District of Columbia
Interagency Council on Homelessness

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September 19, 2017

Meeting Agenda

I. **Welcome and Opening Remarks**

II. Public Comments

III. FY2018 Winter Plan

IV. Coordinated Assessment and Housing Placement (CAHP) System for Singles

V. HUD CoC FY17 Competition

VI. Public Comments (*time permitting*)

VII. Adjournment

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Purpose of the Winter Plan

- ❖ To protect individuals experiencing homelessness from cold weather injury

  - ➢ DC is 1 of 3 jurisdictions in nation providing legal right to shelter

  - ➢ Plan describes how Continuum of Care (District agencies and providers) will coordinate

  - ➢ HSRA mandates plan in place annually by September

- ❖ Covers period from Nov 1, 2017 – March 31, 2018

  - ➢ Services also provided earlier or later, if weather conditions warrant

Developing the FY18 Winter Plan

- **Review of FY17 operations** by Emergency Response and Shelter Operations (ERSO) Committee

  - 2 debrief sessions: 1 for families, 1 for individuals

  - Feedback from agencies, providers, advocates and consumers

- **Review of shelter utilization and other trend data** by Shelter Capacity Work Group

  - Estimates for the number of beds/units needed in the upcoming season developed

- **Proposed updates** reviewed by ERSO Committee in July and Executive Committee in August

- **Public feedback** session on draft plan sponsored by COHHO

- **Final plan** approved by ERSO Committee in August

Contents of the Winter Plan

❖ Process for calling alerts (hypothermia and cold weather emergency)

❖ Emergency shelter available for individuals and families (including type, operation hours, capacity)

❖ Transportation services (including schedule details)

❖ Coordination of other services (particularly related to coordinating outreach and supplies)

❖ Provisions for unaccompanied minors and transition aged youth

❖ Process for filing complaints and grievances

Key Enhancements Made in Recent Years

- ❖ Overnight hypothermia alerts expanded to include:

  - ➢ Temperature forecast of 40 degrees or below AND

  - ➢ Forecasted chance of precipitation 50% or greater

- ❖ Transportation services expanded: 9 vans added to decrease wait-times

- ❖ Street outreach expanded as a result of a DBH grant from US Dept of Health and Human Services

  - ➢ 4 organizations, 10 teams

  - ➢ District wide coverage

- ❖ Continued expansion of resources for unaccompanied minors and transition age youth (TAY)

Additional Enhancements for FY18

- ❖ DBH Homeless Outreach Program (HOP) hours extended during Cold Weather Emergencies
    - ➢ Outreach expanded from 9pm until 2am
    - ➢ Additional team remaining available until 9am to respond to emergencies
- ❖ 175 additional seasonal beds for women
    - ➢ Expansion due to consistent level of turnaways on non-alert nights during the FY17 hypothermia season
- ❖ Continued expansion of beds and services for Transition Age Youth and minors

Publicizing the Winter Plan

- ❖ Media campaign by DHS
  - ➢ Includes Metro adverts, social media, television and radio PSAs, newspapers and palm cards
  - ➢ Begins Oct 1
- ❖ Accessing assistance:
  - ➢ DC Shelter Hotline (202-399-7093)
  - ➢ Mayor's Call Center (311)
- ❖ Updates on alerts
  - ➢ Alert DC (HSEMA emergency notification system)
  - ➢ HopeOneSource (text messaging app)

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Homeless & Affordable Housing Needs

HOMELESS SERVICES SYSTEM

- The homeless services systems is a safety net for people that are precariously housed. The Homeward DC plan is focused on reforming the homeless services system.

- At any point in time there are approximately 4750 households in shelter, transitional housing, or on the streets. Approximately 1500 of these houslholds are chronically homeless. (Source: 2017 Point-in-time).

- The programs designed to help move people out of shelter and back into housing include Permanent Supportive Housing for chronically homeless households and Rapid Re-Housing.

