May 2016 Steering Committee Meeting

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AGENDA

I. Call to Order – Daphne Lemelle
   a) Roll Call

II. Approval of Minutes – Daphne Lemelle
   a) April 2016 CoC Steering Committee Meeting

III. Lead Agency Report -- Add to official minutes

IV. System Dashboard – Add to official minutes

V. The Way Home CoC Steering Committee Member Approval – Resolution

VI. Old Business
   a) CoC Updates Memo – Add to official minutes
   b) Montgomery County merger -- Resolution
   c) FY2015 NOFA Update
   d) CoC Partner MOU – Resolution
   e) TDHCA ESG Update

VII. New Business
   a) FY2016 NOFA
      • Domestic Violence Providers Transitional Housing – Resolution
   b) Income Now -- Resolution
   c) The Way Home CoC Workgroups – Resolution
   d) SSVF Letter

VIII. Announcements

IX. Public Comments

X. Adjournment
Steering Committee Meeting

April 14, 2016

Minutes

Present:
Barbara Dawson (MHMRA rep), Gerald Eckert (The Salvation Army), Tory Gunsolley (Houston Housing Authority), Kelli King-Jackson (Simmons Foundation), Daphne Lemelle (Harris County Community Services Dept.), Mike Puccio (The Beacon), Mike Temple (Houston Galveston Area Council) and Eva Thibaudeau (Lead Agency Staff)

Absent:
Heather Garza (City of Pasadena, Community Development), Laura Marsh (Michael E. DeBakey, VA Medical Center), Marilynn Kindell (Ft Bend County Community Development), Neal Rackleff (City of Houston, Housing and Community Development Department), Da"Quam Taylor (Consumer Representative) and Carl Wiley (Consumer Representative)

The meeting of the Continuum of Care (CoC) Steering Committee was held on April 14, 2016 at 601 Sawyer St., 1st Floor Conference Room # 102, pursuant to proper notification of all Steering Committee members.

Welcome and Introductions
Daphne Lemelle called the meeting to order at 3:34 pm. Barbara Dawson conducted roll call and Lemelle noted that there was no quorum.

Approval of Minutes
The minutes from the March CoC Steering Committee meeting were presented. Daphne called for a motion to approve the March minutes as presented. Mike Temple motioned, Tory Gunsolley seconded. The minutes were approved.

Lead Agency Report
Eva Thibaudeau presented the Lead Agency Report for inclusion in official minutes.

Old Business:
Montgomery County CoC Merger – Eva Thibaudeau
All entities Montgomery County CoC Merger has been approved.
TDHCA ESG Funding Update – Eva Thibaudeau
TDHCA ESG Funding recommendation has been submitted to the state.

Domestic Violence Housing Models
Domestic Violence Housing Models were presented by Thibaudeau and approved.

CoC Updates Memo
Thibaudeau presented CoC Updates Memo and this item was entered into minutes.

New Business:
Emergency Food Shelter Program (EFSP)
Thibaudeau reports on the Emergency Food Shelter Program (EFSP). The EFSP is being administered by CoC lead agency.

CoC Technical Assistance
The Coordinated Access Refinement Lab has been scheduled for April 19, 2016.

Announcements
True Colors #40toNone Day
Finalized Funders Toolkit for YYA Service Providers – Kelli King-Jackson

Public Comments
There were no public comments.

Adjournment
Upon approval, the meeting was adjourned at 4:00 pm.

Respectfully Submitted,                         Approved,
__________________________________________   ___________________________
Barbara Dawson, Secretary                     Daphne Lemelle, Chairman

______________________
Date
A. Networks, Initiatives and Affinity Groups
   a. CoC Provider Input Forum
      i. The next Provider Input Forum is scheduled for Tuesday, May 24th from 9am to 10:30am at Harris County CSD 8410 Lantern Point Drive, Houston, Texas.
   b. CoC Consumer Input Forum
      i. The CoC Consumer Forum will be conducted during the 2nd quarter with focus on clients who have utilized Coordinated Access. The date is yet to be determined.
   c. Housing Houston’s Heroes
      i. The SSVF RRH workgroup meets the second Thursday at US Vets from 11am-12:30pm. The April 14th meeting will include system homeless prevention planning.
   d. Youth/Young Adult Affinity Group
      i. The Way Home YYA Workgroup met on Tuesday, April 26 to discuss PSH Housing Models.
   e. RRH Workgroup
      i. The RRH Expansion Workgroup meets weekly on Wednesday mornings while the FAI/CMI meeting is conducted Tuesdays from 11:30 to 12:30 pm.
      ii. The ESG Funders Collaborative workgroup meets monthly and is comprised of Cities of Houston and Pasadena, Counties of Fort Bend and Harris and the CoC Lead Agency representing the CoC.
   f. Coordinated Access Workgroup
      i. 1115 team meetings conducted weekly from 3-4 on Wednesdays.
      ii. 1185 team meetings conducted weekly on Mondays from 3-4 pm.
      iii. The Coordinated Access workgroup only meets as needed.
      iv. An additional Coordinated Access Hub was established The Salvation Army Transient Women’s Center. This effort was led by the Downtown Transition Team which has worked with the City of Houston to reduce the number of clients seen at the Beacon.
      v. The Coalition has partnered with the City of Houston Housing & Community Development Department to use the City’s Phone Bank as the designated CA Phone Line. Two Assessors from the City were trained in April 2016 & phones are in the process of being set up.
      vi. The Permanent Supportive Housing Workgroup only meets as needed.
   g. Income Now Workgroup
      i. The Income Now Implementation Workgroup meets weekly on Tuesdays from 2:30pm to 4:00pm at SEARCH.
ii. The Income Now Leadership Workgroup meets monthly on the first Friday from 9am to 10am at SEARCH.

