriers would you ask us to waive? Which are the keys that are either preventing young people from staying a certain amount of time or renting a certain way or engaging in certain programs or, better yet, and if you have some of these nuances that are probably beyond me and that I want to learn about and we want to learn about, the interactions, the regulatory interactions between the programs that create conflict. For example, if for a particular work program, you need to be outside of school, is there a way for us to waive some regulation that means you could actually do both? You could be in a work program and get back into school. If there are problems with stipends or different types of assistance that you get from one program that are challenges for others. If there

are ways that youth interact with the system, meaning they go in and out of homelessness or enter schools and then would like to in break stay somewhere. Things of that nature. What are those regulations? In particular, if you could come up with some of the tricky ones that we probably aren't thinking of, that would be very helpful as we think about moving forward, not just for the demonstration but as we think forward to the future of our regulations and how we interact with the other federal agencies.

Lonnie: And as a reminder, that is * and the number one on your telephone keypad to participate. You will hear a tone acknowledging your request and a prompt to record your name. And we have a comment from the line of Judith Bitman.

Matt Aronson: Hi, Judith.

Judith Bitman: My comment combines, actually, a little bit of technical assistance. I was trying to get on before, as well as this one.

Matt Aronson: Sure. Of course.

Judith Bitman: I think we have a lot of barriers to integrating services. We've actually got a work group going now in Fairfax County on that. There's a lot of misunderstandings around what's allowed and what's not allowed. For example, I had to have someone help me find HUD's memo that kids who are in Basic Center should be counted in the point-in-time count. Prior to that, I've spent ten years trying to get my kids counted with them being rejected every year. So, this last year was the first year they counted any of them.

Matt Aronson: Wow.

Judith Bitman: We always need to show successes is blocking their accepting our kids into their programs because of their juvenile justice background, they're in school, the regulations around there are really a problem. We're going to be starting a rapid rehousing program in this next year with HUD funds through our continuum of care. I have some young people in my transitional living program who would be perfect for rapid rehousing, but at least as the way the regulations are written right now, I can't move them from transitional living to rapid rehousing. They can only come out of a shelter. So, do we put them on the street and into a shelter so we can move them into rapid rehousing, which would be the next effective step for them? Forming that sort of continuum and breaking down some of those barriers I think would ultimately end up in having young people much more successful in launching to independence. Sort of you can't take an 18-year-old who doesn't have a job and put them in rapid rehousing. You can take one who has been in a TLP for six months and has gotten a job and now has a budget and move them into rapid rehousing, but they can't launch into full independence without a little bit more help along the way.

Matt Aronson: Great. Yeah, so thinking about program models and program flexibility, thinking about how the entry requirements are different for different types of young people who are ready for different types of things and, in particular, especially as rapid rehousing is new and folks start programs and explore the possibilities within a new type of housing, whether that's a rapid rehousing that has a faster exit from the subsidy or rapid rehousing that looks a heck of a lot more like transition in place with a lot more services, but is there a different flexibility, more flexibility that can be built in to the entry requirements which, for example, you're absolutely right. This year,

as set by NOFA as opposed by regulation, the requirements for entry into those rapid rehousing resources were on the street, emergency shelter, place not meant for human habitation or fleeing domestic violence or any type of violence or trafficking. Thank you.

Judith Bitman: Right. The other thing is just to be able to acknowledge the trafficking and domestic violence without necessarily having to retraumatize the youth into stating what's happened to them.

Matt Aronson: Of course, yes, absolutely.

Lonnie: Next, we have a comment from the line of Sarah Meckler.

Sarah Meckler: So, I would say the time limits especially with the crisis shelters are a big barrier. Here, it's a 30- 60-day limit in a crisis shelter and it's just not enough time to stabilize youth to get them ready to move forward in the continuum. The other thing is the age cap at 21. At the drop-in centers we're working with youth up to age 24, and certain programs consider youth up to age 24, but all the crisis shelters end at 21. So, we have this huge group of 21-24-year-olds that are on the street because they're refusing to go into the adult shelter system and they can't access the youth system. Then, the third one would be the unofficial concept of being TIL-ready or ready for transitional residence. Most of the transitional youth programs expect youth to be higher functioning, working, in school, and it really leaves a gap for homeless youth that are seriously mentally ill or active drug users, and they don't have any long-term housing to access in order to get stabilized. So they're just staying for thirty days here, thirty days there in a crisis shelter and they don't really have an opportunity to become stable enough, sometimes even to get a supportive housing application in and where they have to accumulate 12 months of homelessness before they can do that. So, those are some of the biggest ones that we face.