CHRONIC HOMELESSNESS
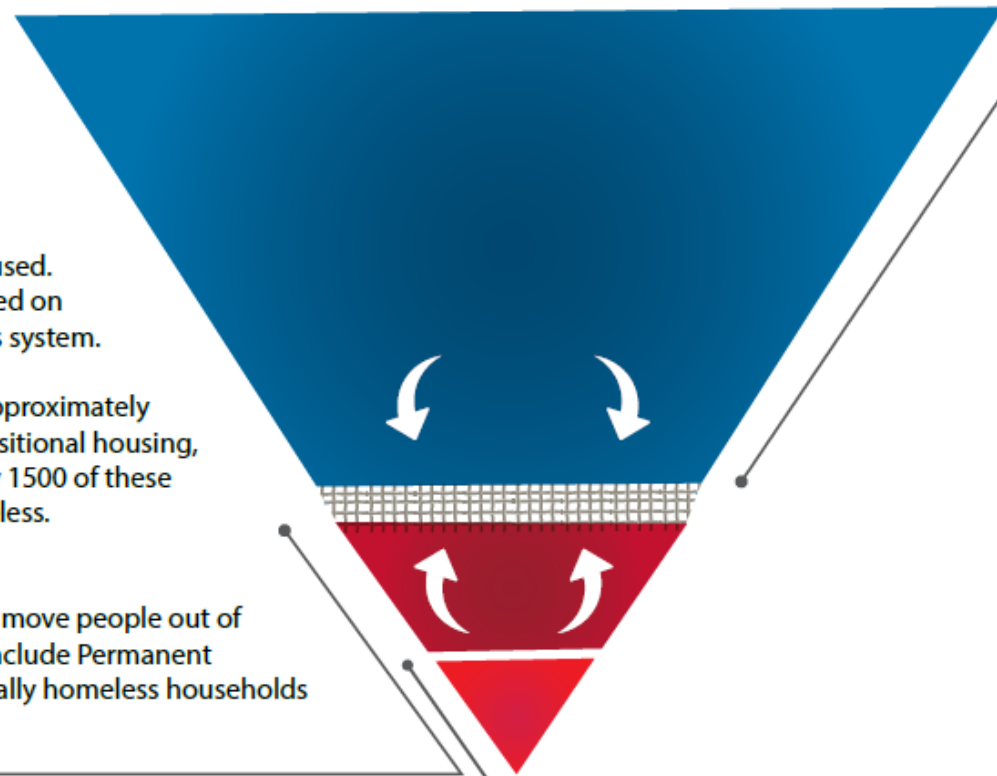
HOUSEHOLDS THAT ARE IN HOUSING BUT HAVE "WORST CASE" HOUSING NEEDS.

Needs experienced by unassisted, very low-income renters who either (1) pay more than one-half of their monthly income for rent; or (2) live in severely inadequate conditions, that are overcrowded, substandard units or both.

Different data sources estimate the number of households with worst case needs to be between 40,000 and 60,000.

Programs designed to increase the supply of affordable units include:

- Public Housing
- Section 8 Housing Choice Vouchers
- Section 811/202
- Low Income Housing Tax Credits
- HOME Investments Partnership Program
- Community Development Block
- Grant Program
- Local Rent Supplement Program
- Housing Production Trust Fund
- Inclusionary Zoning Units

Singles CAHP: Background

- ❖ Coordinated Assessment and Housing Placement (CAHP) System
  - ➢ Also referred to as "coordinated entry" or "coordinated assessment."
  - ➢ Refers to the policies and operating procedures that govern how permanent housing resources within the homeless services system are allocated.

- ❖ Tested nationally through different efforts; required under federal HEARTH Act (and subsequent implementing regulations) for any jurisdiction receiving federal homeless assistance funding.

