

2017-2018 Continuum of Care Strategic Work Plan – CoCSWP Progress Report Dashboard



November 15, 2017

The Continuum of Care approved the Strategic Work Plan in July 2017. This is a progress report on efforts to date in completing the 60 Action Items in support of the seven goals.

GOAL I. Increase Access to Affordable Housing	
Action Items	Progress Report
<ol style="list-style-type: none"> 1. Develop Landlord Incentive Marketing and Recruitment Program 2. Contract additional housing search and placement services 3. Update Documentation of Priority Status Policies and Procedures and business rules for CoC and ESG subrecipients 4. Develop frequent utilizer metric scales for jail, emergency departments and APOWW/EMS transports and integrate in HMIS 5. Incorporate super utilizer prioritizations into HMIS and the Housing Priority List 6. Continually raise funding for flexible assistance fund 7. Implement “Moving On” assessment, readiness and move out program for successful PSH clients (<i>Jericho House, New York</i>) 8. Advocate for City of Dallas bond election for affordable housing for persons 0-30% AMI 9. Track HCV Homeless Preference voucher issuance and expiration in HMIS and on dashboard 10. Develop inventory of secondary market rental housing 11. Provide legal services to remove criminal history housing barriers 12. Expand “Ready to Rent” training 13. Conduct a 90-Day Emergency Shelter Housing Challenge (<i>Georgia</i>) 14. Create staffed housing navigation center(s) / hub(s) 	<ol style="list-style-type: none"> 1. Brochure complete. Distributed to multiple landlords. 2. RFP for contracted services did not result in a viable contractor. MDHA hired a part-time staff “Housing Search and Placement Coordinator” with successful skills in both primary and secondary residential rental markets. The position was made full time on November 7, 2017. 3. In progress. DOPS Matrix was affirmed as is. Changes will include more strict requirements for CoC Projects to take from the top of the Housing Priority List. Policies will be approved at the January 2018 CoC Board of Directors meeting. 4. Discussions begun. DCCJ workflow of frequent book-ins complete. DCCJ contracted care coordinator is trained in HMIS and form created. Book-ins should begin being recorded by end of November 2017. 5. DCCJ jail book-ins frequent utilizers will be integrated into DOPS process for inclusion on the Housing Priority List by December 2017. 6. \$30,000 raised in 3rd and 4th quarter 2017 including \$15,000 dedicated for veterans. 7. Draft “Independence Housing Readiness Assessment” completed. Jericho House materials being reviewed by the CoC Assembly Permanent Housing Committee and MDHA seeking hiring training for 1st quarter 2018. 8. MDHA encouraged voting, conducted Alliance Homeless Forum meeting educating on the bond election. MDHA wrote pro-proposition J Dallas Morning News editorial. Measure passed receiving third most approval rating of the ten propositions. 9. Concept program created in the HMIS. Not yet implemented.