Matt Aronson: Gotcha. Yeah, so the crisis residential certainly is one of the bigger problems because we know everywhere, certainly in New York City, there is a dearth in available beds for crisis residential. But then also, as you were saying, the age ranges can be challenging to fund crisis residential, the amount of time that youth are spending there can be a challenge when they're not required, and then the barriers towards entering whatever the next level is being significant. So both from the different places and the histories, the last thing that you mentioned, but also the barriers to entry as far as being sober or proven that you want it enough or any number of things that are often in programs that make it more difficult to enter when that's supposed to be the place that you're trying to get out of. So, very important. When you have young people that need to stay longer, what are some of the reasons that they need to stay longer? By way of an example, is it because they need generally those are the young people who need longer in crisis residential to reunify with families or communities? Is it because—and I know I work a lot with New York City—there just are no resources for them afterward, so this is kind of their only place to stay. So they need longer, but eventually they'll need something? For the young people who need a lot longer, what are some—

Sarah Meckler: That are in the crisis shelters and need longer than the 60 days? Typically, to get into a transitional living program, they want them to be working or involved in a program already. So, usually if a youth is in crisis, that's not usually long enough for them to find a job or get the paperwork together to start the new cycle of that particular job program or whatever it is. Sometimes it's a wait to get evaluations. You need psychiatric evaluations to get into a program and that can take some time. So, 30 days is not a lot of time to get those documents. You mentioned the

ID, so that can be an issue if you're waiting for a birth certificate to be sent from out of state. Immigration is a huge issue. So they aren't able to work until they get their green card. So, you know, that's another reason. I'm trying to think what else. Just in terms of their mental health or their substance use, to again see a psychiatrist to get medication, that can take quite some time. Or they might not be ready to enter drug treatment or enter psychiatric treatment, so they're not really stable enough to maintain employment to get into the next level of housing. Yeah, those are just some off the top of my head.

Matt Aronson: So, would it be fair to say that in most of those cases, while as a short-term solution, an extended term in crisis residential would be certainly preferable from kicking onto the streets, but a better solution would be get them into those programs faster?

Sarah Meckler: To get them into transitional programs faster?

Matt Aronson: Yeah, whatever that next stage is.

Sarah Meckler: Yeah, I mean either if they can get into supportive housing which has special categories for seriously mentally ill homeless people in general. Right now, that category is at twelve months of homelessness, so either eliminating that chronically homeless caveat to get into supportive housing or developing different kinds of transitional youth programs specifically for the youth that aren't stable because of mental health and substance abuse. Because right now the transitional programs, there are so many youth that are waiting to get into them, at least in New York City, that they can cherry pick. Even if they're not outright refusing to take youth with serious mental health diagnoses, they have wait lists, so they usually pick youth who have a better chance of performing independently when they leave their program, which makes sense. So then we need to develop programs that are specifically geared towards young people who are actively psychotic, have schizophrenia, bipolar, these kinds of issues if they can't make it in the transitional programs.

Matt Aronson: Terrific. Thanks. There's a lot there. I'm actually excited. I'll be in New York City in a couple weeks to talk about youth homelessness at a systems level. So, I'm going to take some of these thoughts with me.

Sarah Meckler: Okay, great.

Lonnie: And next we have John Egan.

John Egan: So, I'm going to take outside of HUD just for a second. I work with a child welfare agency, and we receive some funding to try to help youth who are aging out of care so they don't become homeless or maybe even provide services after they age out of care so they don't become homeless. But Chapin Hall tells us that even with services, about 30-35% of youth around the states that they were looking at who age out of care will be homeless at some point in a five-year period.

One of the great things that we had that the Federal Government did was to create what we call Chafee Funds, the Independent Facilitation Grant. It allows us to provide services both to youth in our care but also youth outside our care to help with housing up until the youth turns 21. So, it's a great idea. But for a state like Illinois who usually keeps cases open until 21, it doesn't provide us a lot of opportunity to help the youth after they age out of care. A lot of people looked at what Illinois was doing and what some other states were doing when they were keeping cases open until 21.

Then they changed the rule on how they fund the child welfare agencies to allow a lot of child welfare agencies to continue to provide services and get matching funds from the Federal Government through something called Fostering Connection, all the way up through 21. So, it kind of made the Chafee, the Independent Facilitation Grant, not as helpful because they both ended on the 21st birthday. I always thought it would be good to get the Independent Facilitation Grant language changed, the Chafee Fund language changed to, instead of saying “up to 21,” to say “two years after the youth ages out of care.” Then that allows the funds to be used after the youth ages out of care so that a child welfare agency could provide programs and services to help that youth as they’re transitioning into the adult world but after they have aged out of care. Again, this is outside of your ballpark, but if you ever had a conversation with DHHS and I would probably need a statutory change through Congress, but if they could change that language to say instead of “up to 21,” just “two years after they age out, states like Illinois and like a number of growing states to continue to provide transitional services after the youth ages out just to try to slide them into adulthood without kind of dropping all the services the day they emancipate.