- ❖ 4 key components comprise HUD basic requirements, to be tailored by each community:
  - ➢ Assessment
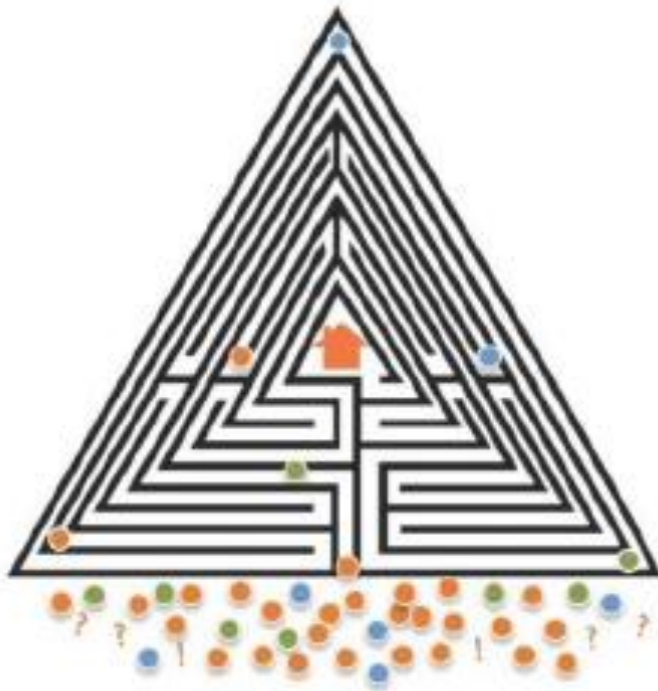 - ➢ Navigation and case conferencing
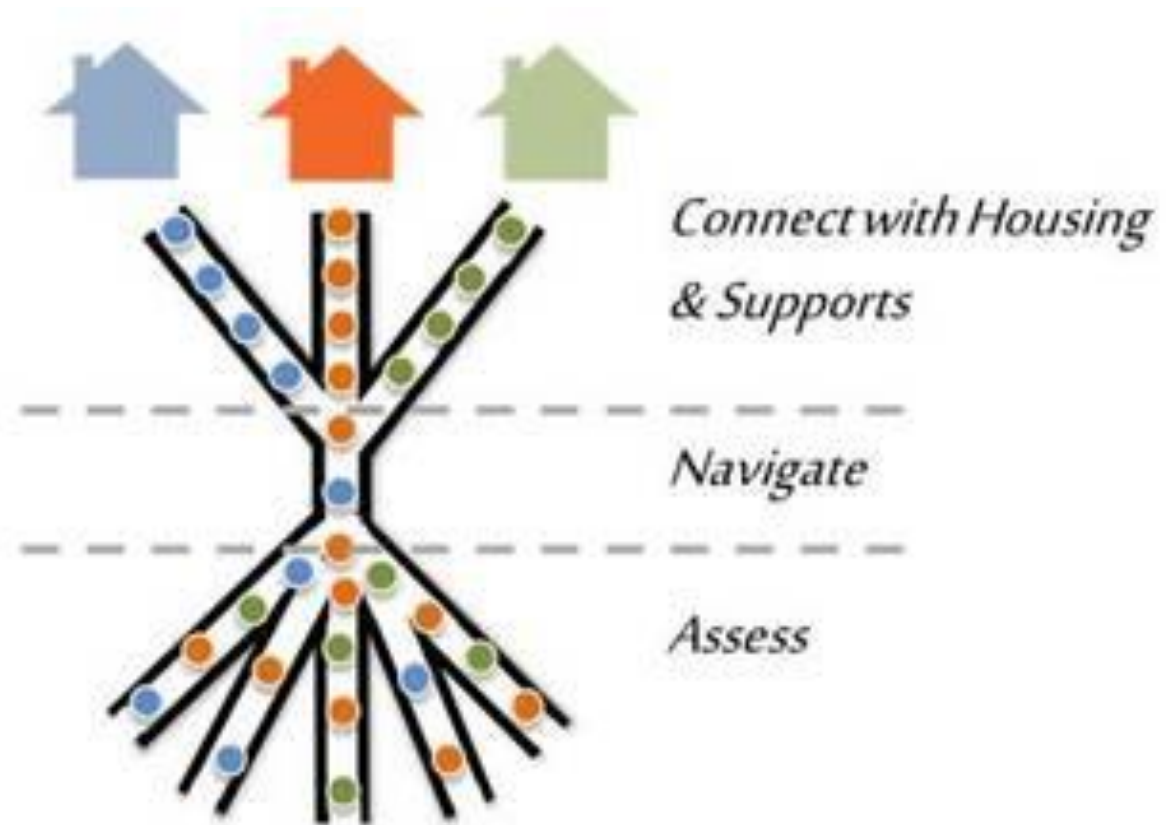 - ➢ Housing referral with choice
  - ➢ Data collection and communication

