

METRICS



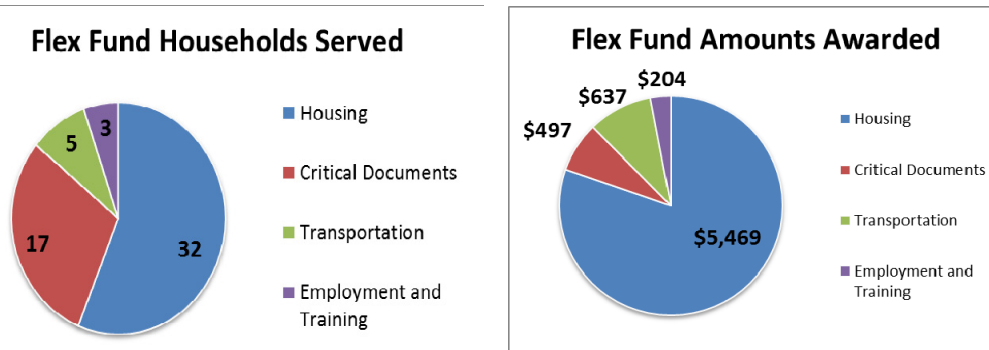
FLEX FUND METRICS

The MDHA Flex Fund provides a “fund of last resort” for small but impactful expenses for people who are homeless. Uses are restricted to goods and services that are directly related to **housing** (access and retention or critical supplies), **critical documents** (birth certificates, IDs, DPS surcharges, immigration documents), **employment and training** (GED fees, licensure fees), access to **health care** services (co pays, school required immunizations) or **transportation**.



The Flex Fund has profoundly improved the capacity of street outreach and emergency shelter case managers to quickly address barriers to housing.

- **Two households were reunited with families through access to transportation funds**
- **25 households moved into permanent housing by providing application fees, deposits and risk fee assistance**
- **3,500 DART discounted day passes distributed by case managers, shelters, and outreach workers**



ACCOMPLISHMENTS, Cont'd

High System Utilizers (OBJ 5 Goal 1) - Housing first and permanent supportive housing have long been identified as the primary best practices to reduce the costs of chronic homelessness in a community. Reactive costs such as police and EMS first responders, emergency room visits and repeated jail intakes and discharges far exceed the cost of providing housing and appropriate levels of support for persons presenting with long episodes of homelessness and disabling conditions. Identification of just who the high system utilizers are, requires community collaboration. As CitySquare draws closer to the opening of The Cottages at Hickory Creek, agencies are coming together to identify these high system utilizers. Through the Street Outreach Initiative at the I-45 encampment, case managers, MDHA staff, and trained volunteers were able to secure client consent and collect detailed information on 147 persons and built client case files in the HMIS. This data was securely shared with key institutions to tier clients across the variables of frequency in jail, APOWW, and emergency department/hospital admissions. This process will assist in the identification of residents that may be excellent targets for The Cottages project. As more agencies continue to sign on to participation in the HMIS system, and the community develops more street outreach services, application of this 'FUSE' (frequent user system enhancement) model will improve the emergency response system and reduce reactive costs to homelessness. Learn more at <http://www.csh.org/fuse>.



2015-2016

Continuum of Care Strategic Work Plan

Quarterly Progress Report Q3 March 2016

Building an Effective Homeless Response System

ACCOMPLISHMENT HIGHLIGHTS

Development of a Single HMIS System (OBJ 6 Goal 1) - In November 2015, The Continuum of Care/MDHA Board of Directors, charged with the selection of an HMIS system for the community, formally adopted the Pieces IRIS system to be the Continuum of Care single HMIS system. This action was complimented by the prioritization and expansion of the HMIS project within the FY2015 Continuum of Care grant increasing the HUD portion of the system from \$180,687 to \$409,588. The increase in the investment is intended to expand utilization of the HMIS by all street outreach, emergency shelter providers to address the extensive data gap within the homeless response system. IRIS development is meeting all of the development and implementation benchmarks. MDHA will enter into a formal MOU with the software provider and IRIS will enter BETA stage in March 2016.

Improve coordination and resources for encampments (OBJ 5 Goal 2) - The journey of agencies that participated in the street outreach initiative from the summer of 2015 to the present watched the encampment known as I45 Tent City grow from 60 to over 300 during the seven months of weekly case management services. Despite the acknowledged failure of the effort, there were very important results to the effort. First, it firmly established the extensive service gap for street outreach services in Dallas. Second, unsheltered persons must be assessed, triaged, and information entered in the HMIS system as the operating procedure in order to document and record services and dramatically improve interagency care coordination. 383 unsheltered persons from the point in time count held on January 21, 2016, gave sufficient personal identifying information in order to record their episode of homelessness in the HMIS system. Recording homelessness in the official record of HMIS is essential for future eligibility and prioritization of persons seeking housing and services. Of the 383, 134 also allowed volunteers to take their picture to improve future identification. Thirdly, the initiative has established a strong interagency approach to housing and services delivery, allowing case managers to more effectively and more quickly access services, resolve staffing challenges and focus on walking clients completely through the process of assessment, services and housing.

