Continuum of Care
Community-Wide Meeting

Wednesday, September 30, 2015
3:30-5:30 p.m.
Council Office Building
100 Maryland Avenue, 3rd Floor Hearing Room
Rockville, Maryland 20850

Presentation by the Technical Assistance Collaborative (TAC), Inc.

Presenters: Lauren Knott and Gina Schaak

Discussion Topics

- Introduction
- HEARTH Act and Continuum of Care (CoC) Program
- Written Standards
- Performance Measurements
- Coordinated Entry System
- Gaps | Needs Analysis
- Q&A

Introduction: HEARTH Act/CoC Program

- HEARTH Act amended the McKinney-Vento Homeless Assistance Act in 2009
- CoC Program interim rule implements the HEARTH Act
- Establishes regulations for CoC Program including;
  - ☐ CoC Governance charter
  - ☐ CoC-wide written standards
  - ☐ CoC-wide policies and procedures for performance standards
  - ☐ CoC-wide policies for coordinated entry system
  - ☐ Annual gaps analysis

Written Standards

Written Standards

- The CoC Program interim rule requires that the CoC must establish and consistently follow written standards for providing CoC assistance

- At minimum, these written standards must include:

  - ☐ Policies and procedures for evaluating individuals' and families' eligibility for assistance

  - ☐ Policies and procedures for determining and prioritizing which eligible individuals and families will receive assistance for Permanent Supportive Housing, Transitional Housing and Rapid Rehousing

Permanent Supportive Housing (PSH): Eligibility and Prioritization

- □ Households must meet the HUD definition of Category 1 homeless and have a disability

- □ Of those eligible households, the following populations will be prioritized:

  - Chronically homeless individuals and families with the longest history of homelessness

  - Chronically homeless individuals and families with the most severe service needs

  - All other chronically homeless individuals and families

  - Homeless individuals and families with long period of continuous or episodic homelessness

  - Homeless individuals and families with a disability with the most severe service needs

  - Homeless individuals and families coming from places not meant for human habitation (i.e. emergency shelter, streets, safe havens etc.)

- □ Veterans will be prioritized over non-veterans

Rapid Rehousing (RRH): Eligibility and Prioritization

- □ Households must meet the HUD definition of Category 1 homeless and any subsequent eligibility requirements

- □ Participants must meet eligibility requirements of specific rapid re-housing program

Transitional Housing (TH): Eligibility and Prioritization

- Households must meet the HUD definition of homelessness under Category 1 or 4

- Participants must meet eligibility requirements of specific transitional housing program

- Of those eligible households, the following households will be prioritized:

  - Length of time homeless

  - Falls under one of the target populations for TH

    - Young adults 18-24
    - Family with children
    - Undocumented households fleeing domestic violence

Performance Measurements

Performance Measurements:
HUD requirements

☐ CoCs are charged with designing a local "**system**" to assist people experiencing homelessness in their area

☐ System performance creates **accountability** for how well the **entire CoC** serves people experiencing homelessness

Performance Measurements:
Purpose of system

☐ Ensure common understanding of **system intent and goals**, along with the projects that make up the CoC's system

☐ Focus on measuring the **cumulative impact** of programs, not just their individual impact

☐ Help **CoCs gauge their progress** toward preventing and ending homelessness

☐ Identify areas for **improvement**

System Performance Measurements

- ☐ Length of Time Homeless

- ☐ Returns to Homelessness

- ☐ Number of Homeless Persons

- ☐ Employment and Income Growth for Homeless persons in CoC Programs

- ☐ Homeless for the First Time

- ☐ Successful Placement from Street Outreach (SO)

- ☐ Successful Housing Placement to or Retention in a Permanent Housing Destination

Coordinate Entry System

Coordinated Entry System (CES)

☐ HUD requires that CoCs establish and operated a CES for their entire geographic area

☐ Coordinated Entry System (CES) increase the efficiency of local crisis response systems, improve fairness, ease access to resources, and increase the accuracy and effectiveness with which persons are prioritized for community resources

Coordinated Entry System (CES)

☐ HUD published documents outlining the regulatory and policy considerations

- Coordinated Entry Policy Brief

- Notice on Prioritizing Persons Experiencing Chronic Homelessness and other Vulnerable Homeless Persons in Permanent Supportive Housing and Record Keeping Requirements for Documenting Chronic Homeless Status

- Establishing Additional Requirements for a Continuum of Care Centralized or CES (forthcoming)

Gaps | Needs Analysis

Montgomery County Gaps Analysis

- CoCs are required to conduct an annual gaps analysis of the homeless needs and services available within the geographic area