iii. The SOAR steering committee met on March 11th. The Way Home CoC was awarded the SAMSHA SOAR TA grant and received the top score. Project Manager, Gary Grier, will be attending the SOAR leadership Academy May 2-5. Then, the SOAR TA team (Policy Research Associates) will be facilitating a community SOAR Forum on May 19th from 9am to 4pm. The Forum will be targeted to agencies leadership and stake holders and will include strategic planning to scale up SOAR capacity for the Income Now Initiative.

iv. Project Manager, Gary Grier, attended the SOAR Leadership Academy May 2-5, 2016 in West Orange New Jersey pursuant to the CoC SOAR Technical Assistance Grant. The Way Home will be hosting a SOAR Community Forum on May 19th at Harris County CSD training room from 9am to 4pm. Jan Elder and Pam Heine from the SOAR Works, Policy Research Analysts will facilitate the Forum. The purpose of the Forum is to bring to scale the CoC SOAR program.


h. Point-In-Time

i. The Point-in-Time (PIT) numbers are currently being analyzed by the contracted researcher. A full report will be released prior to summer of 2016.

B. Other CoC Items

a. The Housing Marketing Workgroup is planning to host a legal seminar for landlords (both RRH landlords and potential new landlords) in July. This seminar will be hosted in conjunction with the Houston Apartment Association and will focus on new HUD Guidance on renting to ex-offenders and Fair Housing violations, as well as recent Texas legislature that mitigates risk to properties for renting to ex-offenders.

b. The Downtown Transition meetings are occurring bi-weekly.

c. The Collaborative Communications Committee rescheduled its April networking event due to the flooding in the Houston area. The Networking event has been rescheduled for May 12, still to be held at Covenant House.

d. The Coalition will lead and encourage participation in True Colors Fund’s second annual #40toNone Day on social media.

e. Visit and tour with Bob Pulster, USICH representative, with The Way Home projects team on March 30th.

f. The Coalition is hosting its June 2nd Lunch and Learn at United Way on the findings of the 2016 Point in Time Count. Dr. Cathy Troisi will be presenting. Registration is open.

g. On Monday, May 2, the US Department of Housing and Urban Development (HUD) announced that the TX-700 Continuum of Care (CoC) would receive funding for all of its Tier 2 new project requests made during the FY 2016 Continuum of Care CoC competition. When combined with Tier 1 renewal and planning awards, our CoC will receive $32,098,014 in FY 2016. This is an $8.4M funding increase from 2015, and every project that applied was awarded.
h. The Coalition held a Q&A on HUD’s Final Rule on Defining Chronic Homelessness to all CoC partners on April 7, 2016. Over 100 people attended the event which covered changes in the new definition as well as record-keeping requirements.
The Way Home is the collaborative model to prevent and end homelessness in Houston, Harris County, and Fort Bend County.

Goals:

- **End Chronic Homelessness by 2015**
- **End Veteran Homelessness by 2015**
- **End Family Homelessness by 2020**
- **End Youth Homelessness by 2020**
- **Set a Path to End All Homelessness**

**Homeless Veteran Progress:**

- January 2012 - March 2016
- Effective end of Veteran homelessness announced June 2015.

- **4,456** Veterans Housed
- 76 Veterans housed in March 2016
- **971** Individuals Housed
- **265** Individuals Graduated from the Program

**Chronically Homeless Progress:**

- January 2012 - March 2016

- **3,087** Chronically Homeless Individuals Housed
- **42** Chronically Homeless individuals housed in March 2016

**2015 Point-In-Time:**

- Total homeless: 4,609
  - Unsheltered: 1,950
  - Sheltered: 2,659

Since 2011 we have seen:
- A 46% decrease in overall homelessness
- A 56% drop in unsheltered homelessness
- A 58% reduction in chronic homelessness
This Memorandum is to inform The Way Home Continuum of Care Steering Committee about the current status of specific system activities and the need for CoC Resolutions related to specific activities.

Background:

Montgomery County/City of Conroe (Proposed Resolution)

- **Resolution Issue**: All relevant HUD field offices have given verbal approval to remove the entitlement communities of Montgomery County and the City of Conroe to The Way Home (TX-700) CoC. Since this merger has two entitlement jurisdictions, both of whom receive ESG funds, it is recommended that the CoC Steering Committee pass an amended resolution regarding Montgomery County/City of Conroe which will provide for a steering committee seat for both jurisdictions.
- A plan for orienting existing projects and ESG funders is underway, as well as planning for moving existing projects to our HMIS.

FY2015 CoC NOFA

- The Tier 2 awards for the FY2015 CoC NOFA were announced on Monday, May 2nd, 2016. The Way Home CoC received all requested funds, including bonus projects. This reflects an increase in more than $8M with two new RRH projects targeted at victims fleeing abusive situations and young adults, as well as 295 additional PSH units. The Way Home CoC is one of a very few CoC’s (the only one in TX) to received full funding plus bonus nationally. This full funding reflects our CoC progress and compliance with federal strategic vision.

The Way Home CoC Partner Eligibility (Proposed Resolution)

- **Resolution Issue**: The current CoC “membership” requirements state that organizations who seek voting and decision making status in The Way Home CoC must designate two “decision-makers” within the organization who will (between the two of them) attend at least three out of four (3/4) of Provider Input Forums. It is recommended for consideration by The Way Home CoC Steering Committee that an additional requirement be added. All programs who currently received funds or funding recommendations by The Way Home CoC are required to sign an MOU or “partnership agreement” with the CoC Lead Agency (acting on behalf of the CoC). In order to be designated as a CoC partner, it is recommended that all partner/member entities should sign this agreement. The MOU/partnership agreement outlines adherence to best practices (i.e., housing first) and federal guidelines (i.e., HUD’s equal access rule and fair housing requirements).

FY2016 CoC NOFA

- The CoC Registration is completed as of May 6th, 2016. Most renewing projects met with Concetta Scerbo to project Grant Inventory Worksheet (GIW) amounts.
- Scoring tool is being refined and will be ready for Steering Committee Review and approval in June.
- Housing Innovations has been secured to assisted with NOFA activities.
Coordinated Access

- Coordinated Access Process Improvement Lab re-scheduled for June 29, 2016 due to cancellation for flood conditions.
- Next Steps include workgroup ownership of action steps.