Matt Aronson: That is a really interesting idea. We are working on this as a partnership and we talk to our colleagues at HHS, both in FYSB more regularly but also with the children’s bureau who oversees all of the Chafee Funds and all those sorts of things quite often, and that is a really interesting change. There is something called the Performance Partnership, the P3 Grants, that allow some flexibility for those communities that have one. We were just given authority this past appropriations year—We are not participating yet; we have literally just been given the go-ahead by Congress and now we’re negotiating with the other agencies. It does allow some flexibility there, which is easier than, for example, rewriting a statute which, for those folks who have been fighting for a long, long time on the RYH reauthorization and others, that stuff is really hard work. So, there may be opportunities to do something like that, and it’s a really elegant thought of reorienting the transition funds from an age-based to a transition base. Thank you. That’s really interesting.

Lonnie: And next, we have Andrew Davenport.

Andrew Davenport: I’m calling from Muskegon, Michigan. I think the biggest thing that we all need to look at is there is such a wide variety of definitions of homelessness. With that being said, it kind of creates a barrier, as we were talking about the COC, where sometimes adult agencies have their stands on homelessness and then when looking at youth, they have their complete stand. So, it would be great if there was like a set definition of homelessness across the board, which I think would create a better continuity of care for youth, so when they transition to adulthood they can maintain the services that are already provided to them, so there’s no, so to speak, disrupt in any type of relationships, because working with youth, relationships are important. So, I think there needs to be some look into how homelessness meets youth and adulthood at the same time so that there’s no lack in services when transitioning in the direction of where they’re going.

Matt Aronson: Thank you for that. Yeah, actually the intersection of definitions and eligibility and documentation and all these components, something we think about a lot. The good news is there’s actually a lot we know we can do without statutory change. Some of the document that I posted earlier addresses that, and there are others. So, we think there is a tremendous amount that can be done given that the different agencies by and large do very different things and we know there are gaps. We know there are certain populations that we know we can’t serve. There are certain populations we serve that, for example, are not covered by the Department of Education’s definition, which is general thought of as the broadest and probably is the broadest definition. So,

there is work to be done but there's a lot of work to be done as far as communication, because there are often fewer barriers than exists on the ground, and this is part of the conversation. You had said in your comment about the perspective of CoCs and what they bring to the table and what they think of is homelessness. That's a pretty significant challenge. We had talked earlier about facilitating for communities. This conversation about not only the imperative to focus on youth, but really how to operationalize building a youth orientation and not only does that mean how you focus programs, how you do prioritization correctly. We talk a lot about contacts of coordinated entry, this idea of prioritization which, for example, does not mean a score from a particular tool comparing adults to young people. It's actually something more community-based and community-needs-based. It's talking about things like understanding young people's situations and understanding that, well, our category four, our paragraph four of our definition really does include harm as well as perceived harm and trafficking and all sorts of things and understand interplay of some of the rules that the CoCs have been incorporating. Because largely we've been telling them for ten years or so to focus on certain populations and designate units in certain ways, which is, again, not regulation, not statute, but it is the way prioritization has happened locally. So, there is a lot that we can do and a lot that should be done, and I think we all need to echo these things at home to our communities as we're talking to our partners, and when we see things, for example, like the documentation requirements, when those things are applied incorrectly we need to know about it, so we can step in, so we can communicate that better and so folks know what the actual HUD expectations are and then what the local expectations are and how can we address those local expectations so at the end of the day they really reflect our priorities. In this case, we're specifically talking about our priorities for preventing and ending homelessness, all forms of homelessness.

So, it is now 4:30, and we are out of time. But I do appreciate very much, and the agency does, everybody who has participated. Please use that email address that we had up before. George, if you don't mind putting that back up in the whiteboard space so folks have the youthdemo@HUD.gov. Thank you very much. Please use this. Please reach out to us. Like I said, we are developing all of these things fast and furious, but we want to incorporate all of your feedback. So, everything you send to us in those emails we will also make public. We will put this online so you guys can hear and see what folks said and what folks are listening to. We will have the transcript from this conversation posted as well, as well as the one from last week, and we are extremely, extremely excited about the opportunities and the possibilities we have going forward, but all of you working together and us getting to work with you and getting to learn a heck of a lot from you. So, thank you so much for participating. We really appreciate it.

Lonnie: This does conclude today's conference call. You may now disconnect.