Increase pool of private landlords willing to take higher risk clients (OBJ 2 Goal 4) - MDHA is in the process of implementing a new tenancy improvement curriculum organized with the Adult Service Committee. "Ready to Rent" in combination with the MDHA Flex Fund, is intended to improve the willingness of landlords to accept clients who are in need of second chance housing due to poor credit, eviction or criminal backgrounds. Ready to Rent involves not just the tenant applicant, but also the tenant based case manager, who as a team present to property managers an improved quality tenant through cooperation and incentives. Ready to Rent will become a tool of the coordinated assessment system that will also include capacity to pull tenant screening reports to review with the client to understand and plan for how to address these housing barriers. (readytorent.org)

⊗	No significant action taken
◆	Action item started
✓	Significant benchmark achieved

OBJ	Total Action Items	⊗	◆	✓
1	15	4	5	6
2	14	3	6	5
3	10	5	5	0
4	15	8	5	2
5	13	2	8	3
6	17	7	2	8
65%	84	29	31	24

OBJECTIVE 1: Increase Progress to End Chronic Homelessness



<p>Goal 1: Increase the supply of Permanent Supportive Housing</p> <ul style="list-style-type: none"> ✓ -Conduct an RFA for new PSH in the FY2015CoC Program Cycle ⊗ -Through MDHA/DHA Partnership work with DHA to develop RFA for awarding new PSH units for FY 2015 ◆ - Review and update Dallas Area PSH Plan and include new descriptions of local government contributions ⊗ -Aggressively implement the 2013-2016 Dallas Area Plan for PSH ◆ -Identify housing units available and negotiate for PSH placements 	<p>Goal 2: Develop Client Prioritization system for PSH Supply</p> <ul style="list-style-type: none"> ✓ -Adopt CoC Policy and Procedures based on HUD CPD Notice 14-012 on prioritizing PSH beds ✓ -Develop system for documenting homelessness and disability within HMIS ✓ -Develop a centralized housing wait list across the CoC. ◆ -Conduct the USICH SHOP Tool Analysis to improve targets 	<p>Goal 3: Increase Success in Housing First model</p> <ul style="list-style-type: none"> ✓ -Conduct best practice trainings for PSH Agencies ◆ -Review all PSH program eligibility, application and intake policies and procedures to improve housing first approach ◆ -Develop standard reporting mechanism to measure compliance with 85% PSH for Chronic Homeless commitments by CoC programs 	<p>Goal 4: Improve access to health and behavior health resources</p> <ul style="list-style-type: none"> ⊗ -Develop Health Navigators to serve unsheltered and emergency sheltered populations ✓ -Review VI-SPDAT, ANSA and substance abuse assessment tools to improve vulnerability assessment ⊗ -Provide ACA Navigator Training for all housing providers
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OBJECTIVE 2: Increase Housing Placement and Stability



<p>Goal 1: Increase opportunities for best practices training among housing case managers</p> <ul style="list-style-type: none"> ✓ -Develop monthly Case Manager trainings on topics to improve client stability ✓ -Incentivize training ◆ -Acquire CoC wide T3 Training membership for TIC, MI and Harm Reduction ◆ -Provide one-on-one technical TA connecting DHA/Agencies to prospective landlords 	<p>Goal 2: Increase Housing Placement capacity at emergency shelters</p> <ul style="list-style-type: none"> ✓ - Conduct annual Supportive Housing Fair for ES/TH ✓ -Create a centralized flexible fund to cover housing deposit, transportation related costs ⊗ -Conduct process improvement analysis of housing matriculation for all PSH programs 	<p>Goal 3: Have access to real-time housing vacancies and opportunities</p> <ul style="list-style-type: none"> ⊗ -Expand Homebase website and identify 'friendly' landlords and quality group homes database ◆ -Develop PCCI/IRIS/PLEXUS housing and services referral capacity ✓ -Train agencies on ALN multi-family housing database search 	<p>Goal 4: Increase pool of private landlords willing to take higher risk clients</p> <ul style="list-style-type: none"> ◆ -Collaborate with DHA on landlord recruitment ◆ -Create Landlord Engagement taskforce ⊗ -Develop agency level eviction prevention plans and procedures ◆ -Acquire capacity to conduct Tenant Screening Reports
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OBJECTIVE 3: Increase Household Employment and Benefit Income



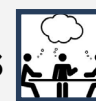
<p>Goal 1: Implement application process for Texas Benefits at program intake</p> <ul style="list-style-type: none"> ◆ --Train agencies on Texas Community Partner Program ◆ --Develop incentives for agency certification in the Texas Community Partner Program 	<p>Goal 2: Increase access to SSI/SSDI resources</p> <ul style="list-style-type: none"> ◆ - Create SOAR Steering Committee and performance score incentives to provide peer to peer SOAR training and support ◆ --Develop information sharing agreements between health care orgs and providers to improve medical evidence for SOAR applications ⊗ -Expand representative payee training and volunteers 	<p>Goal 3: Expand employment opportunities for reentry populations</p> <ul style="list-style-type: none"> ◆ -Advocate for 'Ban the Box' employers ⊗ -Develop a job fair targeted specifically to reentry populations ⊗ -Expand Goodwill Industries employment and training resources to homeless programs 	<p>Goal 4: Improve access to Workforce, Transitional Employment and other work experience opportunities</p> <ul style="list-style-type: none"> ⊗ -Provide Unemployment Insurance training to Case Managers ⊗ -Expand opportunities for Consumers to acquire internship, peer, volunteer and temporary working opportunities within CoC agencies
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OBJECTIVE 4: Increase Progress to End Family Homelessness



