February 2013 Steering Committee Meeting

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Continuum of Care
Steering Committee
February 14, 2013
MHMRA Conference Center
7033 Southwest Freeway

Agenda

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<th>Presenter(s)</th>
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<tr>
<td>3:30 PM</td>
<td>Welcome</td>
<td>Tory Gunsolley</td>
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<td>• Updated Steering Committee Member List</td>
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<td>3:35 PM</td>
<td>Organizational Items</td>
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<td></td>
<td>• Lead Agency MOU</td>
<td>Marilyn Brown</td>
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<td>• HMIS User Fees/Participation Fees</td>
<td>Ron Jeffers/Erol</td>
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<td>• Coordinating Council Membership Fees</td>
<td>Ron Jeffers/Gary Grier</td>
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<td>3:50 PM</td>
<td>TDHCA ESG Certification Process</td>
<td>Marilyn Brown/Kelly</td>
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<td>4:00 PM</td>
<td>100,000 Homes Campaign</td>
<td>Mandy Chapman</td>
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<td>4:10 PM</td>
<td>CoC Activity Update</td>
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<td>• Homeless Count</td>
<td>Gary Grier</td>
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<td>• Coordinated Assessment</td>
<td>Whitney Patterson</td>
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<td>• HUD TA March Visit</td>
<td>Marilyn Brown</td>
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<td>• Strategic Planning Guide Tool</td>
<td>Marilyn Brown/Mandy Semple</td>
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<td>4:30 PM</td>
<td>Public Comment Period</td>
<td>Tim Johnson</td>
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<td>• Federal Budget Concerns</td>
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Next Steering Committee Meeting
Thursday, March 14, 2013
3:30 – 5:00 pm
MHMRA Conference Center
7033 Southwest Freeway
Houston/Harris County Continuum of Care Priorities and Program Standards for the Emergency Solutions Grant program components
CHECKLIST

**Street Outreach Priorities**

__Activity focus is on developing relationships with homeless singles and families needed to bring the client into a shelter and/or supportive services.

__Street outreach is comprised of multiple, non-threatening, informal contacts with homeless individuals and families.

__An assessment is in place to identify service and housing needs for clients. Assessments collect information pertaining to health/medical needs, mental health, legal issues, substance abuse, financial circumstances, employment and education, family and social supports, and past housing situations.

__Housing placement or referral is provided to all clients requesting housing.

__Records are maintained documenting outreach efforts and client's choice to accept or refuse housing opportunities.

**Day Shelter Priorities**

__Serves hard-to-reach homeless persons who are on the street and have been unable or unwilling to participate in available housing and supportive services.

__Basic needs are provided including showers, laundry, food, clothing, telephones; provide referral to transportation and medical services.

__Client engagement takes place at a pace that is comfortable for the participant.

__The facility is set up to be low demand for the clients while making service available.

**Emergency Shelter Priorities**

__Any facility, the primary purpose of which is to provide temporary or transitional shelter for the homeless in general or for specific populations of the homeless. Emergency shelters do not charge client fees.

__Efforts are made to locate longer-term housing and supportive services for clients.
**Homelessness Prevention Priorities**

__Subrecipient will participate in a coordinated assessment system, where client entry into homelessness prevention can begin at any point within the homelessness prevention system. Service providers will use a common assessment tool that will allow providers to enter data on a client and provide transfer information when a client first the services of another homelessness prevention provider, without having to engage in another assessment. Reasons for client transfer can include better fit in a specialized program, the correct geographic service area, and available resources within the community.

__Subrecipient will establish a staff member as the point of contact for other case managers and members of the homelessness prevention system. This contact will provide information for other housing case managers on what current programs and resources are available to clients entering into the provider system through their organization. This contact will reduce or eliminate the need for clients to seek out additional assistance based on referrals from any ESG subrecipient agency.

__Subrecipient will attend all coordinated training and ongoing coordination meetings for case managers within the homelessness prevention provider system. Each subrecipient is expected to send at least one staff member and share all lessons learned with all housing case management staff.

__Contributions to eligible housing costs may not exceed 30% of a client's income.

__Subrecipients may not place blanket caps on length of assistance that will be provided to clients. All subrecipients are expected to provide support to clients for the full time necessary to stabilize that client and provide for the likelihood of positive housing outcomes after assistance. The amount of assistance and duration of assistance can vary substantially among clients, and case managers should consistently reevaluate the need for assistance.

__Case managers should reassess clients' need for continued assistance every 3 months.

__Subrecipient must have staff tasked with assisting clients with finding appropriate housing and developing relationships with affordable housing providers so that ESG clients have access to housing choice through the subrecipient, rather than the expectation that clients must navigate the system on their own.

__Case managers are required to conduct home visits at the time a client is initially approved for service and with each recertification every three months. It is expected that case managers will conduct office visits at least once per month between home visits.