- States and communities use a housing scan to determine housing gaps

  - Provides an overview of states/communities existing local affordable and deeply affordable housing resources

  - Should include all housing options (local, State, and Federal)

Montgomery County Gaps Analysis

☐ Housing Affordability Gap

☐ 2014 SSI Payments as an Hourly Wage

- Housing Market Area
- SSI as an Hourly Wage
- NLIHC Housing Wage

Montgomery County Gaps Analysis

☐ HUD Funded Housing Resources

➢ Housing Choice Vouchers, including special purpose vouchers

➢ Federal Public Housing Units

➢ HOME Investments Partnership Program

➢ Housing Opportunities for Persons with AIDS

➢ Continuum of Care Homeless Programs

☐ Montgomery County specific resources

➢ County funded ES projects

➢ County funded TH projects

➢ County funded PSH projects

➢ County funded RRH projects

Questions and Answers

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Montgomery County Continuum of Care 10-Year Plan to End Homelessness

Presenter: Susie Sinclair-Smith and Sara Black

Montgomery County Continuum of Care (CoC): 10-Year Plan to End Homelessness

Year 1 Action Plan

☐ Strategic plan priorities included in the Year 1 Action plan were developed with CoC input

☐ Committees were identified to take the lead on each strategic plan priority

☐ Time frame for the work includes all activities to date through June 30, 2016.

Community Outreach and Education Committee

Jimmy Frazier-Bey, Chair   Leslie George, Co-Chair

Introductions: The overall goal of the Committee is to provide education and outreach to the community on homeless issues.

Accomplishments:

- Developed a Homeless Services Guide Brochure
- Definition of a Veteran: "A Veteran is any individual experiencing homelessness who has served on active duty in the United States Military, regardless of discharge status. The active duty requirement is not time restricted, which means that it applies to any length of service beyond training/boot camp."

Future Activities:

- Educate and Engage the Public about homelessness and the need to take action
- Collaborate and compile research about best practices
- Explore best practices for connecting veterans to mainstream services.

Performance Review Committee

Christine Hong, Chair   Sharon Sierra-Koscinski, Co-Chair

Introductions: The goal of the Performance Review Committee is to create common data standards and uniform performance measures across all project types. The intent is to identify best practices and determine how to replicate those successes to ensure maximum success in ending homelessness through housing placement or housing retention.

Accomplishments:

- Did a comparative analysis of the newly released HUD Performance
- Invited National Alliance to End Homelessness to do a presentation regarding the HUD Performance Measurements documentation that was released in May, 2015.
- Developed draft Performance Measures based on HUD and CoC priorities.

Future Activities:

- Implement uniform performance measure/outcome appropriate for population and program
- Gather baseline data, track progress and establish target for performance
- Determine by what means the information will be shared with the Provider community
- Conduct HMIS training to help providers with data input needed for outcome measurements

Strategic Planning Committee

Susie Sinclair-Smith, Chair　　**Sara Black, Co-Chair**

Accomplishments:

- Developed Year-1 Action Plan aligned with CoC Strategic Plan and identified relevant committees to take the lead on the work.
- Developed work plan for priorities assigned to Strategic Planning Committee.
- On behalf of the CoC, requested HOC create set aside of 10 Housing Choice Vouchers for Veterans.

Future Activities:

- Support Community Education and Outreach, Performance Review, Operating Committees, and the Interagency Commission on Homelessness to complete work plans for relevant Year-1 priorities.
- Finalize Strategic Planning Committee Year-1 work plan.
- Monitor implementation of Year-1 activities.

Operations Committee

Nadim Khan, Chair　　**Priscilla Fox Morrill, Co-Chair**

Introductions: The Operations Committee continues to meet on a monthly basis and will be responsible for the day-to-day operations of the Continuum of Care (CoC).

Accomplishments:

- CoC Governance Charter (Approved).
- Point in Time (PIT) – The PIT Survey was conducted on January 28, 2015. The final PIT report submitted to the Council of Government Board on May 13, 2015.
- CoC's Strategic 10-Year Plan to End Homelessness
- Definition of Veterans Approved by CoC
- Homeless Resource Guide Brochure
- Written Standards for CoC Operation
- Homeless Management Information System (HMIS) Participation Agreement

Future Activities:

- Preparing for NOFA
- Review Federal policies, procedures and regulations
- Promote targeted outreach strategies
  - Identify gaps in services for youth who are homeless and determine ways to fill the gaps
- Develop and promote best practices in crisis response programs
  - Develop CoC policies and procedures to determine prioritization for emergency shelter and transitional housing.

