

Chicago Continuum of Care (CoC) Orientation



A Home for Everyone

April 25, 2011 – 1pm to 4pm

Haymarket Center (20 N. Sangamon)

Sponsored by:

*Chicago Alliance to End Homelessness &
Chicago Planning Council on Homelessness' HMTV Committee*

The Chicago Alliance to End Homelessness saves lives and improves the quality of life for everyone by leading an effective and cost efficient new way to end homelessness.

Today's Presenters

- Amanda Carlisle – *CAEH*
- Eileen Higgins – *Catholic Charities**
- Andrea Dakin – *AIDS Foundation of Chicago**
- Kathy Booton Wilson – *Deborah's Place**
- Nicole Bahena – *CAEH*
- Nicole Amling – *CAEH*

* Member, HMV Committee of Chicago Planning Council on Homelessness

Today's Agenda

- What is a Continuum of Care (CoC)?
- Chicago's CoC Structure & Organizations
- Chicago's Plan to End Homelessness
- HUD Funding Process & HEARTH Act
- Homeless Management Information System (HMIS)
- Advocacy Efforts of Chicago Alliance
- Wrap-up & Resources

What is a Continuum of Care (CoC)?

Eileen Higgins

History

- **1987: Congress passed first federal law specifically addressing homelessness**
 - Stewart B. McKinney Homeless Assistance Act of 1987, later renamed the McKinney-Vento Homeless Assistance Act
 - Federal financial support for a variety of programs to meet the needs of individuals and families who are homeless
 - Programs administered by HUD's Office of Special Needs Assistance Programs (SNAPs)



History

- **From 1988 to 1993, HUD held national competitions for its homeless assistance funds every year**
 - Individual organizations throughout the country wrote applications
- **Since 1994, HUD has required each community to come together to submit a *single* comprehensive Continuum of Care (CoC) application** rather than allowing applications from individual providers in a community



History

- **HUD's intent:**
 - Create structured application process to stimulate community-wide planning and coordination of homeless programs



Purpose

- As an entity, a CoC serves two main purposes:
 - **Develop a long-term strategic plan and manage a year-round planning effort that addresses:**
 - Identifying needs of homeless individuals and households
 - Availability and accessibility of existing housing and services
 - Opportunities for linkages with mainstream housing and services resources
 - **Prepare an application for McKinney-Vento Homeless Assistance Act (McKinney-Vento) competitive grants**



Types of CoCs

- **Continuum planning efforts may be organized at a number of geographic levels:**
 - Single city*
 - City and surrounding county
 - Region
 - State
- **In 2010, 400+ CoCs across the country**

* Chicago's Continuum of Care is organized as a single city



Components of CoCs

- **Defined geographic area**
- **Lead agency:**
 - Homeless Coalition led
 - Government led
 - Non-profit led



Components of CoCs (cont'd)

- **Ensures participation by diverse groups of stakeholders:**
 - Public, private, and nonprofit sectors
 - Former or present consumers of homeless services
- **Governance structure**
- Homeless Management Information System (HMIS)
- **Common vision and strategies**



Chicago's Continuum of Care Structure

Amanda Carlisle

Chicago Planning Council on Homelessness (Planning Council)

- Mission is to understand the progress being made in Chicago toward preventing and ending homelessness
- Public-Private Partnership
- Website:
www.thechicagoalliance.org/chicagoplanningcouncil.aspx



Planning Council Composition

- 23 members representing the following groups:
 - Chicago Alliance to End Homelessness (including consumers, providers and members of the Alliance Board of Directors)
 - Government Entities (federal, state, and local)
 - Private funders



Planning Council Functions

Functions:

1. Establish policies, principles and priorities and select the applicant for the HUD NOFA process
2. Establish policies for data release and monitor HMIS Standard Operating Procedures
3. Oversee competitive process for State of Illinois Prevention funding
4. Conduct system planning activities
5. Adopt other functions as appropriate



Planning Council Roles & Responsibilities

- Meetings every other month ~ 6-8 times/year
- Developing annual funding request (NOFA process) to HUD takes most of year
 - Planning process
 - Local evaluation
(data gathering, performance assessment, etc)
 - HUD application process (Exhibits 1 & 2)
 - New funding process (bonus & new projects)



Planning Council Staffing

- Not a legally recognized body
- Staffed by CAEH staff members; previously, jointly by CAEH & DFSS
- 2 main Committees but several subcommittees and working groups



Planning Council Committees & Task Groups

- HMV Committee
 - Evaluation Tool Subcommittee
- HMIS Committee
 - Data Quality Task Group
- Ranking Policies Task Group
- Bonus Project Panel
- Appeals Committee



Chicago Planning Council on Homelessness (CPCH)

Composition: 23 members representing the following groups: 15 members of the Chicago Alliance to End Homelessness (including 6 consumers, 6 providers, the Alliance CEO & 2 members of the Alliance Board of Directors), 7 members designated by government entities, & 1 member representing private funders.

Responsibilities: Establish priorities & policies, & select applicant for HUD CoC NOFA funding; oversee annual competitive process for state homeless prevention funds; oversee implementation of HMIS; analyze the needs & changes in Chicago's homeless system & how it relates to Chicago's 10 year plan to end homelessness

CPCH Executive Committee

Composition: 1 government, 1 consumer, 1 provider & 2 at-large representatives from CPCH

Responsibilities: proposes the agenda for CPCH meetings & makes interim decisions as needed.

HUD McKinney Vento Committee

Composition: service providers, consumers & government representatives, as appointed by the CPCH

Responsibilities: coordinates the annual HUD CoC Homeless Assistance Program NOFA application process & approves evaluation instrument

Evaluation Tool Sub-Committee

Composition: service providers, consumers & government representatives, as appointed by the CPCH

Responsibilities: develops the evaluation instrument to rate & rank programs as part of the annual HUD CoC NOFA application process

HMIS Committee

Composition: service providers, consumers & government representatives, as appointed by the CPCH

Responsibilities: monitoring the implementation of Chicago's HMIS system, coordinating a users group, & evaluating & updating HMIS Standard Operating Procedures as necessary

Chicago Alliance to End Homelessness (CAEH)

- **Mission** is to create, support, and sustain effective strategies to end homelessness in Chicago
- **Created in 2006:**
 - Result of the widely-supported consolidation of the two organizations most integrally involved with the implementation of Chicago’s Plan to End Homelessness:
 - Partnership to End Homelessness
 - Chicago Continuum of Care
- **Website:** www.thechicagoalliance.org