Victim Services Providers (Proposed Resolution)

- VSP Coordinated Access Workgroup met to view how Coordinated Access works in HMIS. Yvette Fuentes, HMIS Trainer, attended workgroup to show group the process flow. Yvette was unable to complete presentation due to group dissension regarding the use of a database. After much discussion the group stated that they would not ask for client ROI’s (Release of Information) to participate in an electronic Coordinated Access but they could agree to use the HMIS database to manage permanent housing inventory. The HMIS System Administrator is talking to the HMIS vendor to ascertain if any customizations need to be ordered in order to implement.

Resolution Issue: Two VSP’s with transitional housing programs have asked to maintain some units for those fleeing domestic violence. They have agreed that they will provide proof of commitment to the cost/bed caps mandated by CoC Policy ($10,000/bed annually) and will provide proof or promise of adherence to HUD transitional housing regulations. The CoC Steering Committee will vote on whether or not to allow this for the requesting entities of Houston Area Women's Center and Bay Area Turning Point.

- A new RRH permanent housing award at just above $1M was awarded to the Harris County Domestic Violence Coordinating Council (who is partnering with Northwest Assistance Ministries and other VSP organizations who do not have residential services) to provide RRH options for women fleeing domestic violence who are unwilling to flee directly to a shelter. This model has proven effective in King County (Washington State) and local providers without shelter options, as well as law enforcement, medical personnel and the DA’s office are eager to collaborate on this innovative best practice. The funding comes from the FY2015 CoC NOFA competition and was awarded as a bonus project.

Income Now (Proposed Resolution)

- Resolution Issue: Income Now Leadership Team/Workgroup and Project Managers are recommending Income Service Models, much like the Housing Models submitted by various Housing Workgroups for approval by the steering committee. While they seek approval from the CoC Steering Committee, it is acknowledged that these models will continue to be informed by practice and periodically re-introduced to the Committee in an updated format.
- All positions are filled across five (5) agencies. To date, 212 individuals have been enrolled in the Competitive Mainstream Employment program and 49 have received employment placements.
- Twenty-one (21) clients have maintained more than 30 days of FT employment above 125% of the poverty level.
- On April 29th a hiring event was hosted by the Income Now team. Fifty-five (55) job seekers participated and four (4) were hired at the event. Seven (7) scheduled second interviews. Nine (9) employers participated and a second event is scheduled for July 19, 2016.

Workgroup Structure and Guidelines (Proposed Resolution)

- Resolution Issue: As The Way Home CoC intersects with other systems of care and concern, it has come to light that the CoC Workgroups that provide recommendations to The Way Home Steering Committee need to operate under common guidelines and with similar structure. Specifically it is proposed that:
  - Facilitation and communication will be managed by the CoC Lead Agency and/or recognized partner Project Management partners
Persons with lived experience will be included in every possible instance and some sort of compensation will be provided for consumer time (if they are not participating as part of paid employment)

- Workgroup recommendations may be brought before the CoC Steering Committee for approval
- CoC Workgroups will not charge fees or dues for membership or participation
- Workgroup participation is open to any concerned person who seeks inclusion

Youth and Young Adults

- Workgroup met to make recommendations and refinements for YYA housing models. These housing models will be presented to The Way Home CoC Steering Committee for approval when completed.
- The Coalition for the Homeless helped to create a collaborative application with Houston reVision to apply for planning funds to explore opportunities to more efficiently utilize existing funding sources for homeless prevention opportunities, particularly for system-involved youth. This application involves a collaborative request from Houston reVision, Coalition for the Homeless, The Salvation Army Young Adult Resource Center, Houston Housing Authority, Harris County Protective Service’s HAY Center and with support from the Harris County Juvenile Justice Department.
- A new permanent housing award at just above $1M was awarded to the Houston Housing Authority for Young Adult RRH. This project proposes to serve approximately 100 young adults annually. The Salvation Army Social Services is starting a smaller young adult specific RRH project immediately with Harris County ESG and state ESG funds.
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**TX-611 - Amarillo CoC**

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**TX-624 - Wichita Falls/Wise, Palo Pinto, Wichita, Archer Counties CoC**

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**TX-700 - Houston, Pasadena/Harris, Fort Bend Counties CoC**

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<td>The Bridge Permanent Housing Project for Women With Disabilities</td>
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<td>$965,285</td>
</tr>
<tr>
<td>The Bridge Transitional Shelter</td>
<td>CoCR</td>
<td>$58,021</td>
</tr>
<tr>
<td>The Hope Housing Project</td>
<td>CoCR</td>
<td>$487,280</td>
</tr>
<tr>
<td>The Lotus Project</td>
<td>CoCR</td>
<td>$626,530</td>
</tr>
<tr>
<td>Transitional Housing Two</td>
<td>CoCR</td>
<td>$207,406</td>
</tr>
<tr>
<td>YEAH!</td>
<td>CoCR</td>
<td>$2,507,216</td>
</tr>
<tr>
<td>YWCA of Houston Center for Women</td>
<td>CoC</td>
<td>$266,713</td>
</tr>
</tbody>
</table>

**TX-700 Total:** $32,098,014

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**TX-701 - Bryan, College Station/Brazos Valley CoC**

<table>
<thead>
<tr>
<th>Project Name</th>
<th>CoC Name</th>
<th>Program</th>
<th>Awarded Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>HMIS Expansion 2015</td>
<td>CoCR</td>
<td>$75,014</td>
<td></td>
</tr>
<tr>
<td>Rapid Re-Housing 2015</td>
<td>CoC</td>
<td>$235,622</td>
<td></td>
</tr>
</tbody>
</table>

**TX-701 Total:** $310,636
This Memorandum is to inform The Way Home Continuum of Care Steering Committee about the changes with TDHCA ESG’s Grant awarded to The Coalition for the Homeless for the 15-16 Program Year.