__Case managers should have no more than 20 to 25 clients on their case load at a time.

__Security deposits may be for up to two months worth of rent if it is needed for a high-barrier client to obtain a lease.
Rapid Re-Housing Priorities

Subrecipient will serve clients from one or more of the three literally homeless priority groups: People who are in need of SSI/SSDI benefits; People whose homelessness is related to experiencing domestic violence; People who have recently been incarcerated.

Subrecipient will establish a staff member as the point of contact for other case managers and members of the rapid re-housing system. This contact will provide information for other housing case managers on what current programs and resources are available to clients entering into the provider system through their organization. This contact will reduce or eliminate the need for clients to seek out additional assistance based on referrals from any ESG subrecipient agency.

Subrecipient will attend all coordinated training and ongoing coordination meetings for case managers within the rapid re-housing provider system. Each subrecipient is expected to send at least one staff member and share all lessons learned with all housing case management staff.

Once clients have an increase in income, subrecipients must allow a client to receive three months of increased income before requiring client contributions to housing costs, as long as the period of service fits within the 24 month cap for assistance.

Clients may request a hardship waiver through their case manager to forgo their contribution to rent that month of there is a reasonable cause to do so. All hardship waivers must be reviewed and approved by a case management supervisor. A hardship waiver must be reevaluated each month.

Contributions to eligible housing costs may not exceed 30% of a client's income.

Subrecipients may not place blanket caps on length of assistance that will be provided to clients. All subrecipients are expected to provide support to clients for the full time necessary to stabilize that client and provide for the likelihood of positive housing outcomes after assistance. The amount of assistance and duration of assistance can vary substantially among clients, and case managers should consistently reevaluate the need for assistance.

Case managers should reassess clients' need for continued assistance every 12 months.

Subrecipient must have staff tasked with assisting clients with finding appropriate housing and developing relationships with affordable housing providers so that ESG clients have access to housing choice through the subrecipient, rather than the expectation that clients must navigate the system on their own.

Case managers are required to conduct home visits at the time a client is initially approved for service, at least bi-weekly for the first three months. It is expected that case managers will conduct office visits at least once per month between home visits.

Case managers should have no more than a total of 15 clients on their case load at a time.

Security deposits may be for up to two months worth of rent if it is needed for a high-barrier client to obtain a lease.
Program Model Chart

The next step in the HUD TA work is to create a common framework of housing models in the system. This Program Model Chart allows a community to take a strategic view of all housing and services available and break them down into their respective program types (for example: transitional housing, rapid rehousing, or permanent housing). This will include identifying the common elements of each housing program in the CoC including the appropriate timeframe for assisting clients, suitable target population, and the expected outcomes for placement in the project. Other communities have found that once these key elements are identified, clients, providers, and funders can use the document as a common baseline for systems coordination and improvement.

All providers and key stakeholders are invited to participate in creating this Program Model Chart for our CoC.

**Monday, March 4**
Harris County Department of Education
6300 Irvington Blvd.
9:00 am – 4:00 pm
9:00 – 11:30
Understanding the Models
Breakout Groups Per Model
11:30 – 1:00
Lunch Break
1:00 – 4:00
Continue Breakout Group Work

**Wednesday, March 6**
March Coordinating Council Meeting
MHMRA Conference Center
7300 Southwest Freeway
8:30 – 10:00 am
Presentation of Draft Program Model Chart

**Performance Evaluation Tool/Process**

Individual and small group meetings with agencies will be held throughout the day to get feedback on the Performance Evaluation Tool which was used as the CoC Grant Ranking Tool.

**Tuesday, March 5**
Coalition for the Homeless office
Schedule TBD
Program Purpose
The change in the program’s name, from Emergency Shelter Grants Program to Emergency Solutions Grants, reflects the change in the program’s focus from addressing the needs of the persons experiencing homelessness in emergency shelters to assisting people to quickly regain stability in permanent housing after experiencing a housing crisis and/or homelessness. The new ESG funds can be utilized for the following purposes:
• The rehabilitation or conversion of buildings for use as emergency shelter for the homeless;
• The payment of certain expenses related to operating emergency shelters;
• Essential services related to emergency shelters and street outreach for the homeless; and,
• Homelessness prevention and rapid re-housing assistance.

CoC Number  CoC Name  Homeless Persons*  Percentage of Statewide Homeless Population  Persons in Poverty**  Percentage of Statewide Population in Poverty  Distribution Factors with 75/25 weights  Fund Distribution by Region

TX-503  City of Houston/Harris County  8471  22.95%  737,313  17.90%  21.69%  $1,895,7

Eligible Activities
ESG funds may be used for six program components: street outreach, emergency shelter, homelessness prevention, rapid re-housing assistance, and HMIS, as well as administrative activities. Per 24 CFR §576.100(b), the total amount of an Applicant’s budget for street outreach and emergency shelter cannot exceed 60% of their total requested amount. Within a collaborative Application, the 60% limit applies to the entire Application and not to each partner within the collaborative Application.
100,000 Homes Campaign Registry Week Prep Checklist

This checklist is meant to be a guide for planning for your Registry Week.