System Navigation

Without CAHP System

With CAHP System

Connect with Housing
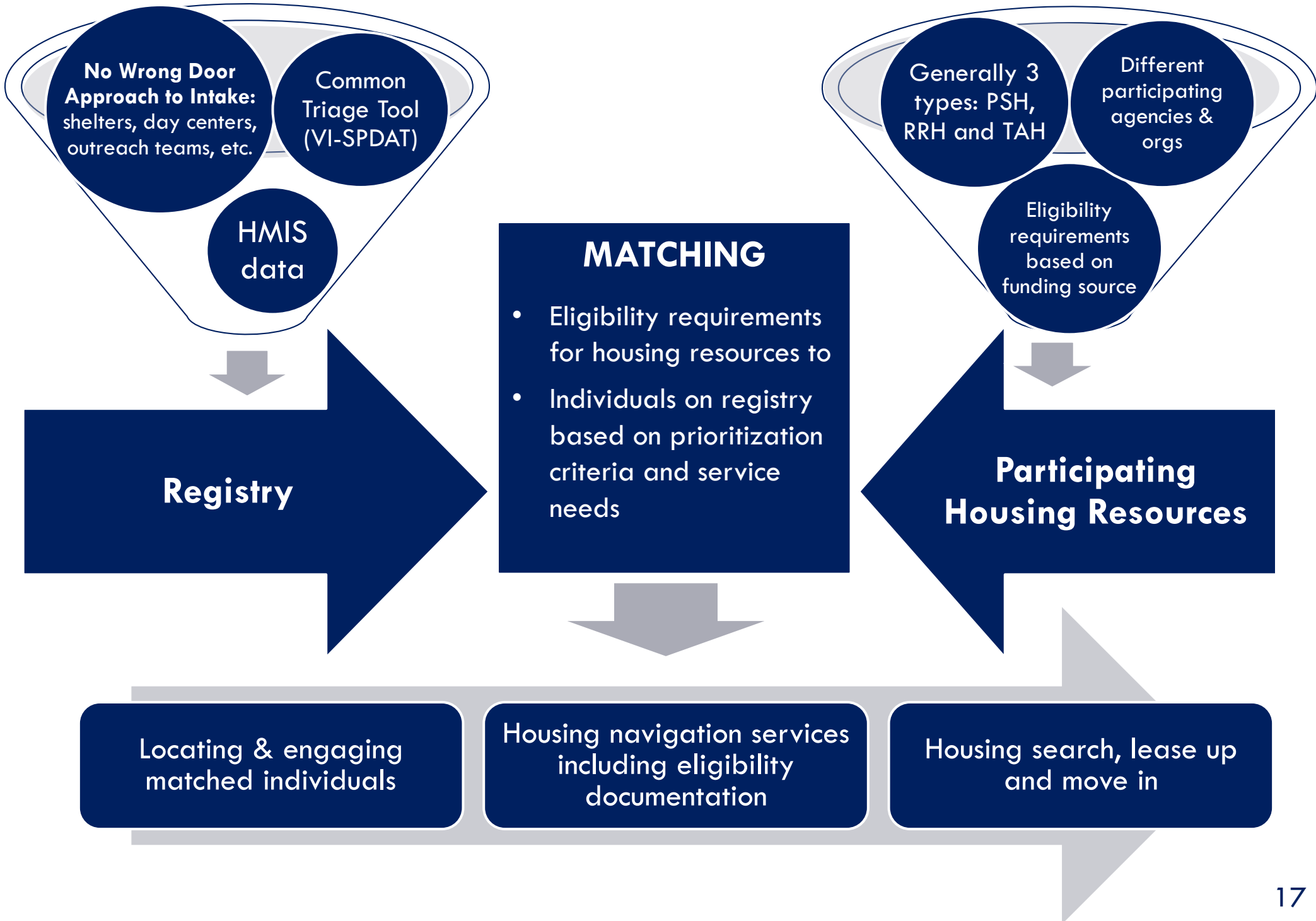& Supports

Navigate

Assess

Why CAHP?