Background:

A competition was held in March of 2015 for TDHCA ESG Funding Program Year beginning October 1, 2015 – September 30, 2016. The Coalition was awarded $130,350 for HMIS Activities. $55,350 of that award went to The Coalition, and $75,000 went to Harris County Domestic Violence Coordinating Council (HCDVCC) all for HMIS activities.

After many discussions, the HMIS activities proposed under HCDVCC’s application were deemed ineligible. The Coalition would like to re-categorize this funding to Homelessness Prevention.

This funding is limited to no more than 60% going to Emergency Shelter and Street Outreach Activities. Other eligible activities with this funding are: Homelessness Prevention, RRH, and HMIS.

Recommendation:

In an effort to keep the ratio as approved in the FY15 TDHCA Award Announcement – we propose that the $75,000 of available funding go for HMIS, RRH, or Homelessness Prevention activities. Further – we propose that this funding be sub-contracted to support Homelessness Prevention activities for the following reasons:

1. It was suggested by TDHCA that due to slow spending on the RRH contract that no changes are made.
2. HMIS activities by the Coalition are fully funded.
Income Now Initiative

In 2015, The Way Home introduced its Income Now Initiative for Houston, Harris County, and Fort Bend County as the latest component of the community’s homeless response system. This homeless response system has three components: access to Housing, Healthcare, and Income. Income Now connects those currently experiencing homelessness with income to secure and maintain permanent housing.

The initiative coordinates services and providers, including Workforce Solutions, to leverage the expertise and resources throughout Greater Houston for the benefit of those looking to secure income as quickly as possible. After securing permanent housing, income is essential to maintaining housing and achieving increased stabilization and improved health outcomes. The initial implementation phases receive financial support and technical assistance from the Texas Workforce Commission, Heartland Alliance, the U.S. Department of Housing and Urban Development (HUD), and Chevron.

The Income Now Initiative is a system that connects people to three income types: Social Security Income/Social Security Disability Income (SSI/SSDI), Supported Employment, and the Public Workforce System. Individuals are assessed for permanent housing and income through The Way Home’s Coordinated Access system. Individuals are matched to the best housing and income type that meet their need to secure and maintain the permanent housing.

Income Types:

- **SSI/SSDI, Outreach, Access, and Recovery (SOAR)** - SOAR is a program providing services to access disability benefit programs administered by the Social Security Administration (SSA) for eligible adults who are experiencing or at risk of homelessness and have a mental illness, medical impairment and/or a co-occurring substance use disorder.

- **Supported Employment (SE)** - Supported Employment is a program providing specialised services to help individuals with a disabling condition, typically severe mental illness, to prepare for, secure, and maintain mainstream competitive employment as quickly as possible with intensive case management services.

- **Public Workforce System** - Workforce Solutions is the Greater Houston Area’s public workforce system, providing direct, individualized services that help individuals currently experiencing homelessness prepare for, secure, and maintain mainstream competitive employment.

Income Now Partners:

- Coalition for the Homeless
- City of Houston
- Central Houston
- Workforce Solutions
- SEARCH Homeless Services
- Career and Recovery Resources
- Houston Area Community Services
- SER Jobs for Progress

How do people access Income Now?

[Diagram showing the process of accessing housing and income]

- Housing and Income Assessment
- Housing and Income Match
- **Housing Referral:** Supportive Housing or Rapid Re-housing or Fair Market Housing
- **Income Referral:** SOAR or Supported Employment or Public Workforce System

WWW.THEWAYHOMEHOUSTON.ORG
SOAR
(SSI/SSDI Outreach, Access, and Recovery)

<table>
<thead>
<tr>
<th>Program Description</th>
<th>Essential Program Elements</th>
<th>Time Frame</th>
<th>Population</th>
<th>Eligibility</th>
<th>Desired /Expected Outcomes</th>
</tr>
</thead>
</table>
| A program providing services to support access to the disability income benefit programs administered by the Social Security Administration (SSA) for eligible adults who are experiencing or at risk of homelessness and have a mental illness, medical impairment, and/or a co-occurring substance use disorder. | **Case Management (Ratio 1:15)**  
- Assistance with SSI/SSDI application process  
- Provision of or linkage to healthcare providers, legal assistance, and/or other providers as appropriate to prepare a strong application to the SSA.  
- Assistance with document collection necessary to complete application process  
- Assistance with transportation to court and medical appointments related to the SSA application process | No time limits | Literally homeless individuals with a disabling condition and interested in receiving benefits. Those that would benefit from a steady source of income. Those that would be challenged to maintain a steady source of earned income due to their disabling condition. Those that would achieve more success in the SSA benefit application process with intensive case management support. Typically individuals that also match to Permanent Supportive Housing. |  
- Homeless  
- Disabling Condition  
- Earning less than $1130/month | Individuals secure income  
Outcome:  
Indicators:  
Threshold: 75% clients will secure SSA Benefits within 90 days from application submission.  
*Through a phased implementation the outcomes above should be achievable in 3 years. |

**Income Now**  
- All Income Service Models embrace the “Income Now” approach to supporting those enrolled; pursuing income as quickly as possible without conditions of sobriety, medication/treatment compliance, etc.  
- Services are voluntary to the clients  
- Incorporate proven best practices and evidence-based practices to assist people in securing SSA benefits (SAMHSA) |  
**Prioritizing:**  
- Those that have received treatment in the past 6 months  
- Those that have been diagnosed with one of SSA’s compassion diagnoses |  
**Considerations:**  
- Veterans that are eligible for Veteran Health Administration benefits should apply for VHA benefits and SSA benefits simultaneously. |  
*All referrals will be received through Coordinated Access when the Coordinated Access system is at capacity.*
## Specialized Employment Services (Supported Employment)