ICH: Resource Committee

Brian Tracey, Chair
Objective: Increase Access to Housing Options

Strategy: Support rental subsidies through federal, state and private resources targeted to those experiencing or most at risk of homelessness.

Action Steps:

► Explore new sources of public and private funding, not only for rental subsidies but for all aspects of support necessary for stable affordable housing.

► Convene/develop relationships with new corporate, faith-based and philanthropic partners to identify and seek federal new funding and improve connections to federal state and local.

►Strategy**:** Preserve and expand supply of affordable rental homes where they are most needed through federal, state, local efforts.

Action Steps:

► Identify additional funding sources to reduce housing development costs in order to facilitate the development of rental units affordable to lower income households with an emphasis on those with the lowest incomes (e.g. at or below 30% of area median income).

ICH: Behavioral Health Committee

Objective: Integrate Primary and Behavioral Health Services with Homeless Assistance and Housing Programs

Strategy: Increase availability of behavioral health services, including community mental health centers, to people experiencing or at risk of homelessness.

Action Steps:

► Assess population to determine who is at risk, identify availability of services and understand barriers to services.

ICH: Hospital and Jail Committee

Objective: **Advance Health and Housing Stability for People Experiencing Homelessness with Frequent Contact with Hospitals, Criminal Justice, and for Unaccompanied and Youth Aging Out of Public Systems**

Strategy: Improve discharge planning from hospitals, VA medical centers, psychiatric facilities, jails and prisons to connect people to housing, health support, income and work supports and health coverage prior to discharge.

Action Steps:
▶ Expand relationships with hospitals and jails to promote planning and services.

ZERO: 2016 Plan
Montgomery County

Presenter: Chapman Todd and Nili Soni

Background

- Zero: 2016 is a national effort of 75communities across the country who have committed to **ending Veteran homelessness by December, 2015** and **chronic homelessness by December, 2016.**

- Montgomery County's Zero: 2016 Initiative, is a rigorous follow-on to its successful 100,000 Homes Campaign and will build upon these past efforts.

- Montgomery County will continue to use a Housing First model as the basis for its plan.

- The following plan is the result of collaborative discussions between Department Health and Human Services (DHHS) and key stakeholders including family and single adult shelter providers, Veterans groups, Department of Veterans Affairs (VA) and Supportive Services for Veterans Families (SSVF) providers and others.

Who is a veteran?

- Montgomery County CoC Definition of a Veteran is any individual experiencing homelessness who has served on active duty in the United States Military, regardless of discharge status.

- The active duty requirement is not time restricted, which means that it applies to any length of service beyond training/boot camp.

- This definition includes persons who are not eligible for some homelessness programs and services provided through the U.S. Department of Veterans Affairs.

Take Down Number

□ Our goal is to house 56 Veterans who are Montgomery County residents experiencing homelessness into permanent housing by December 31, 2015.

□ This does not mean that there will never be a veteran experiencing homelessness but, rather, that the community has reached sustainable functional zero.

□ Functional Zero = Homeless Veteran ≤ Veteran Monthly Housing Placement Average

Take Down Number

The goal or "take down number" is based on the following:

1. the current number of homeless Veterans who have been identified in the County's Homeless Management Information System (HMIS),

2. the 2015 annual Point-in-Time Survey, (24 veterans identified)

3. by the Department of Veterans Affairs staff working at the Veterans One-Stop Center located in the Montgomery County Crisis Center, and

4. by the staff of the regional Supportive Services for Veterans Families (SSVF) contractors as being connected to Montgomery County.

In addition to the number of homeless Veterans in the County who have previously been identified through these sources, a projection of the number of Veterans who will become homeless during the course of 2015 has been developed using both national trends as well as past experience specific to Montgomery County.

Master List

□ Using this definition, a master list of all persons identified as Veterans and are currently homeless in Montgomery County has been developed.

□ The list is updated regularly – in most cases, daily in order to ensure it has the most up-to-date information on veterans in our community.

□ The Master List is not a waiting list; veterans on this list may already be accessing programs, waiting for a housing unit, or may self-resolve their homelessness.

□ This list is meant to get the key partners involved in ending veteran homelessness in our community.

Prioritization Of Existing Housing Resources for Homeless Veterans

□ The Montgomery County CoC has developed a coordinated entry system and written standards for access to housing resources to assure transparent and uniform decision-making when assessing need and referring persons to housing.

□ The Vulnerability Index-Service Prioritization and Decision Assessment Tool (VI-SPDAT) is used to assess individuals who are in need of housing intervention(s) and

□ The locally-developed Housing Options Targeting Tool is used to assess families.