	<p>10. Housing Unit List is posted on Basecamp and accessible by CAS Housing coordinators among Contributing HMIS Organizations.</p> <p>11. No action.</p> <p>12. Three agencies have been to provide “Ready to Rent” training. Promise House currently has eight residents taking the coursework.</p> <p>13. CoC Assembly Emergency Services Committee has begun planning for the housing challenge to be held April – June 2018.</p> <p>14. MDHA, shelter and City of Dallas staff toured navigation center systems in Seattle, and San Francisco in October 2017.</p>
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GOAL II. End Chronic, Veteran and Elderly Homelessness	
Action Items	Progress Report
<ol style="list-style-type: none"> 1. Develop monthly by-name list for chronically homeless incorporated into the Housing Priority List 2. Integrate veteran access to the overall CoC Coordinated Assessment System and Housing Priority List 3. Incentivize successful housing placement of highest barrier chronic and veterans 4. Provide mainstream benefit application process for all zero-income chronic, veterans and seniors 5. Develop housing inventory for seniors and target housing placement 6. Develop Tenant Housing Guide for newly housed 7. Contract for additional SOAR/SSN benefits application assistance 8. Improve mobility of HMIS/DOPS and IRIS ID card applications for street outreach workers 9. Advocate for new Catholic Charities/St. Jude 108-unit senior PSH 	<ol style="list-style-type: none"> 1. Chronic homeless are identified on the Housing Priority List priorities 1-4. First targeted by-name list of top 25 chronic homeless with longest length of stays will begin December 2017 by a staffing committee of MDHA, Street Outreach and Emergency Shelter Services Committee members. 2. NTXVA staff members active in the CoC Assembly Street Outreach Taskforce. VASH case managers trained and utilizing HMIS. MDHA will provide VA DOPS and Flex Fund training in November 2017. 3. CoC Policies and Procedures recommended by the CoC CAS Taskforce will enhance business rules requiring CoC PSH to fill open units from the top (highest priority) of the Housing Priority List. CoC Program Grant FY2017 included increased points for CoC renewal projects that housed highest priority (P1-P4) in the last year (July 1, 2016 – June 30, 2017). 4. Zero Income clients are clearly identified on the Housing Priority List. No targeting SOAR action yet taken. 5. No action. 6. First edition of the MDHA New Tenant Resource Guide published November 2017. Publication will be on the MDHA website and limited paper copies by December 1, 2017. 7. MDHA was unsuccessful after two RFPs to secure contracted SOAR specialist. MDHA will continue to train and support SOAR trained case managers. City Square is in the process of contracted with private entity to provide assistance with disability claims. 8. MDHA purchased two tough notebooks with Wi-Fi for portable use, but have only been used for unsheltered blitzes. IRIS ID card issuance has not begun. 9. MDHA provided multiple reports and letters in support of the project. CoC Program Grant project included 50 units of supportive services toward the project in Tier1 of allocations. The project is slated to open in first quarter or early second quarter 2018.

Goal III: Improve Access and Coordination of Services and Housing

Action Items	Progress Report
<ol style="list-style-type: none"> 1. Expand HMIS participation to community and faith based homeless supportive services agencies 2. Integrate emergency shelter bed access and assignment into the Coordinated Assessment System 3. Advocate for creation of a Project Access fixed route bus to homeless service providers 4. Develop and implement a strategy for homeless victims of sexual and intimate partner assault 5. Asset map faith-based resources providing homeless support services 6. Develop congregational ‘foster’ project for newly housed homeless 7. Seek HUD Technical Assistance and complete CoC Policy and Procedures and protocols for the Coordinated Assessment System 8. Implement Coordinated Assessment System tools and outreach in Collin County and other non-City of Dallas communities within the CoC 9. Develop strategy to address the increased central city unsheltered homeless to: reduce volume on targeted streets, disrupt drug marketplace, increase safety, public health and sanitation 	<ol style="list-style-type: none"> 1. Initial discussion of creating on project for the larger faith-based supportive services providers to enter core supportive services and day-shelter into the HMIS. 2. No action. 3. MDHA support letter sent to the City of Dallas Community Development Council as a project concept consideration for CDBG public services in November 2017. 4. MDHA staff part of the SART meetings. Austin Street Center created “Sisterhood” program 34 dedicated women beds and day program for women. 5. In progress. Faith – Based Collaborations committee formally created within the CoC Assembly. 6. No action. Discussion only. 7. In progress. MDHA has assigned TA provider and completing the CAS Self – Assessment. Project to be complete by January 23, 2018. 8. MDHA hired a dedicated CAS staff person to co-locate at the Assistance Center of Collin County three days per week. 9. In-progress. MDHA providing support to City of Dallas expanded street outreach efforts including Flexible Assistance Fund, training, Street Outreach Taskforce and CAS services. MDHA is planning expert street outreach training from best practice providers for Spring 2018.