<table>
<thead>
<tr>
<th>Program Description</th>
<th>Essential Program Elements</th>
<th>Time Frame</th>
<th>Population</th>
<th>Eligibility</th>
<th>Desired /Expected Outcomes</th>
</tr>
</thead>
</table>
| Supported Employment: A program providing specialized services to help individuals with a disabling condition, typically severe mental illness, to prepare for, secure, and maintain mainstream competitive employment as quickly as possible with intensive case management services. | Case Management (Ratio 1:20)  
- Engages consumers in collaborative relationships directed toward the goal of securing and maintaining competitive employment  
- Completing Vocational Functioning Assessments  
- Support documentation collection processes necessary to secure income (ID, SSC, resume, etc.)  
- Job development  
- Interview Accompaniment  
- Benefits planning  
- Job Coaching  
- Supporting employers in making reasonable accommodations  
- Assist with job retention strategies  
- Work Experience/OJT | No time limits | Literally homeless individuals with a disabling condition. Those that would benefit from increasing their income. Those that would be challenged to secure and/or maintain employment due to their disabling condition/s. Those that would achieve more success in maintaining employment with intensive, income focused, case management support. Typically individuals that also match to Permanent Supportive Housing. | - Homeless  
- Disabling Condition  
- 16 years and older | Outcome: Individuals secure earned income  
**Indicators:**  
Threshold: 60% clients will secure permanent mainstream competitive employment within 60 days from program enrollment.  
Threshold: 65% employed clients will maintain mainstream competitive employment for at least 30 days from hire date. |
| Income Now  
All Income Service Models embrace the “Income Now” approach to supporting those enrolled; pursuing income as quickly as possible without conditions of sobriety, medication/treatment compliance, etc. Services are voluntary to the clients  
Incorporate proven best practices and evidence-based practices (SAMHSA Supported Employment fidelity) | | | Considerations:  
- All referrals will be received through Coordinated Access when the Coordinated Access system is at capacity. |
Public Workforce System  
(Workforce Solutions)

Direct services to assist individuals experiencing homelessness in securing and maintaining employment through community-based career offices and Coordinated Access hubs.

<table>
<thead>
<tr>
<th>Program Description</th>
<th>Essential Program Elements</th>
<th>Time Frame</th>
<th>Population</th>
<th>Eligibility</th>
<th>Desired /Expected Outcomes</th>
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</thead>
<tbody>
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</tbody>
</table>
Workforce Solutions is the Greater Houston Area’s public workforce system, providing direct services that help individuals prepare for, secure and maintain mainstream competitive employment.

Career Offices supply people with current, useful information on careers of the future, focusing on high-skill, high-growth jobs that provide opportunities for growth and good wages.

<table>
<thead>
<tr>
<th>Individualized Services (Ratio 1:75)</th>
<th>No time limits</th>
<th>Homeless individuals who are currently unemployed.</th>
<th>Considerations:</th>
<th>Outcome:</th>
<th>Indicators:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Engages customers in collaborative relationships directed toward the goal of securing and maintaining competitive employment</td>
<td>• Homeless</td>
<td>Those that would more quickly secure housing and achieve housing stability through increased income.</td>
<td>• Homeless</td>
<td>Individuals secure earned income</td>
<td></td>
</tr>
<tr>
<td>• Support documentation collection processes necessary to secure income (ID, SSC, Resume, etc.)</td>
<td>• Unemployed</td>
<td>Those that would achieve more success in securing and maintaining employment with income-focused, individualized support.</td>
<td>• 16 years and older</td>
<td>Threshold: 60% clients will secure permanent mainstream competitive employment within 60 days from program enrollment.</td>
<td></td>
</tr>
<tr>
<td>• Job Search Assistance and Placement</td>
<td>• Selective Service Registered</td>
<td>Typically individuals that also match to Rapid Re-Housing.</td>
<td>• All referrals will be received through Coordinated Access when the Coordinated Access system is at capacity.</td>
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<td></td>
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<tr>
<td>• Interview Preparation</td>
<td>Income Now</td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>• Referrals to Open Jobs</td>
<td></td>
<td></td>
<td>Considerations:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Job Search/Career Planning Seminars</td>
<td></td>
<td></td>
<td>• Individuals that are eligible for SSA benefits should also be referred to SOAR if they are interested in receiving benefits and have not yet applied.</td>
<td></td>
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<tr>
<td>• Provide supportive services for vocational training, work supplies, and transportation</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>• Job Retention Strategies</td>
<td></td>
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<tr>
<td><strong>Income Now</strong></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• All Income Service Models embrace the “Income Now” approach to supporting those enrolled; pursuing income as quickly as possible without conditions of sobriety, medication/treatment compliance, etc.</td>
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<tr>
<td>• Services are voluntary to the customer</td>
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<tr>
<td>• Incorporate proven best practices and evidence-based practices</td>
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<td></td>
<td></td>
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</tr>
</tbody>
</table>

**Considerations:**
- Individuals that are eligible for SSA benefits should also be referred to SOAR if they are interested in receiving benefits and have not yet applied.

**Outcomes:**
- Individuals secure earned income
Purpose:
To ensure that CoC Workgroup are representative of the entire Continuum of Care including persons with lived experience and that barriers to participation are low to non-existent.

Policy:
The Way Home CoC Workgroups will seek to encourage full representation of all interested and relevant parties. Workgroups will actively elicit feedback and participation from those with lived experience of the workgroup focus. Whenever possible compensation will be provided to lived experience experts in the case that they are not being paid by their place of employment to participate. Unnecessary barriers to participation in workgroup activities will be removed. Barriers may include charging fees or dues to participate, holding workgroup meetings in non-ADA accessible places, scheduling meetings at locations not accessible on a bus line, or holding meetings in a place (such as a city or county jail facility) that may prevent persons with barriers (outstanding warrants or need to present legal identification) to entry from participating.

Effective Date:
Upon approval of The Way Home CoC Steering Committee.
This Memorandum is to inform The Way Home Continuum of Care Steering Committee about the SSVF FY16 Rapid Re-Housing Waiver Request. The SSVF workgroup seeks the Steering Committee’s endorsement of the waiver.