□ The CoC will prioritize Veterans over non-veterans when referring individuals and families to permanent housing options.

Federal Housing Resources

HUD-Veterans Affairs Supportive Housing Program (VASH)	Supportive Service for Veteran Families Program (SSVF)
• The HUD-VASH, which is a Permanent Supportive Housing (PSH) which provides long-term rental assistance vouchers and social services specifically targeted to homeless veterans.	• The SSVF which provides time-limited financial and supportive services to individuals and families who are homeless or at-risk of homelessness to enable them to quickly regain stability in permanent housing after experiencing a housing crisis and/or homelessness.

New Resources

☐ As part of Montgomery County's Fiscal Year 2016 Budget, an appropriation in the amount of $500,000 was approved to provide housing and supportive services to homeless Veterans in the County. This will be funding two new programs:

▪ a permanent supportive housing program to be operated by the Montgomery County Coalition for the Homeless (MCCH), and
▪ a rapid rehousing program to be operated by Bethesda Cares.

☐ The Housing Opportunities Commission has committed 10 Housing Subsidy Vouchers to be used by the MCCH program.

New Housing Resources

Veterans Permanent Housing with Supports Program (VPH)	Veterans Rapid Re-Housing Program (VRRH)
• The VPH will be targeted to 20 Veterans, who may or may not have documented disabilities, but have significant behavioral health, medical, or other significant barriers that will require ongoing rental assistance and social services support.	• The VRRH will be targeted to 15 Veterans who need assistance in obtaining housing, short or medium term assistance with rental payments, and some time-limited social services support.

Current Status

26 Veterans Housed this year as of September 30, 2015!

Conclusion

☐ The Montgomery County Continuum of Care (CoC) is delighted to join the Zero: 2016 National Campaign.

☐ The CoC's goal is to end homelessness for all Veterans, not just those with honorable discharges.

☐ The strategy to achieve this vision is of making homelessness a rare, brief, and nonrecurring event for Veterans in Montgomery County.

Homeless Resource Day

Nadim A. Khan

Homeless Resource Day 2015

Homeless Resource Day is a one-day, one-stop opportunity for individuals and families experiencing homelessness or at risk of homelessness to access services, resources and information. Montgomery County, Maryland and the City of Gaithersburg partner to sponsor the Homeless Resource Day on:

Fifth Annual Event scheduled:
Thursday, November 19, 2015
9:00 a.m. to 3:00 p.m.
The Activity Center at Bohrer Park
506 South Frederick Avenue
Gaithersburg, Maryland 20877

Current Sponsors

Some of the Services Provided

Health Services

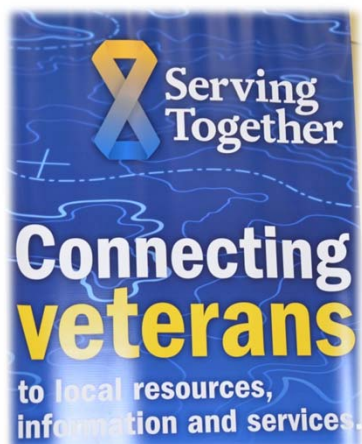## Some of the Services Provided

Personal Care Services

Some of the Services Provided

Medicaid and Health Insurance Information

Some of the Services Provided

Veteran and Legal Aide Services

Homeless Resource Day Statistics

Final Totals	2014	2013	2012	2011
Intake Forms submitted:	462	321	302	274
Guest Exit Surveys submitted:	445	319	300	278
Reporting as Veterans:	29 (7%)	9 (3%)	10 (3%)	4 (1%)
Service Providers	Vendors	Exhibitors:	74	67	62	57
Donors and Sponsors:	14	38	24	13
Volunteers-Registered	377	324	258	284

Homeless Resource Day - Opportunities

1. **Service Providers** needed to help by providing needed services, resources and information

2. **Volunteer Opportunity** – Volunteers help as guides to assist guest to navigate the over 60 service providers

3. **Sponsorships or Donor Opportunity –** Become a sponsor or host a drive.

Volunteers Needed!

Homeless Resource Day-Contact Information

For more information or to sign up to participate as a Sponsor, Service Provider, Donor or Volunteer

• Please leave your information with Gloria Huggins

• Visit our website at: www.montgomerycountymd.gov/HRD

• Contact us by email at HHSHRD@montgomerycountymd.gov

• By US mail at:

> Homeless Resource Day Planning Committee
> 401 Hungerford Drive, 5th Floor
> Rockville, Maryland 20850
> Attention: Gloria Huggins

Questions