Chicago Alliance to End Homelessness

- **CAEH is Chicago CoC Lead Agency**
- **CAEH undertakes four main activities:**
 - Co-Implementing Chicago's Plan to End Homelessness with DFSS
 - Managing key resources for ending homelessness (the HUD collaborative process)
 - Advocating for increased resources and creating public policies that remove barriers to ending homelessness
 - Increasing public favor and engagement in Chicago's pioneering effort to end homelessness



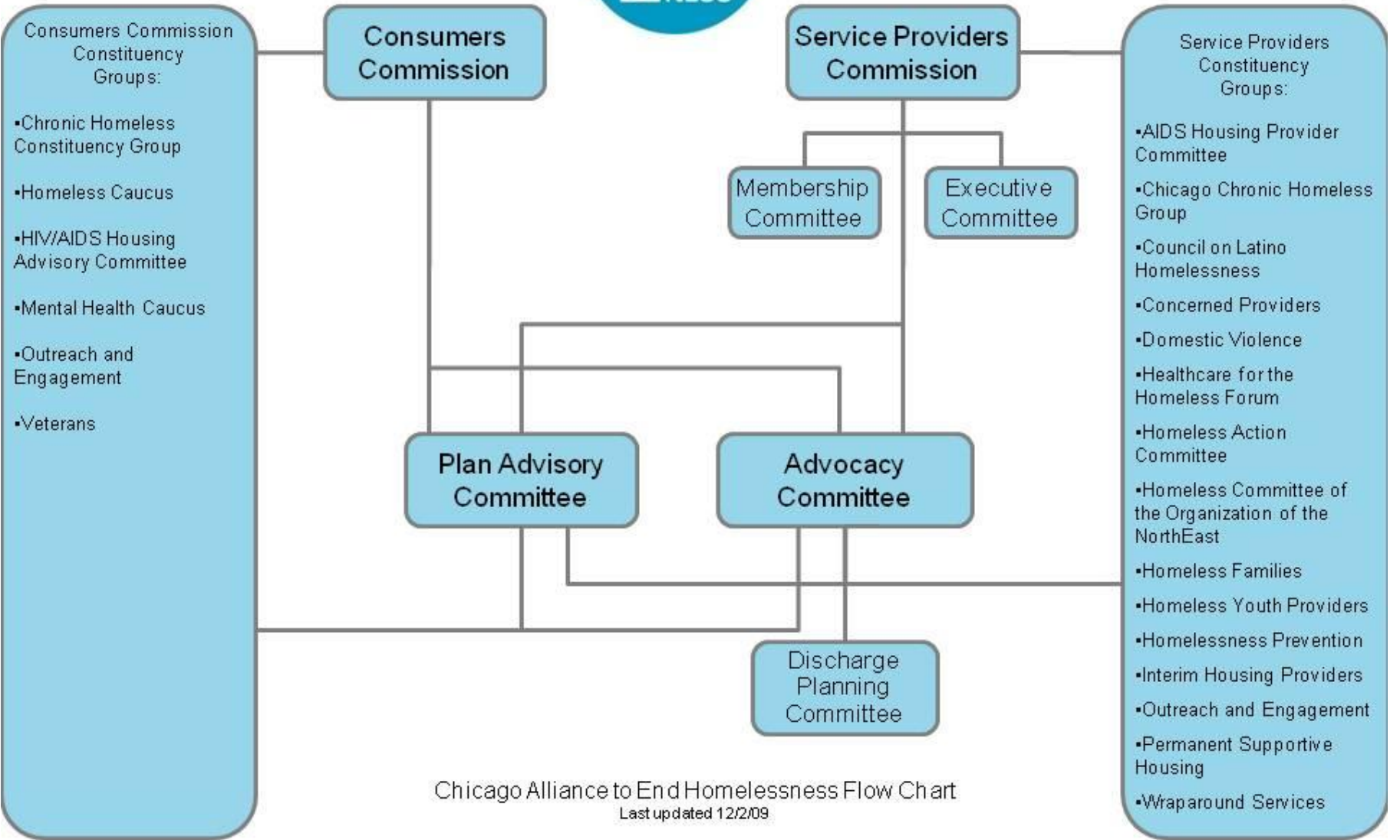
Chicago Alliance to End Homelessness (CAEH)

- Non-profit 501(c)3 agency
- 5 staff members
- Advisory bodies to CAEH Board of Directors
 - Consumers Commission (CC)
 - Service Providers Commission (SPC)
- Committees of the CC and SPC
 - Plan Advisory Committee
 - Advocacy Committee
 - Discharge Planning Committee





— Lines indicate membership and communication flow



Chicago Alliance to End Homelessness Flow Chart
Last updated 12/2/09

CAEH & CoC Membership/Participation

- **Joining/Participating in the Chicago Alliance:**
 - Service Provider
 - Consumer
 - Constituency Groups
- **Joining/Participating in the Chicago Planning Council on Homelessness:**
 - Representative from CC or SPC (member of CAEH)
 - Government representative (organized by DFSS)
 - Private Funder representative



Benefits of Becoming a CAEH Member

- Part of a **common vision & goal**
- **Share best-practices & ideas**
- Opportunities to attend **special engagements**
- Frequent **communication & announcements**

* *Contact Sherise Alexander for more information on Consumers Commission & Service Providers Commission membership*
salexander@thechicagoalliance.org



Brief History of Homelessness in the United States

Andrea Dakin

History of Homelessness

- Have always been homeless in US
 - Waxed and waned depending upon on economic forces
 - The Poorhouse and Outdoor Relief/Charity
 - Received national attention during the Depression
 - Not eradicated after WWII
 - Resurgence in 1980s, but did not dissipate after the recession ended



History of Homelessness (cont'd)

- Defining homelessness
- Typology of the Homeless
 - Gender, Location, Race, Age, Foster Care Participation, Substance Use, Mental Illness, Lack of Sustainable Income
 - Only universal characteristic is poverty
- Causes of Homelessness
 - Decline in affordable housing
 - Lack of income supports (TANF, GA, Living Wage)



History of Homelessness (cont'd)

- Structural forces create risk
- Personal characteristics actualize that risk
- Musical chairs analogy



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History of Homelessness (cont'd)

- Responses to Homelessness
 - Local Government
 - Federal Government
 - FEMA
 - McKinney Act of 1987
 - Department of Housing and Urban Development
 - Continuum of Care