Background:

The Department of Veteran's Affairs, SSVF Program Office released the FY2016 Rapid Re-housing waiver request for communities which have met USICH benchmarks for effectively ending veteran homelessness. The waiver allows for SSVF providers to right-size the amount of financial assistance based on need for the categories of rapid re-housing and homeless prevention.

After discussions with the SSVF Regional Coordinator, the SSVF workgroup has unanimously voted to request the waiver which establishes a minimum of thirty percent of total financial assistance must be dedicated to rapid re-housing.

Recommendation:

In an effort to maximize SSVF resources to maintain steady state, the SSVF workgroup is seeking the required endorsement of The Way Home Steering Committee. It is requested the Steering Committee Chairperson sign the submitted endorsement letter.
Memorandum of Understanding between the Coalition for the Homeless of Houston/Harris County and (Project Applicant)

PURPOSE

The CoC Program is designed to promote a community-wide commitment to the goal of ending homelessness; to provide funding for efforts by nonprofit providers, States, and local governments to quickly re-house homeless individuals and families while minimizing the trauma and dislocation caused to homeless individuals, families, and communities by homelessness; to promote access to and effective utilization of mainstream programs by homeless individuals and families; and to optimize self-sufficiency among individuals and families experiencing homelessness.

This memorandum of understanding (MOU) is entered into by the Coalition for the Homeless of Houston/Harris County (CFTH) and Project Applicant. The purpose of this MOU is to set forth expectations and responsibilities of CFTH and Project Applicant as Project Applicant seeks funding from HUD under the CoC Program.

GENERAL PROVISIONS

CFTH will:

1) Serve as the CoC Lead Agency responsible for the coordination and oversight of the CoC planning efforts, and has the authority to certify and submit the CoC homeless assistance funding application.

2) Coordinate and leverage the Homeless Information Management System (HMIS) as a data collection and, eventually, coordinated intake tool, to capture client-level, system-wide information over time on the characteristics and services needs of the homeless persons to be served within the funded programs.

3) Provide technical assistance and training to provider agencies to ensure compliance with HUD CoC regulations, standards, and guidelines.

4) Monitor provider agencies’ programmatic and financial management to ensure compliance with HUD CoC regulations, standards, and guidelines.

5) Coordinate, integrate, and leverage resources to maximize impact of services for individuals who are homeless.
Project Applicant will:

Services

1. **Have in place on-site supportive services** (provided directly or sub-contracted) or provide transportation and access to supportive services that will:
   a. Help program participants obtain or remain in permanent housing;
   b. Help participants increase skills and/or income;
   c. Help participants achieve greater self-determination, enabling the participants to gain needed confidence to make the transition out of homelessness.

2. **Provide a combination of one or more Evidence-Based Practices** (EBP) or promising practices for the target client group to be implemented in case management and other supportive services provided by the grantee or sub-contracted

3. **Provide services in a culturally competent and inclusive context.** The people that the permanent supportive housing program is designed to serve are almost by definition marginalized and excluded from their communities and mainstream society. Bringing them into housing and offering meaningful services requires providers to bridge cultural, language, and other barriers.

4. Establish policies and practices that are consistent with, and do not restrict the exercise of rights provided by the education subtitle of the McKinney-Vento Act, and other laws relating to the provision of educational and related services to individuals and families experiencing homelessness;

5. Designate a staff person to ensure that children are enrolled in school and connected to the appropriate services within the community, including early childhood programs such as Head Start, Part C of the Individuals with Disabilities Education Act, and McKinney-Vento education services.

6. **To be able to engage and help stabilize people who have a history of trauma,** permanent housing programs need to be trauma-informed. This means training all staff who will be working with participants to understand the nature and manifestations of trauma in human life and to ensure that both housing and services are offered in safe, nonthreatening environments.

7. **Separation of housing and services** underpins the supportive housing model. Property management functions and support services are handled by separate staff, and often even by different organizations. They coordinate with one another but clearly differentiate the roles of property manager and service provider.

8. **Eligibility and continued tenancy** is not dependent on participation in services provided, rather on the requirements of tenancy.

Client Eligibility – **Applicable to CoC Funded Housing Projects**

1. **Move clients into permanent housing directly from streets and shelters** without preconditions of treatment acceptance or compliance.

2. CoC funded programs must comply with business rules developed for Coordinated Access.

3. **Programs are required to accept tenants with zero income,** and may have the goal of helping clients obtain income through benefits or employment to contribute to rent once admitted but may not un-enroll tenants from the program solely because income is not gained.

4. **Programs may not charge more than 30% of a client’s income in rent.**

5. **For Permanent Housing Projects only, clients may not be unenrolled from the program for reasons other than non-compliance with the basic lease agreement.** For example, clients are
allowed to have alcohol in their homes and may not be unenrolled unless their behavior would cause eviction by the landlord.

HMIS

The Homeless Management Information System (HMIS) is a critical tool used for tracking program participation, and the data collected therein can be analyzed to report on program, agency, and community-level outcomes—requirements now mandated by most public and private funders of homeless services.

In addition, HMIS data is used to produce the Annual Performance Report (APR) and the Houston/Harris County Continuum of Care’s submission for the Annual Homeless Assessment Report to Congress (AHAR). It is also used for reconciliation of the annual Point-in-Time Count each January. Additionally, the Coordinated Intake system depends upon the housing utilization tools within HMIS to determine unit availability.

Therefore, due to the importance of data collection as outlined above, all CoC-funded projects except victim services providers, are required to participate in HMIS in accordance with the data entry guidelines set by the HMIS Lead Agency (“the Coalition for the Homeless”). These guidelines include, but are not limited to:

1. The timely and accurate entry of data;
2. A complete exit assessment with exit destination and updated housing status; and
3. The maintenance of client information confidentiality.

In addition to providing all HUD mandatory data, agencies should strive to collect the maximum data elements for all clients.