<p>-Goal 1: Increase agency capacity on Rapid Rehousing model</p> <ul style="list-style-type: none"> ◆ -Create a RRH Learning Collaborative among CoC and ESG programs ◆ -Develop a Family Track within the Coordinated Access System ◆ --Develop continual performance and experience metrics for existing ESG and RRH ✓ --Develop CoC RRH rental subsidy policy 	<p>Goal 2: Increase Supportive Services resources to assure family stability</p> <ul style="list-style-type: none"> ⊗ -Develop property/site based supports for case management through master lease-type agreements between agencies and property owners ⊗ -Conduct a Family "Homeless Connect" Event ✓ --Increase Trauma-Informed Care practices within agencies through training and technical assistance 	<p>Goal 3: Quickly Identify families at imminent risk of homelessness</p> <ul style="list-style-type: none"> ◆ -Develop Coordinated Assessment Homeless Helpline ⊗ -Conduct eviction rate study from JP records ⊗ -Create Homeless Prevention resource guide ⊗ -Create capacity within ES to serve documented/undocumented families ⊗ -Develop housing plan for undocumented households 	<p>Goal 4: Address developmental and educational needs of children in homelessness</p> <ul style="list-style-type: none"> ⊗ -Increase resources to help parents identify, access and pay for quality trauma informed childhood programs ⊗ -Increase access to evening and weekend child care ◆ --Support ISDs to identify educational needs of homeless children in Pre K-Grade 12 through establishment of campus-based homeless liaisons
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OBJECTIVE 5: Improve Coordination, Collaboration & Partnerships



<p>Goal 1: Reduce ER and Jail recidivism rates by persons experiencing homelessness</p> <ul style="list-style-type: none"> ◆ -Participate in jail diversion coordination efforts ◆ --Develop a FUSE model discharge strategy with Dallas County Jail and CitySquare Cottages ◆ -Create multidisciplinary case staffing committees to identify high system utilizers 	<p>Goal 2: Improve coordination and resources for unsheltered homeless in large encampments</p> <ul style="list-style-type: none"> ✓ -Create multidisciplinary Street Outreach Taskforce to plan strategies ✓ -Expand dedicated unsheltered outreach services connected to services and housing ◆ -Expand Street Outreach through ESG resources 	<p>Goal 3: Recognize and support excellence in case management</p> <ul style="list-style-type: none"> ◆ -Create a Case Manager of the Year recognition ✓ -Create regular networking opportunities for peer to peer sharing among case managers ◆ -Develop Case Manager Boot Camp Training 	<p>Goal 4: Create collaborative fund development across entire CoC</p> <ul style="list-style-type: none"> ⊗ -Create development officers/grant writers collaborative ⊗ -Develop collaborative projects 'wish list' with summary and abstracts ◆ -Monitor funding opportunities and grant alerts ◆ --Develop programs covering both Collin and Dallas Counties
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OBJECTIVE 6: Improve Information & Knowledge on Homelessness



<p>Goal 1: Develop plan for a single HMIS system</p> <ul style="list-style-type: none"> ✓ -Explore development of PCCI/PIECES/PLEXUS/IRIS as an HMIS & Coordinated Assess System ✓ -Develop resources to fund HMIS implementation expansion ✓ --Establish common data sharing standards for PIT, HIC and AHAR ✓ -Develop equitable HMIS user fee 	<p>Goal 2: Redesign the PIT count to build volunteer base & accuracy</p> <ul style="list-style-type: none"> ⊗ -Hire an Americorps VISTA/ volunteer to develop new PIT ✓ -Develop GIS maps of routes ⊗ -Incorporate hiring of consumers as guides ✓ -Conduct comprehensive pre-count information gathering ✓ -Provide PIT data collection tool for all non HMIS participants 	<p>Goal 3: Prepare CoC data resources to conduct the NAEH Homeless System Cost Evaluation Survey Report</p> <ul style="list-style-type: none"> ⊗ -Secure participation among service providers ⊗ -Establish regional unit costs of supportive housing, supportive services ⊗ -Standardize reporting on costs and needs of direct care ⊗ -Assess public costs of homelessness (ER, Jail, EMS) 	<p>Goal 4: Expand the Knowledge and Awareness</p> <ul style="list-style-type: none"> ◆ --Develop a "Room In The Inn" modeled program with faith community ✓ -Conduct public education speaking series "Hard Conversations" ◆ --Adopt Alliance Homeless Forum "Homeless Bill of Rights" ⊗ -Create a taskforce to address Suburban Homelessness in Dallas and Collin Counties
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