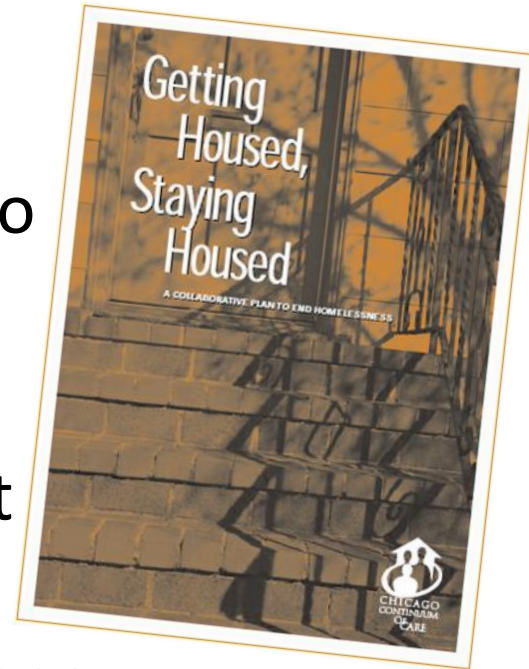


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Overview of Chicago's Plan to End Homelessness

Chicago's Plan to End Homelessness

- ***“Getting Housed, Staying Housed”***
 - Development of Plan led by the Chicago Continuum of Care*
 - Designed and approved by service providers, consumers, and government partners
 - Endorsed by Mayor Daley in January 2003 and priority of his administration



* *Chicago Continuum of Care merged with the Partnership to End Homelessness to form the Chicago Alliance to End Homelessness*



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Shift in Service Philosophy

- Shift in the provision of homeless services – from **managing** the problem of homelessness with emergency shelters, soup kitchens and other temporary assistance, to **ending** homelessness through the provision of permanent housing for those experiencing homelessness

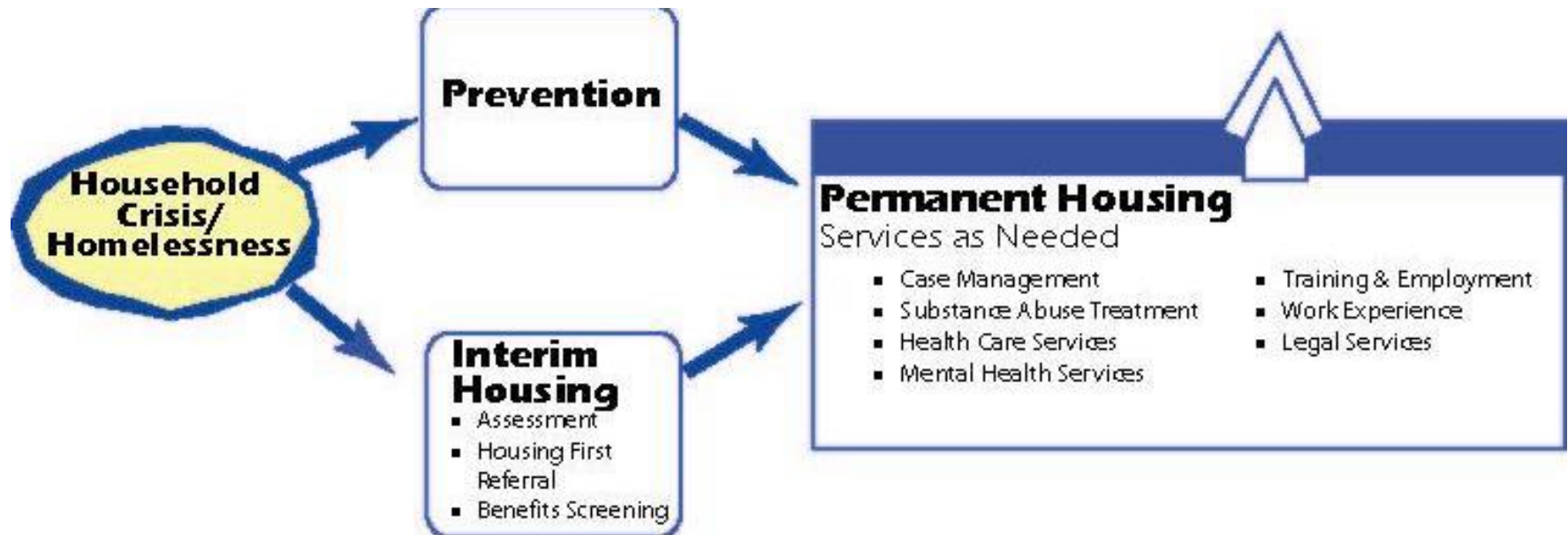


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Pre-2003: “Managing”



2003 – Present: “Ending”



The Plan's 3 Key Strategies

- **Prevention:** Preventing individuals and families from becoming homeless in the first place
- **Housing First:** Placing individuals and families in permanent housing as quickly as possible when they do become homeless, and
- **Wraparound Services:** Providing wraparound services when appropriate to promote housing stability and self-sufficiency



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The Plan & the Program Models Chart

- **Creation of Program Models Chart**
 - Chart outlines the set of homeless programs that are considered to be in alignment with Chicago's Plan
 - Developed and implemented by collaborative partners in 2006
 - Revised in 2010 by group of stakeholders
- **Use of Program Models Chart**
 - Programs that are aligned with the Plan have been prioritized for funding from a number of funding sources (HUD & City included)



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Program Models Chart:

Prevention

Program Models: Prevention

- **Prevention:**

A set of strategies to assist people in maintaining their housing

- Readily available to all consumers
- Integrated with other mainstream services and resources that prevent the loss of housing
 - Mortgage renegotiation
 - Credit repair
 - Eviction prevention



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Program Models Chart In-Depth: Prevention

- **Homelessness Prevention Assistance**
 - Provision of financial assistance
 - Referrals from Homelessness Prevention Call Center (HPCC)
 - Assessment of eligibility for other available benefits/resources
 - Housing stabilization services
 - Housing location services
 - Intake, assessments, and services into HMIS



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Program Models Chart:

Engagement Services

Program Models Chart In-Depth: Engagement Services

- **Engagement Services**

Services that reconnect persons who are homeless or at risk of homelessness to needed social supports

- Activities range from low-demand basic services to clinical services
- Provide needed support to reconnect persons to necessary services



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Program Models Chart In-Depth: Engagement Services

- **Basic Street Outreach**
 - Provision of or access to: food, clothing, transportation, crisis intervention, basic client assessment, and housing placement
 - Needs assessment with evaluation
- **Outcome:** Unsheltered homeless clients engage in services resulting in permanent/stable housing placement



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Program Models Chart In-Depth: Engagement Services

- **Specialized Outreach and Engagement Services**
 - Provision of or access to: food, clothing, transportation, crisis intervention, basic client assessment, and housing placement
 - Needs assessment with evaluation
 - Based on assessment, provision of or access to: assistance in accessing benefits, housing placement, medical care, etc.
- Outcome: Clients have basic needs met