Victim services providers must establish and operate a comparable database that complies with HUD’s HMIS requirements and local data standards as approved by the CoC Steering Committee.

CoC Participation

1. The applicant agency agrees to participate in the Annual Point-In-Time Count by:
   a) Volunteering agency staff to perform the unsheltered count
   b) Completing the Housing Inventory Chart for the shelter count
   c) Participating in Gaps Analysis and Needs Assessment
2. The applicant agency agrees to participate in CoC planning, policy, and strategy activities including but not limited to Provider and HMIS Forums.

Documentation and Monitoring

For each program funded through the Continuum of Care Program the applicant agency agrees to provide the following documents:

1. Final Technical Submission sent to HUD for any NEW projects awarded;
2. Signed Grant Agreement for Awards within five days of agreement execution;
3. Copy of APR submitted to HUD at the end of each grant year within five days of e-snaps submission;
4. Approved Substantial Grant Amendments within five days of amendment execution; and
5. Annual Agency Audits

The applicant agency agrees to site and monitoring visits to review project eligibility and quality threshold requirements by providing the necessary information and required documentation as requested by the Coalition for the Homeless of Houston/Harris County to ensure compliance with federal funding regulations.
CONFIDENTIALITY

Both parties agree that they shall be bound by and shall abide by all applicable Federal or State statues or regulations pertaining to the confidentiality of client records or information, including volunteers. The parties shall not use or disclose any information about a recipient of the services provided under this agreement for any purpose connected with the parties’ contract responsibilities, except with the written consent of such recipient, recipient’s attorney, or recipient's parent or guardian.

EQUAL OPPORTUNITY

Both parties mutually agree to be bound by and abide by all applicable anti-discrimination statues, regulations, policies, and procedures as may be applicable under any Federal or State contracts, statues, or regulations, or otherwise as presently or hereinafter adopted by the agency.

TERMS OF AGREEMENT

This MOU shall be effective upon adoption by each signatory agency and entity.

This MOU shall be reviewed and revised as needed to further implementation of strategic and long-term goals of the project.

This MOU can be expanded, modified, or amended, as needed, at any time by the consent of both agencies.

This MOU shall be in effect until the end of this project unless terminated by mutual agreement in writing prior to the project end date.

__________________________________________  COALITION FOR THE HOMELESS OF HOUSTON/HARRIS COUNTY

(AGENCY)

Signature: ________________________________  Signature: ________________________________

Name: ________________________________  Name: Marilyn L. Brown

Title: ________________________________  Title: President & CEO

Date: ________________________________  Date: 11/20/2015
May 5, 2016

CoC Competition Focus: Creating a Systemic Response to Homelessness

Leading up to the publication of the FY 2016 Notice of Funding Availability (NOFA), we will publish CoC Competition Focus messages that explain HUD’s policy priorities for the FY 2016 Continuum of Care (CoC) Program Competition and link to key resources to help CoCs and project applicants implement these priorities. These messages will be different than our SNAPS In Focus messages as they will be primarily focused on highlighting existing resources to help CoCs and providers effectively implement the priorities instead of explaining the policy priorities in detail.

In these CoC Competition Focus messages, we will cover the following policy priorities (as identified in the FY 2016 CoC Registration Notice):

- Creating a systemic response to homelessness (today’s message)
- Strategically allocating resources
- Ending chronic homelessness
- Ending family homelessness
- Ending youth homelessness
- Ending veteran homelessness
- Using a Housing First approach

This first message is about creating a systemic response to homelessness. This priority is intended to encourage communities to develop the systemic supports to ensure that homelessness assistance is well coordinated; well managed; accessible to the populations seeking assistance; transparent to providers, community members, and households seeking assistance; and that it achieves positive outcomes.

Coordinated Entry
A Coordinated Entry system is necessary for developing a systemic response to homelessness in your community. As we noted in a previous message and in guidance, coordinated entry is a powerful tool that is designed to ensure that people experiencing homelessness are prioritized for and matched with the right intervention as quickly as possible. It aims to standardize the access, assessment, and referral process across all providers in the CoC. What does this look like in a particular community? Each CoC’s coordinated entry system will be unique, as it must be designed to meet the needs of people experiencing homelessness in your CoC. However, even with all of these differing needs and capabilities, HUD has identified some core characteristics of an effective coordinated entry process, and asks that CoCs review these carefully, and consider implementing them in your own process.

Planning
Another vital step to developing a systemic response to ending homelessness is to plan as an entire community, not just with homeless service providers. Planning with as many different types of stakeholders as possible will bring more resources and knowledge to the table and ensure that your entire system meets the needs of all persons.
Homelessness in individuals

HUD encourages the development of a Management Information System (HMIS) to help providers better understand and address homelessness, including preventing and ending it.

We encourage you to review and use your HMIS data to understand the current state of homelessness in your community and identify areas for improvement.

Reviewing this data will help your CoC understand the existing resources available and how those resources are contributing to the overall goal of your system.

Your CoC should use this information to improve how your system addresses the needs of persons experiencing homelessness. A true understanding can only be gained if comprehensive, high-quality data is collected. Therefore, your CoC should strive to ensure that the homeless inventory in the community is covered in the Homeless Management Information System (HMIS), and that the data meets the highest standards for quality. Additionally, HUD encourages CoCs to develop their own measures that can provide unique information that is meaningful to your individual system. Collecting local performance measures is an important way to maximize resources to end homelessness in your community, and it can also bring other partners to the table, which makes your system stronger.

Making Assistance Appealing and Accessible

Resources also have to be welcoming, appealing, and accessible to people experiencing homelessness if your CoC is to end homelessness. Each person experiencing homelessness should have access to inclusive and nondiscriminatory shelter and housing, including those who are transgender and gender non-conforming. We firmly believe that people should not be screened out of programs because of unnecessary barriers and eligibility requirements (e.g., minimum income requirements or sobriety). Additionally, people should not be terminated from programs because they violated rules that were not appropriate in the first place.