10 weeks prior

- Attend 100k Homes Campaign orientation call – 4th Wednesday every month at 4 pm Eastern time. You can find call-in details at www.100khomes.org/events.
- Fill out campaign leadership team worksheet
- Outreach to hospital psych ED, medical ED, medical inpatient, psych inpatient, or Social Work Director [if you don’t know who to reach out to, ask Catherine Craig, Health Integrator, and she will find through our partnership with National Association of Public Hospitals] to assess whether or not homeless frequent users are an issue for the hospital. If yes, invite them to join the campaign leadership team
- Complete first draft of Abundance Index – which agencies have housing and support resources

8 weeks prior – Feb/Early March

- Enroll in 100,000 Homes Campaign at http://100khomes.org/join-the-movement/enroll - City will enroll following approval at 2/14 CoC Mtg
- Convene campaign leadership team and create task forces to divide up the work – Mandy working to convene two teams: Registry Week Team and Mayor’s Leadership Team
- Set up meetings with elected officials to secure their support for the project – City will take lead
- Decide whether you want to host two registry week co-facilitators or send two people from your community to learn from another community’s registry week - San Antonio March 5&6
- If you want to host registry week co-facilitators, begin to find a sponsor to cover $5,000 for two trainers, as well as funds to cover their travel and lodging (generally about $2,500). Local United Ways, CSH offices, and Business Improvement Districts have been very helpful with this.
- Ask hospitals to identify their frequent users by name to later be compared to street registry – Mechanism is already in place to compare data via Magnolia Glen Project Team
- Convene housing providers to identify what items are required of future tenants for their housing applications – Coordinated Access working group task
- Identify community health clinics who can be enlisted to provide outpatient care once people are moved into housing – Mandy working on the service model and funding via 1115 in partnership with City HHS
- Assemble press contact list. – City will take lead
- Identify and secure funding for campaign costs

6 weeks prior - March

- Begin volunteer recruitment effort
- Set a housing placement goal for your community – set via CoC planning
- Recruit additional members to Campaign Leadership Team – Mandy leading
- Draft HIPAA release allowing VI results to be shared with participating organizations
- Decide geographical area for surveying
- Decide whether or not to survey in institutions (hospitals, jails, emergency shelter, detox beds)
- Assign a person/agency to be the “keeper of the registry” for the community – likely Coalition/CoC work group...could be coordinated intake work group?
- Compile a consolidated list of all documents required to complete a housing application – already complete
- Advocate for housing providers with existing units to prioritize/accept into their units the most long-term and vulnerable as found by the Vulnerability Index – Proposal to incentivize this going to CoC in Feb/March for approval
4 weeks prior - April

- Create your local Facebook page
- Select survey start time
- Estimate how many surveys will be completed
- Carve geographical area into teams
- Identify team leaders
- Secure early commitments for mainstream housing resources (Section 8, S+C, VASH, HOPWA, 202) – completed via PSH plan and pipeline committee
- Secure early commitments from existing housing providers to accept people into vacancies as they become available - Proposal to incentivize this going to CoC in Feb/March for approval
- Connect with Local Urban Land Institute or other real estate trade group to ask landlords if they’d be willing to rent scatter-site apartments - NA
- Identify potential sources of income for people (SOAR, teams that expedite benefits) - built into new service model Mandy is working on with HHS

3 weeks prior - April

- Communicate with volunteers about registry week
- Recruit more volunteers if needed
- Order t-shirts for volunteers (if applicable)
- Identify a suitable location to convene volunteers throughout the week
- Identify a suitable place to convene data-entry volunteers (wifi capable)
- Finalize organizations to be included in the authorization for release form
- Arrange for police support to the effort if necessary
- Identify innovations from other communities that you want to adopt and get started!
- Housing authorities and housing providers create a training on proper completion of applications

2 weeks prior - April/May

- Send out press notification
- Outreach teams sometimes inform people on streets that survey will be happening soon and encourage them to participate
- Local campaign leaders complete Story of Self worksheet
- Reconvene campaign leadership team to report out on progress - Mandy will assemble Mayor’s Leadership Team so that Registry Week Team can provide update

1 week prior - May

- Send out second press notification
- Print copies of release and survey
- Assemble team leader folders
- Purchase sufficient $5 incentive cards
Coalition for the Homeless of Houston / Harris County
HMIS Funding - Program Year 13-14

HUD Recommended Funding Sources*

- CoC Competitive Funds
- Other HUD Funds, i.e. ESG
  - Other Federal Funds
  - State and Local Funds
    - User Fees
    - Private Philanthropy

* HMIS Budgeting & Staffing Toolkit