Program Models Chart In-Depth: Engagement Services

- **Community Hospitality Center (Drop-In Centers)**
 - Provision of coordinated service provision with shelter/ housing/ outreach providers
 - Provision of or access to: basic services, transportation, crisis intervention, safe day space, etc.
- Outcome: Clients are safe and have basic needs met



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Program Models Chart In-Depth: Engagement Services

- **Engagement Housing for Youth**
 - Brief needs assessment
 - 24-hour basic services
 - Safe night space
 - Safe environment
 - Assist in referral to other housing and services resources or family reunification
 - Facility licensed by DCFS
- Outcome: Youth are safe and have their basic needs met



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Program Models Chart In-Depth: Engagement Services

- **Emergency Shelter:**
 - Basic services & safe night space
 - Referral to other housing and services
 - Data entered into HMIS within 24 hours of client interaction
 - Housing assessment performed on 100% of households upon program entry
 - Formal linkages help clients access services
 - Participate in DFSS shelter bed clearinghouse
 - Assist DFSS in responding to emergencies



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Program Models Chart:

Interim Housing

Program Models Chart In-Depth: Interim Housing

- **Interim Housing:**

Program of stabilization and assessment, focusing on re-housing all persons, regardless of disability or background, as quickly as possible in appropriate permanent housing



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Program Models Chart In-Depth: Interim Housing

- Essential Program Elements
 - Housing-focused services
 - Supportive Service Coordination
- For Programs Serving Youth under 18
 - Facility DCFS licensure
- For Programs Specializing in Domestic Violence
 - Crisis intervention
 - Safety planning & undisclosed location



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Program Models Chart:

Permanent Housing

Program Models Chart In-Depth: Permanent Housing

- **Permanent Housing (PH):**

Housing coupled with supportive services that are appropriate to the needs and preferences of residents.

- Individuals have leases
- Individuals must abide by rights and responsibilities
- No program-imposed time limits

Essential Elements to all Permanent Supportive Housing types (page 6 of the PMC)



Program Models Chart In-Depth: Permanent Housing

- **Project-Based, Age Appropriate Stable Housing for Youth**
 - Timeframe: Through 24 years of age
 - Population: Youth ages 16-24
 - Outcome: Youth remain in stable housing
 - 75% of youth departing the program, exit to permanent, stable housing
 - 55% of clients remain appropriately housed including placements into permanent housing outside of the program for at least 12 months



Program Models Chart In-Depth: Permanent Housing

- **Permanent Housing with Short-Term Support (PHwSS) Rolling Stock Permanent Housing**
 - Client has ability/goal to maintain lease after subsidy ends
 - Outcome: Clients remain in permanent housing
 - 85% of clients assume the apt. lease (or maintain other independent, stable housing) within 2 years
 - 75% of clients departing the program to PH retain housing for at least 6 months



Program Models Chart In-Depth: Permanent Housing

- **Permanent Supportive Housing**
 - Additional “essential program elements”:
 - Provision of permanent rent subsidies
 - Project-based Services:
 - Permanent housing property management
 - Case management must be offered on-site
 - Scattered-site Services:
 - Case management may be offered on-site at housing unit or at community-based location, but must be available at housing unit if clinically indicated or needed



Program Models Chart In-Depth: Permanent Housing

- **Permanent Supportive Housing (cont'd)**
 - Timeframe: No time limits
 - Outcome: Clients will remain in permanent housing
 - Indicators:
 - 85% remain permanently housed for 12 months;
65% remain permanently housed for 24 months
 - 85% those without a reliable source of income at program entry will increase their income within the first year through benefits, employment, or combination of both
 - 75% avoid incarceration



Program Models Chart In-Depth: Permanent Housing

- **Harm Reduction Permanent Housing**
 - Additional “essential program elements”:
 - No requirement for sobriety, mental health and/or substance treatment
 - Participation in supportive services is voluntary
 - Use of motivational interviewing or other similar approaches for engagement services
 - Use of eviction prevention strategies



Program Models Chart In-Depth: Permanent Housing

- **Harm Reduction Permanent Housing (cont'd)**
 - Population: All
 - Outcome: Clients will remain in permanent housing and reduce the harm associated with other behaviors that threaten housing stability



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Program Models Chart In-Depth: Permanent Housing

- **Abstinence-Based Permanent Housing**
 - Model to be phased-out at end of plan's term
 - Additional “essential program elements”:
 - Sobriety requirement
 - DASA licensed as appropriate or as required
 - Service enriched environment with case management and clinical services offered on site
 - Linkage to treatment centers, both residential and outpatient
 - Medical, psychological assessments and referrals

Program Models Chart In-Depth: Permanent Housing

- **Safe Haven**

- Additional “essential program elements”:

- Engagement/relationship building
- Crisis intervention
- Provision of basic needs services
- 24 hour care availability
- Linkage to mental health and substance abuse treatment and other services Desired/Expected by client
- Housing placement if Desired/Expected by client
- Assistance in accessing housing relocation resources/supports

Program Models Chart In-Depth: Permanent Housing

- **Safe Haven (cont'd)**
 - Outcome: Clients will remain in permanent housing
 - 70% without reliable sources of income at entry will increase their income through acquisition of benefits or employment by program exit
 - 75% will avoid incarceration
 - 70% will graduate to more independent permanent housing at program exit



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Program Models Chart:

**Wraparound System of
Services**

Program Models Chart In-Depth: Wraparound System of Service

- **Community-based Case Management (CB-CM)**
 - Assessments for mental health, substance abuse, employment, medical care, etc.
 - Housing retention
 - Family case management
 - Referrals for employment/enrollment in benefits
 - Coordination to meet children’s needs
- **Outcome: Clients access and retain housing, and access mainstream resources**



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Program Models Chart In-Depth: Wraparound System of Service

- **Clinical Services**
 - Assessments
 - Clinical services addressing clients' needs
 - Linkage to housing, CB-CM
- Outcome: Individualized services based on needs resulting in improvement in functioning and retention in community



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Program Models Chart In-Depth: Wraparound System of Service

- **Consumer Driven Services**
 - Consumers involved in program development, implementation and on-going service provision
 - Supported by staff as needed
 - Program decisions are consensus based and consumer guided
- Outcome: Consumers will attain greater autonomy



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Program Models Chart In-Depth: Wraparound System of Service

- **Specialized Services**
 - Disability or need specific services
 - Linkage to housing as needed, and CB-CM
- **Outcome:** Clients receive individualized services, based on their special needs, resulting in improved functioning



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Program Models Chart In-Depth: Wraparound System of Service