For these reasons, we encourage providers to use a Housing First approach whenever possible. This means that housing is operated without preconditions or participation requirements, and the actions that can cause someone to be terminated are limited to those that are necessary to protect the health and safety of other residents and staff. We understand that providing low barrier, client-centered, culturally competent assistance is challenging. However, we strongly believe that it better meets the needs of individuals and families experiencing homelessness and will ultimately result in a more effective system.

Collecting and Analyzing Data

A systemic response to addressing homelessness requires that your CoC understands how your system is functioning as a whole – where the system is strong, and where improvements need to be made. We require CoCs to analyze data and report system performance measures. **HUD will begin collecting the system performance measures data for the first time this summer in HUD’s Homelessness Data Exchange (HDX).** HUD has published resources to help providers prepare to report on these measures. These required system performance measures look at a range of factors that impact the CoC’s ability to address homelessness, including:

- the length of time people are experiencing homelessness
- the number of people returning to homelessness
- the number of people becoming homeless for the first time
- the overall number of people experiencing homelessness

Reviewing this data will help your CoC understand the existing resources available and how those resources are contributing to the overall goal of your system.
Thank you for your commitment and work to end homelessness.

Norm Suchar & Brett Gagnon
Office of Special Needs Assistance Programs

Additional Resources Related to Developing a Systemic Response to Ending Homelessness:

- Effective Crisis Response
- Family Options Study
- Equal Access to Housing Final Rule
- CPD Notice: Appropriate Placement for Transgender Persons in Single-Sex Emergency Shelters and Other Facilities
- Coordinated Entry and HMIS FAQs
- Coordinated Entry and Victim Service Provider FAQs
Request for CoC Steering Committee Agenda Item

1. Brief Description of Proposed Item

Acceptance of Recommendation by Nominating Committee to name Rebecca Landes (Executive Director) of The Beacon to the vacated Crisis Provider Representative seat, to The Way Home CoC Steering Committee. This acceptance will fill the seat that was vacated by past Executive Director and elected Provider Representative, Charly Weldon.

2. Date of Steering Committee Meeting: May 12, 2016

3. Proposed Committee Resolution:

Resolution: That the CoC Steering Committee hereby accepts, in accordance with the CoC Charter, the appointment of Rebecca Landes of The Beacon, to the CoC Steering Committee to fill the remaining term of the past Executive Director of The Beacon.

4. Approval of CoC Steering Committee Chair

Signature: ________________________________ Date: __________________________
Request for CoC Steering Committee Agenda Item

1. Brief Description of Proposed Item

Acceptance of TX Balance of State Continuum of Care request to merge Montgomery County and the City of Conroe in the TX-700 Continuum of Care, as supported by Montgomery County Homeless Coalition. Resolution includes adding two seats to The Way Home Steering Committee to represent Montgomery County and City of Conroe.

2. Date of Steering Committee Meeting: May 12, 2016

3. Proposed Committee Resolution:

Resolution: That the CoC Steering Committee hereby accepts the TX Balance of State Continuum of Care request to merge Montgomery County and the City of Conroe in the TX-700 Continuum of Care, as supported by Montgomery County Homeless Coalition. Two Steering Committee positions will be created with this merger, one for Montgomery County and one for the City of Conroe.

4. Approval of CoC Steering Committee Chair

Signature: ___________________________ Date: ___________________
Request for CoC Steering Committee Agenda Item

1. Brief Description of Proposed Item

   Acceptance of Recommendation to expand CoC non-profit partnership requirements to include:
   - Attendance of one of two agency designated leaders at three out of four Provider Input Forums.
   - Agency agreement to commit to goals and policies of The Way Home CoC by signing the standard CoC MOU with the designated Lead Agency.

2. Date of Steering Committee Meeting: May 12, 2016

3. Proposed Committee Resolution:

   Resolution: That the CoC Steering Committee hereby defines CoC non-profit partnership as attendance at Provider Input Forums and execution of CoC standard MOU with designated Lead Agency.

4. Approval of CoC Steering Committee Chair

   Signature:____________________________________ Date:_______________________
Request for CoC Steering Committee Agenda Item

1. Brief Description of Proposed Item

   Acceptance of Request by Victim Services Providers who have CoC Transitional Housing grants to renew all or part of their grants in the FY2016 NOFA.

2. Date of Steering Committee Meeting: May 12, 2016

3. Proposed Committee Resolution:

   Resolution: That the CoC Steering Committee hereby allows Victim Services Providers with existing Transitional Housing grants to renew at a rate of no more than $10,000/bed annually if proof of HUD regulatory compliance or compliance plan can be verified by CoC Lead Agency.

4. Approval of CoC Steering Committee Chair

   Signature: ______________________________ Date: __________________________
1. **Brief Description of Proposed Item**

   Acceptance of Income Now Service Models as proposed by the Income Now workgroup and leadership team. Service Models define service type, population and outcomes for the entire CoC.

2. **Date of Steering Committee Meeting:** May 12, 2016

3. **Proposed Committee Resolution:**

   **Resolution:** That the CoC Steering Committee hereby accepts the Income Now Service Models.

4. **Approval of CoC Steering Committee Chair**

   Signature: ___________________________ Date: ____________________
Request for CoC Steering Committee Agenda Item

1. **Brief Description of Proposed Item**

   Recommendation to adopt a CoC policy to define topic and system workgroups. Workgroups of The Way Home should be open to anyone interested or affiliated with the workgroup topic in order to assure as much representation of CoC diversity as possible. Workgroups should include persons with lived experience as much as possible and should not present unnecessary barriers to inclusion (including charging fees or dues for participation).

2. **Date of Steering Committee Meeting:** May 12, 2016

3. **Proposed Committee Resolution:**

   **Resolution:** That the CoC Steering Committee hereby accepts The Way Home Workgroup Participation Policy.

4. **Approval of CoC Steering Committee Chair**

   Signature: ___________________________ Date: ___________________________