❖ **Before CAHP:**

➢ Individuals had to go to every provider to apply for housing and services (without knowing which programs they might be eligible for and who had vacancies)

➢ Endless intakes, applications, and waitlists

➢ First come, first served

❖ **With CAHP:**

➢ One assessment that connects individuals to available resources throughout the continuum

➢ Assessment can be completed by multiple partners in multiple locations

➢ Best fit housing matches ensure we are using resources strategically

How Singles CAHP Works

No Wrong Door Approach to Intake: shelters, day centers, outreach teams, etc.

Common Triage Tool (VI-SPDAT)

HMIS data

Registry

MATCHING

- Eligibility requirements for housing resources to
- Individuals on registry based on prioritization criteria and service needs

Generally 3 types: PSH, RRH and TAH

Different participating agencies & orgs

Eligibility requirements based on funding source

Participating Housing Resources

Locating & engaging matched individuals

Housing navigation services including eligibility documentation

Housing search, lease up and move in

Intake and Assessment

- ❖ System Access: No Wrong Door Approach
  - ➢ Over 100 organizations trained to administer assessments
  - ➢ Includes shelters, drop-in centers, street outreach providers, emergency rooms, etc.
- ❖ Standardized screening tool (VI-SPDAT) used to identify:
  - ➢ Medical vulnerability
  - ➢ Level of service/support needs
- ❖ Assessment data used to generate registry

Registry & Prioritization

- ❖ Registry is not like a waitlist
  - ➢ Position on registry based on characteristics (vulnerability) of people entering system and prioritization criteria established by community
  - ➢ Safeguards for clients who will not agree to an assessment or cannot respond accurately to VI-SPDAT (full SPDAT and case conferencing)

- ❖ Prioritization Criteria for PSH:
  - ➢ Overall Assessment Score: Severe medical needs, at greater risk of death, requires significant support to obtain/maintain housing
  - ➢ Length of Time Homeless
  - ➢ Wellness Subcomponent Score: Identification of behavioral health conditions, histories of substance use and/or trauma, which may either mask or exacerbate medical conditions

Matching to Housing Resources

- **Veteran resources**: PSH matched at weekly veterans case conferencing; RRH can be matched immediately when an outreach worker engages an eligible veteran

- **PSH:** twice-monthly case conferencing, available resources matched according to prioritization protocol. Offline matches possible, if urgent

- **TAH:** progressive engagement model (step up from RRH or move on from PSH); direct matches for chronically homeless seniors not scoring for PSH

- **RRH:** RRH providers match individuals directly from the registry according to established CAHP protocols

Housing Navigation Support

- ❖ Services include identification and eligibility documentation, housing search, and lease up.
- ❖ Responsibility of housing provider assigned to client
- ❖ Additional outreach support coordinated by CAHP to expedite housing
  - ➢ Reserved for individuals most likely to match to PSH
  - ➢ To assist with locating, engaging, and obtaining needed documentation
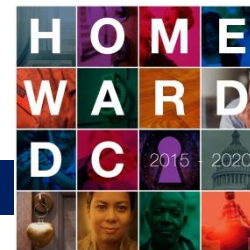
Who participates in Singles CAHP?

- ❖ Providers filling part or all of their housing openings through CAHP include
  - ➢ Agencies: DHS, DBH, DOH
  - ➢ HUD CoC-funded projects
  - ➢ Community providers: Catholic Charities, Community Connections, Friendship Place, Pathways to Housing, N Street Village, New Endeavors by Women, etc
- ❖ Currently in the process of updating our monitoring of housing provider CAHP participation for FY17

CAHP Successes

❖ Over <u>4,500 people</u> housed through CAHP from August 2013-July 2017

❖ PIT trends indicate that even with significant progress and accomplishments, key challenges remain.

➢ Total number of individuals decreased 2.7% from the 2016 PIT Count.

➢ The number of veterans of the U.S. Armed Forces decreased by 18.6% from the 2016 count.

Challenges: Lack of Housing Resources

❖ Significant "inflow" into homeless services system.

❖ Only 1:4 assessed are matched to resource

Of Individuals Assessed, % Matched to Resource	25.5%

❖ Long waits until match to a resource

Average Days from Assessed to Matched	299 Days

Challenges: Expediting Housing Placement

❖ Difficulties locating individuals and/or helping people locate a unit.

➢ Dearth of available, affordable units combined with strict screening barriers used by landlords in private market.