- **Employment Services**
 - Employability assessment (job history/skills testing)
 - Employment work plan/career plan
 - Job readiness training & career counseling
 - Relationships with business, focusing on meeting hiring needs
 - Child care assistance



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Program Models Chart In-Depth: Wraparound System of Service

- Employment Services Outcomes
 - Complete employability assessment and employment plan
 - Increase job readiness skills
 - Obtain and maintain employment



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Using the Program Models Chart for Funding

Using the PMC: DFSS Funding

Alignment with Program Models Chart

- DFSS funds programs in-line with the Program Models Chart by aligning program elements and outcomes with scopes of services and reporting
- Compare aggregate data from all agencies to the desired outcomes for a program model
- Compare individual agencies against the desired outcomes for the program model
- Compare individual agencies against each other for each program model



Using the PMC: HUD Funding

- **Continuum of Care (CoC) Homeless Assistance Funding** (also known as “NOFA funding”)
 - Supportive Housing Program
 - Shelter Plus Care Program
 - Section 8/Mod Rehab Program
- **Funding process administered by Chicago Alliance to End Homelessness**



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Using the PMC: HUD Funding

- Supportive Housing Program
 - **Permanent Housing (PH)**
 - Permanent Supportive Housing
 - Harm Reduction Permanent Housing



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Using the PMC: HUD Funding

- Supportive Housing Program (cont'd)
 - **Transitional Housing (TH)**
 - Interim Housing[#]
 - Permanent Housing with Short-Term Support (PHwSS)
Rolling Stock Permanent Housing*
 - Project-Based, Age Appropriate Stable Housing for Youth*
 - Safe Haven*
- # Some Interim Housing programs are considered emergency shelter for chronic homeless eligibility
- * Chicago considers 3 of these models to be permanent housing

Using the PMC: HUD Funding

- Supportive Housing Program (cont'd)
 - **Supportive Services Only (SSO)**
 - Community-Based Case Management (CB-CM)
 - Clinical Services
 - Specialized Services
 - Employment Services



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Using the PMC: HUD Funding (cont'd)

- **Uses Evaluation Instrument or “Tool” to evaluate *renewal* projects**
 - Consistency with PMC is a threshold criteria
 - Projects scored on many PMC “indicators”:
 - Placement into permanent housing (for TH & SSO)
 - Permanent housing retention (for PH)
 - Income/benefits acquisition and maintenance (All)
 - Client functionality and increased skills (SSO)
 - Data comes from HUD’s Annual Performance Report (APR) and self-reports from agency

Using the PMC: HUD Funding (cont'd)

- **New HUD funding:**
 - Can only be for HUD Permanent Housing
 - Permanent Supportive Housing or Harm Reduction Permanent Housing
 - Head of household must have a disability
 - Can apply for HUD SHP, S+C, or Section 8/Mod Rehab
 - Competitive process; funding not guaranteed
 - Application process includes a Letter of Interest, application, and presentation to Panel
 - Application includes PMC Performance Measures

HUD Funding Process

Kathy Booton Wilson & Amanda Carlisle

HUD Funding Process

- In 2000, President Clinton renamed the Stewart B. McKinney Homeless Assistance Act the “McKinney-Vento Act”
 - Name changed to honor Rep. Bruce Vento who was an original sponsor of the legislation
- In 2009, re-authorized as the HEARTH Act



HUD Funding Process

- **Largest single source of homeless assistance funding** to Chicago each year
- This HUD money is significant because it brings in nearly **\$50 million to Chicago** each year to fund *renewal* projects
- Funds HUD permanent housing, transitional housing, and supportive services projects



Why is it called the “NOFA”?

- NOFA stands for:
Notice of Funding Availability
- HUD releases the **Continuum of Care NOFA** each year, for funding the following year
 - 60+ page document outlining requirements for the grant funding

DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT

[Docket No. FR-5341-N-01]

Notice of Funding Availability (NOFA) for the
Continuum of Care Homeless Assistance Program

AGENCY: Office of the Assistant Secretary for Community Planning and Development, HUD.

ACTION: Notice of Funding Availability (NOFA).

SUMMARY: This Notice of Funding Availability (NOFA) establishes the funding criteria for the Continuum of Care (CoC) Homeless Assistance Grant Programs. HUD is making available approximately \$1.43 billion in Fiscal Year 2009 for the programs. The purpose of the CoC Homeless Assistance Grant Programs is to reduce the incidence of homelessness in CoC communities by assisting homeless individuals and families to move to self-sufficiency and permanent housing.

OVERVIEW INFORMATION

A. **Federal Agency Name:** Department of Housing and Urban Development, Office of Community Planning and Development.

B. **Funding Opportunity Title:** Notice of Funding Availability for Continuum of Care (CoC) Homeless Assistance Programs.

C. **Announcement Type:** Initial Announcement.

D. **Funding Opportunity Number:** The **Federal Register** number is FR-5341-N-01. The OMB Approval number is 2506-0112.

E. **Catalog of Federal Domestic Assistance (CFDA) Numbers:**

1. 14.235, Supportive Housing Program (SHP)
2. 14.238, Shelter Plus Care (S+C) and
3. 14.249, Section 8 Moderate Rehabilitation Single Room Occupancy (SRO).

HUD CoC Process: NOFA Application

- Each year, on the behalf of the Chicago Planning Council on Homelessness (Planning Council), CAEH submits an application to HUD for Homeless Assistance Funds
- HUD process is a national competition for the following:
 - **Renewal funding**
 - **New funding** (permanent housing bonus project(s))
 - **National status** (CoC performance, etc)



NOFA Application: Several Components

- Community's Application (Exhibit 1)
 - CoC Planning and Structures information
 - Housing & Services Inventory
 - Point-In-Time Count and HMIS data
 - Performance data
 - List of projects the community is putting forth for funding



NOFA Application: Several Components (cont'd)

- Agency's Project Applications (Exhibit 2s)
 - Project narrative
 - HMIS participation data
 - Detailed project budget
 - Project certifications & attachments



HUD CoC Process

List of Projects for Funding is determined by:

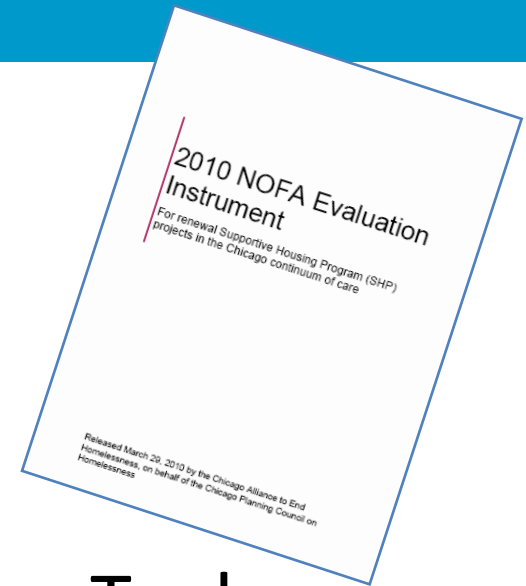
- Local Evaluation Process
 - Evaluation Instrument application and review for *renewal projects*
 - Application and selection panel for *new projects*
- Ranking Policies
 - Set by the Planning Council
 - Voted on after the HUD NOFA is released this year
 - Sets ranking order of projects based on evaluation and threshold requirements



What is the Evaluation Instrument?

The Evaluation Instrument (Tool) is:

- Tool the CoC uses to evaluate a project's performance, structure, and policies
- Tweaked annually by the Evaluation Tool Subcommittee to make sure it is in line with HUD's national and Chicago's local priorities



* *An annual evaluation of all projects is required of CoCs by HUD*



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History of Evaluation Instrument

- Prior to the 2005 cycle, the local evaluation process was completed via site visits only
- For the 2005 cycle, the CoC required agencies to complete a “portfolio” in lieu of site visits
- In late 2005, the CoC developed the Evaluation Instrument that looks similar to what we have today



Evaluation Tool Subcommittee

Evaluation Tool Subcommittee Members:

- Representatives from consumers, service providers and government entities
- Completed an application and were selected by the HNV committee and approved by the Planning Council
- Bring diverse experience, such as program evaluation, prior tool subcommittee membership, grant writing, involvement with Planning Council and CAEH committees and commissions, etc.



Evaluation Instrument Details

- 50+ page application
- Separated into sections, with 11 priority areas that are scored
- Scores from the Evaluation Instrument used to determine ranking for funding



2011 Evaluation Instrument Priorities

2011 HUD Project Evaluation Priorities

Funding Priority		2011 Scoring
Priority		Maximum Score
1.	Project Performance	32 points
2.	Participation in HMIS	16 points
3.	Special Populations	10 points
4.	Project Operations	8 points
5.	Housing First and Flexible Service Delivery	7 points
6.	Client Focus and Representation	6 points
7.	Facility and Program Accessibility	5 points
8.	Leveraged Resources	5 points
9.	Housing to Service Ratio	4 points
10.	Continuous Quality Improvement	4 points
11.	Staff Development and Support	3 points
	Total	100 points

Chicago's Evaluation Process

1. Evaluation Instrument is reviewed, modified, and approved annually
2. HUD renewal projects complete Evaluation Instrument application and submit to CAEH
3. Independent reviewers score project applications
4. Initial scores given to agencies
5. Appeals process
6. Final scores given to agencies
7. Feedback collected from agencies about tool and process via survey



Chicago's New Funding Process

- Separate from Renewal Process
- Applicants do not have to complete the Tool as new applicants
- Submission of Letter of Interest (LOI)
- Submission of Application
- Presentations in front of Bonus Project Selection Panel (Bonus Panel)
- Final decisions made by Bonus Panel



New Funding: Bonus Panel

- Panel of Chicago Planning Council
- Made up of 7 members and 1 advisory member
 - Housing developers
 - Service providers
 - Consumers
 - Funders
 - No conflict of interest by members



2011 New Funding

- Congress passed budget for FY11 in April, which will fund 2011 NOFA cycle (grants start in 2012)
- Slight increase for McKinney/Vento funding
- Chicago will run a bonus project process unless the NOFA is released saying no new funding will be available
- New project selection process will start in June 2011



HEARTH Act

Amanda Carlisle

HEARTH Act

- **HEARTH (Homeless Emergency Assistance and Rapid Transition to Housing) Act of 2009** amended the McKinney-Vento Homeless Assistance Act, which had not been significantly reauthorized in nearly 20 years
- The HEARTH Act was passed as part of the Helping Families Save Their Homes Act of 2009
- Regulations have not yet been released for Continuum of Care or ESG



HEARTH Act: Purposes

- **Purposes of the HEARTH Act are to:**
 - Consolidate homeless assistance programs
 - Codify the Continuum of Care planning process
 - Establish a goal of ensuring that individuals and families who become homeless return to permanent housing within 30 days



HEARTH Act: Major Changes to McKinney/Vento

- Consolidation of HUD's competitive grant programs
- Changes in definition of homeless and definition of chronic homelessness
- Increases emphasis on performance of homeless system, not just individual HUD-funded projects
- Simplified match requirement
- Increase in prevention resources (Emergency Shelter Grant becomes Emergency *Solutions* Grant)
- Creation of a Rural Housing Stability Program



HEARTH Act: Continuum of Care

- Shelter Plus Care, Supportive Housing Program, and Mod Rehab/SRO programs would be **consolidated into a single “Continuum of Care Program”** with the same eligible activities as all of the programs combined
 - **Re-housing services are explicitly added** as an eligible activity, including housing search, mediation or outreach to property owners, credit repair, security or utility deposits, final month rental assistance, moving costs or other activities that help homeless people move immediately into housing or would benefit people who have moved into permanent housing in the last 6 months
 - Operating costs are expanded to include “coordination of services as needed to ensure long-term housing stability”



HEARTH Act: Continuum of Care

- An **application timeline** for the first time
 - HUD will release the NOFA no more than 3 months after enactment of appropriations.
 - Awards will be announced no later than 5 months after applications are due (6 months for the first two years)
- Includes additional local flexibility
 - Communities can use up to 10% of their homeless assistance funding to serve families with children and unaccompanied youth **defined as homeless under other Federal statutes**



HEARTH Act: Selection Criteria

Funding is distributed through a national competition based on the following selection criteria and a need formula:

- **Performance**

- Reductions in the length of time people are homeless
- Reductions in homeless recidivism
- Thoroughness in reaching homeless people
- Reductions in the number of homeless people and in the number who become homeless
- Increases in jobs and income



HEARTH Act: Selection Criteria (cont'd)

- **Plans**
 - The quality and comprehensiveness of the community's plan to reduce homelessness, ensure homeless children receive education services, and address the needs of all sub-populations.
 - The extent to which the plan identifies quantifiable performance measures, timelines, other funding sources, and the body or entity responsible for implementation.