Average Days from Matched to Housed	141 Days

❖ Efforts to expedite housing:

➢ Coordinating outreach support via CAHP

➢ Hiring housing navigators to support case managers

➢ Launching landlord flex fund to promote participation

Challenges: High Service Needs

- ❖ Assessments indicates high service needs, with half of those individuals assessed scoring for PSH.
- ❖ Situations deteriorate and needs grow the longer people remain unhoused.

Assessment Recommendations	Total	Percent
One Time Assistance (OTA)	1,722	10.5%
Rapid Re-Housing	6,476	39.4%
Permanent Supportive Housing	8,244	50.1%
Total Assessments To-Date	16,442	

Challenges: Prioritizing Resources

❖ Prioritization criteria challenged by overwhelming need for PSH (long term services and supports)

❖ CAHP Leadership Team is currently reviewing prioritization criteria

❖ Challenging because lots of very vulnerable individuals.

➢ Example: Senior with chronic medical condition vs. the young adult with mental health issues being sexually trafficked.

➢ Example: Older adult in system for 30 years with chronic mental health issues vs. younger adult that has been in the system for 1 year with acute mental illness and physical health conditions.

How to Get Involved

- ❖ **Individuals Experiencing Homelessness**
  - ➢ If you have not ever been assessed, request an assessment wherever you receive services – see www.coordinatedentry.com for more details
  - ➢ Provide input on how to improve the system – see the ICH website at www.ich.dc.gov for details on CAHP workgroup meetings

- ❖ **Housing and Service Providers**
  - ➢ Attend a training to become an assessment provider - see www.coordinatedentry.com for more details
  - ➢ Fill your housing program openings through the CAHP System
  - ➢ Provide input on how to improve the system – see the ICH website at www.ich.dc.gov for details on CAHP workgroup meetings

Singles CAHP

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HUD CoC Program NOFA Overview

- ❖ Annual process for renewing major source of federal funding for Transitional, Rapid Re-Housing and Permanent Supportive Housing projects
  - ➢ Applying for FY17 funds appropriated by Congress
  - ➢ Released July 14, 2017; closes September 28, 2017

- ❖ TCP, the designated Collaborative Applicant, assembles and submits, on behalf of the District:
  - ➢ **Consolidated Application:** local progress on federal strategic plan goals and performance metrics.
  - ➢ **Project Applications:** including 54 renewal totaling ~$20 million;

HUD CoC Consolidated Application

Consolidated Application includes reporting on:

❖ CoC board and governance;

❖ Local process for reviewing, ranking, and selecting the projects in the CoC's application;

❖ System-wide performance measures

➢ How programs are performing on key indicators (housing retention, exits to permanent housing, income gains, etc.)

➢ Changes in PIT count, specifically in terms of number of chronically homeless, families and veterans in 2017 (compared to 2016)

❖ Strategic Planning and alignment with policy priorities of Opening Doors, establishment of local plans.

HUD CoC FY17 Competition Priorities

❖ Four policy priorities:

1. Creating a systemic response to homelessness
2. Strategically allocate resources
3. End homelessness among all persons
4. Using a Housing First approach

❖ Must be addressed by Consolidated Application – and all new and renewing Project Applications

❖ Projects that are not consistent will not be prioritized for renewal locally and may not be funded by HUD.

❖ Less emphasis this year on specific subpopulations, e.g. youth or veterans, more on system-wide change and use of resources

HUD CoC Ranking Project Applications

- ❖ Projects renewing or requesting new funding were ranked based on performance and community needs

- ❖ Required to establish two "tiers" –1) 94% of overall request, community's priority for funding; 2) 6% of overall request, lower priority due to low performance, not meeting community needs

- ❖ ICH workgroup established to review project performance data; group requested additional information from lower performing programs on plans to improve, unique needs filled in the community, alignment with federal priorities

- ❖ Note: HUD MAKES FINAL DECISION ON FUNDING

- ❖ The 2016 Consolidated Application submitted by TCP received 179/200 points;
  - ➢ high score nationally was 188;
  - ➢ median score was 155;
- ❖ DC CoC received $21.3 million in new and renewal projects;
- ❖ Included in new projects was funding for the Permanent Housing Bonus, which is being used to establish a rapid rehousing program for youth to be operated by Community Connections.

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