HEARTH Act: Selection Criteria (cont'd)

- **Methodology for Prioritizing Funding**
 - Whether the process uses periodically collected information and analysis
 - Whether the process considers the full range of opinions in the community
 - Whether the process is based on objective, publicly-announced criteria
 - Whether the process is open to proposals from other entities that have not previously been funded



HEARTH Act: Selection Criteria (cont'd)

- **Other Selection Criteria**
 - The level at which communities leverage HUD resources with other public and private sources
 - The level of coordination with other Federal, State, local, and private entities



HEARTH Act: Selection Criteria (cont'd)

- **Other Selection Criteria, continued**
 - Two years after enactment, HUD will develop a **new pro-rata need formula** based on the current number of homeless people, shortages of affordable housing, and the poverty rate.
 - HUD can make adjustments to ensure that every community has enough funding to renew all of their existing projects or to ensure that no community is discouraged from replacing projects with ones they determine will better help them achieve their goals.



HEARTH Act: Project Compliance

- Several questions projects should start asking to assess whether they are compliant with HEARTH Act requirements



HEARTH Act: Project Compliance (cont'd)

- **Does the project accept all families with children under age 18 without regard to the age of any child?**

In general, under the HEARTH Act, any project sponsor receiving funds to provide emergency shelter, transitional housing, or permanent housing to families with children under age 18 shall not deny admission to any family based on the age of any child under age 18.



HEARTH Act: Project Compliance (cont'd)

- **Does the project sponsor provide for the participation of at least one (1) homeless or former homeless individual on the board of directors or other equivalent policymaking entity?**

Under the HEARTH Act, each recipient or project sponsor is required to provide for the participation of not less than one (1) homeless individual or former homeless individual on the board of directors or other equivalent policymaking entity of the recipient or project sponsor, to the extent that such entity considers and makes policies and decisions regarding any project, supportive services, or assistance provided under this subtitle.



HEARTH Act: Project Compliance (cont'd)

- **Project sponsors must certify the following 5 statements:**
 - Project sponsor will maintain the confidentiality of records pertaining to any individual or family who receives family violence prevention or treatment services through the project.
 - The address or location of any family violence shelter project assisted with HUD McKinney-Vento funds will not be made public, except with written authorization of the person responsible for the operation of such project.



HEARTH Act: Project Compliance (cont'd)

- Project sponsor will establish policies and practices that are consistent with, and do not restrict the exercise of rights provided by, subtitle B of title VII of the HEARTH Act (42 U.S.C. 11431 et seq.), and other laws relating to the provision of educational and related services to individuals and families experiencing homelessness.
- In the case of programs that provide housing or services to families, project sponsor will designate a staff person to be responsible for ensuring that children being served in the program are enrolled in school and connected to appropriate services in the community...
- Project sponsor will provide data and reports as required by the Secretary of HUD pursuant to the Act.



Homeless Management Information System

Nicole Bahena

HMIS Background

In 2001, Congress directed the Department of Housing and Urban Development (HUD), to:

- develop a way to generate an unduplicated count of individuals experiencing homelessness across the country,
- analyze patterns of homeless episodes among those in the homeless system, and
- use data to evaluate the success of homeless programs.



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What is HMIS?

Homeless Management Information System (HMIS) is a HUD-mandated data collection tool that:

- Captures client-level information about the characteristics and service-needs of those experiencing or at-risk of homelessness
- Helps service providers coordinate referrals and service delivery
- Generates unduplicated count of homeless individuals
- Allows the study of patterns of service-use and measuring effectiveness of homeless programs



Chicago's HMIS

- Prior to 2008, Chicago homeless service providers used the software product known as Softscape
- In 2008, Chicago's HMIS Lead Agency, the Dept. of Family and Support Services (DFSS), changed Software Providers and chose Bowman's software product, known as ServicePoint.
- HMIS was implemented and is currently operated by DFSS.



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HMIS Benefits

HMIS Benefits for Community

- Understanding the extent and scope of homelessness
- Unduplicated count
- Identifying service gaps
- Informing systems design and policy decisions
- Development of a forum for addressing community-wide issues



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HMIS Benefits

HMIS benefits to Service Providers

- Tracking client outcomes
- Coordinating services, internally among agency programs, and externally with other providers
- Preparing financial and programmatic reports for funders, boards, and other stakeholders
- Information for program design decisions



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HMIS Benefits

HMIS benefits to Consumers

- A decrease in duplicative intakes and assessments
- Streamlined referrals
- Coordinated case management
- Benefit eligibility



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HMIS Participation & Requirements

Who Should Participate?

- All Homeless Service Providers, regardless of funding source

HMIS Participation means your program is:

“making a reasonable effort to record all universal data elements on all clients served in that bed and discloses that information through agreed upon means to means to HMIS.”



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HMIS Participation & Requirements

HUD Universal Data Elements:

- Name
- Social Security Number
- Date of Birth
- Race
- Ethnicity
- Gender
- Veterans Status
- Disabling Condition
- Disabling Condition
- Residence Prior to Program Entry
- Zip Code of Last Permanent Address
- Housing Status
- Program Entry Date
- Program Exit Date



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HMIS Participation & Requirements

Why is it important to participate?

- It may eventually be required for your program, if not already
- Contributing to system-wide data to help identify system needs, gaps and solutions for ending homelessness
- Helping Chicago acquire additional resources for homeless system
- Enabling streamlined reporting at agency and system level



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HMIS Participation & Requirements

HMIS participation is required for:

- HUD-funded programs (S+C and SHP)
- DFSS programs (check your scopes)
- HPRP

HMIS participation will be required for:

- ESG programs
- VA programs
- Others?



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HMIS Participation & Requirements

HMIS participation is strongly encouraged for all other programs that are not mandated to participate by funding source.

Except

HMIS participation by agencies that exclusively serve victims of domestic violence is prohibited.



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HMIS Participation & Requirements

What does it take to participate?

1. Computer and access to internet
2. Contact DFSS to set up program in ServicePoint
3. Attend training
4. Dedicate time for data entry of required data elements



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HMIS Participation & Requirements

How to participate:

- Contact the HMIS Training and Technical Assistance help desk at (312)744-3282 to obtain a ticket number
- After receiving a ticket number, email the ticket number and request to set up a new program in HMIS to chicagohmis@cityofchicago.org



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HMIS Training

for individuals at an agency already using HMIS

Next HMIS Training:

- May 4th and 5th from 9am-5pm @ DFSS:
1615 W. Chicago Avenue, 2nd floor computer lab

Sign-up:

- Call help desk @ 312-744-3282 and request a ticket # for HMIS registration
- Then fill out registration form and sent it to ChicagoHMIS@cityofchicago.org, accompanied by the ticket # received






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HMIS Resources

- HMIS.info
- Important HMIS documents for Chicago are posted online at:
cysmis.files.cyscopa.com/HMIS/Main/
- Quick Reference Guide

ServicePoint HMIS Entry/Exit Quick Reference Card (non HPRP)

Login to ServicePoint


1. On your PC's desktop, double-click either the Internet Explorer browser icon  or the Firefox icon.  The browser's default page displays.
2. In the browser's address bar, type the URL for the ServicePoint application: <https://chicago.servicept.com/>. The ServicePoint Login screen displays.

3. Type your assigned username and password. Feel free to write your username here for your records:

 *The first time you log into ServicePoint, you must enter the temporary password that DFSS gave you. ServicePoint will then prompt you to create a new password, which must contain between 8-16 characters and include at least two numbers. ServicePoint will also require you to change your password every 45 days.*
4. Either click the **Login** button or press the Enter key. The ServicePoint Home Page displays.
 *If you typed an incorrect user name or password, the Login screen displays again. Check that you are entering the correct information, and that the Caps Lock key is not turned on. Remember, you only have three tries to enter the information – after that, you will be locked out of ServicePoint! If you get locked out, contact your Agency Technical Administrator (ATA).*

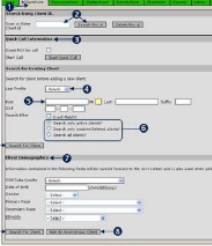
(write your ATA's name and contact information here)

Step 1: Release of Information (ROI) Forms

- Each client must sign a ROI form before any information is entered into HMIS. You do not need to enter anything into HMIS regarding the ROI.
- If a client does not sign the form, do not enter their information into HMIS. You may also refer to the Standard Operating Procedures (SOP) # 03-050 for additional information.
- The paper-copy of the form should be stored at your agency in the client file, and should include an end date no more than 5 years from the date the form was completed.

 *Please contact the HMIS Administrators for a copy of the ROI forms or SOP's. Contact information is provided at the end of this User Guide.*

Step 2: Search for the Head of Household

- 2.1 From the ServicePoint Home Page, click either the ClientPoint module tab or the **ClientPoint** link in the ServicePoint Modules area. The Search screen displays.

- 2.2 Enter known client information into the search fields.
 - If you know the exact client ID, enter it into the Client ID text field and click **Search this ID.** (2)
 - For all other situations, enter client information using any combination of the First or Last Name and SSN into the Search for Existing Client portion of
- 2.3 Click **Search.** ServicePoint returns records matching the information you entered.



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Overview of the Alliance's Advocacy Efforts

Nicole Amling

Purposes of the Alliance's Advocacy

1. Increase the **resources available** to end homelessness in Chicago.
2. Create and maintain **effective public policies** and programs.
3. Advance innovative **systems change** strategies to meet our goals.



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Alliance Advocacy Process

1. Advocacy Agenda

- Outlines the Alliance's policy priorities and initiatives for the coming year
- Divides advocacy work into three categories: **Federal, State, and Local**
- Drafted in December by the Advocacy Committee and in consultation with partners and approved by the Board of Directors
- Distributed widely to Alliance partners, constituents, and policymakers



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Alliance Advocacy Process

2. Advocacy Committee

- Role of the Advocacy Committee
 - Develop the Alliance’s advocacy agenda on an annual basis, for approval by the Board of Directors
 - Oversee and participate in the activities of the Alliance in pursuing the Alliance’s advocacy agenda
- Membership drawn from Service Providers and Consumers Commissions and all Alliance Constituency Groups
- Meets bi-monthly or as needed



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Alliance Advocacy Process

3. Advocacy Team

- An online community of service providers, consumers, and concerned individuals committed to ending homelessness in Chicago.
 - Currently the Advocacy Team has **121 members**.
- Members receive **periodic Action Alerts** providing information about important and timely legislation or policy matters.
- Members are encouraged to take action by contacting their elected representatives.



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Alliance Advocacy Process

4. Working in Collaboration

- *National Partners*
 - National Alliance to End Homelessness
 - Corporation for Supportive Housing
- *State Partners*
 - Supportive Housing Providers Association
 - Chicago Coalition for the Homeless
 - Housing Action Illinois
- *Local Partners*
 - Chicago Planning Council on Homelessness
 - Countywide Discharge Planning Committee



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Federal Policy Priorities

1. Ensure **HEARTH Act** regulations and implementation are beneficial to Chicago's efforts to end homelessness.
2. Increase **appropriations** for key federal programs.
3. Participate in national campaigns to end homelessness for **veterans and youth.**



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State Policy Priorities

1. Advocate for a **responsible state budget** that protects homeless services.
2. Work to prepare Illinois for **Medicaid expansion**.



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Local Policy Priorities

1. Work with the **new city administration** to make sure the Plan to End Homelessness remains a city priority.
2. Explore strategies to **maintain stimulus-funded** prevention and rapid re-housing **programming**.
3. By coordinating the Countywide Discharge Planning Committee, work to implement proven strategies to **prevent institutions from discharging individuals into homelessness**.
4. Help implement the recommendations of the City Task Force on Homeless Youth.



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How YOU Can Get Involved

- **Join the Alliance's Advocacy Team!**
- Review the Alliance's **Advocacy Training Materials** on our website
 - Why Advocacy is Important for Providers
 - Lobbying Guidelines for Non-Profits
 - Top Ten Things to Know About Lobbying
- Get your colleagues, clients, and community involved!



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Wrap-Up

HUD Resources

- HUD's Homelessness Resource Exchange
<http://www.hudhre.info/>
- HUD Continuum of Care 101 Publication
<http://www.hudhre.info/documents/CoC101.pdf>
- Overview of HUD Homeless & Housing Programs
<http://www.hudhre.info/index.cfm?do=viewHomelessAndHousingProgramInfo>



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Chicago CoC Resources

- Chicago Alliance to End Homelessness
<http://www.thechicagoalliance.org>
- Chicago Planning Council on Homelessness
<http://www.thechicagoalliance.org/chicagoplanningcouncil.aspx>
- Chicago's Plan to End Homelessness
http://www.thechicagoalliance.org/documents/Chicago_Plan_Getting_Housed_Staying_Housed.pdf
- Program Models Chart
<http://www.thechicagoalliance.org/archives.aspx>



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Additional Resources

- Chicago Dept. of Family and Support Services
www.cityofchicago.org/city/en/depts/fss.html
- Chicago HMIS Help Desk
312-744-3282; ChicagoHMIS@cityofchicago.org
- Illinois Dept of Human Services (IDH)
<http://www.dhs.state.il.us>



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Future Trainings

- **2011 Evaluation Instrument Training: May 10th**
 - Special HMIS Training Webinar: May 11th
- **Program Models Chart Training**
- **HUD Annual Performance Report (APR) Training**
- **HMIS Trainings (regularly by DFSS)**



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Thank You!