Goal IV: Rapidly House Family Households with Children

Action Items	Progress Report
<ol style="list-style-type: none"> 1. Conduct diversion training targeting families at risk of homelessness 2. Create Coordinated Assessment System family crisis call line for Dallas County to improve access, assessment, diversion, rapid exit from shelter and coordination with domestic violence programs 3. Increase housing resources (RRH and DHA DCV Homeless Preference) 4. Coordinate with faith based agencies to supplement family shelter space with temporary hotel stay and other housing 	<ol style="list-style-type: none"> 1. No action. 2. CoC Taskforce has secured a 1-888 number and assigned special population call takers. Helpline is being programmed and scheduled to soft launch by December 1, 2017. Information and Referral hubs include: Youth 24 and under: Promise House; Domestic Violence Victims: Family Place; Families with Children: Family Gateway; Single Adults: The Bridge; Collin County residents: Assistance Center of Collin County. General assistance: MDHA. Family Gateway is under contract with HUD CAS funds to serve as the central Coordinated Assessment intake point for families with children and has staffed Assessment and Diversion Specialists/ 3. Approximately 24 new RRH units created through HUD Emergency Solutions Grant funding. MDHA CAS Housing Search and Placement working with existing RRH providers to identify and recruit more landlords. 4. No action.

Goal V: Rapidly Housing Youth

Action Items	Progress Report
<ol style="list-style-type: none"> 1. Develop Youth housing and services resource guide/web based/smart device application 2. Implement strategies from the Youth Homelessness Leadership Team strategic plan 3. Apply for the second round of Youth Homeless Demonstration Project Grant 4. Systemically gather and report ISD homeless youth data 5. Expand Youth Drop-In Center access points, hours of operation 6. Develop direct links to the Coordinated Assessment System (HMIS) for Youth drop – in centers 7. Develop more accurate methods to conduct census of homeless youth 8. Review program practices, assessment and enrollment and prohibit “screening out” of youth from assistance 	<ol style="list-style-type: none"> 1. Completed September 2017. Copies printed and distributed to key areas. Guide is also available for download on MDHA website. 2. Expanded youth needs within the CoC Strategic Work Plan. 3. MDHA received comprehensive de-brief on unsuccessful 2016 application. Youth taskforce has reviewed areas of weakness on past application and has received technical support from CSH on how to improve our system of care which will also increase our likelihood of scoring higher in future applications. Also, contacted neighboring city of Austin and discussed their project that was awarded to determine any replicable programming. 4. No action. 5. After8toEducate collaboration between DISD, City Square, Promise House and Social Ventures Partnership is making plans to turn an unused elementary school into a shelter and drop-in center for homeless DISD students to expand on their current drop in center locations. Promise House, Our Friends Place and other youth service providers have agreed to volunteer at various drop in centers to provide outreach and expansion of services available at the centers during hours of operation. 6. No action. 7. New strategies in place for January 2018 PIT to include: 1) Collaboration with Promise House and TNOYS reviewed best practice on how to count youth and developed a strategy where volunteer teams will deploy with a survey to identify and count youth in weeks leading up to homeless PIT count. 2) Youth services event to survey and get known locations to plot on PIT count maps; and 3) Will trial a Survey Monkey web-based based homeless youth survey pushed out on social media to include both Department of Education and HUD homeless definition based on the TNOYs Youth Survey. 8. Agreed on shared value statement that all youth deserve assistance and reviewed program practices and assessment processes of all youth housing providers to detail out current barriers to entry and compare program design against newly adopted value statement. <ol style="list-style-type: none"> A. Had a value discussion and agreed upon a value / mission statement to adopt that states that all youth deserve housing and assistance from our system of care regardless of background and demographic. B. Collected information and created a google doc that is shareable to have open communication about barriers. C. Future meeting will be to review numbers turned away within past 60-day period and determine causes for youth being turned away to see if there is a pattern or certain demographic with high need being underserved due to existing barriers within the system. D. Had CSH lead a meeting where best practices in low barrier systems was discussed. One program decided to reduce barriers officially and has opened up previously TH beds as now ES beds with limited barriers.

Goal VI: Drive Decision-making with HMIS Data

Action Items	Progress Report
<ol style="list-style-type: none"> 1. Leverage HMIS participation against local funding sources 2. Produce quarterly Homeless Response System Community Dashboards 3. Incentivize all homeless housing and service providers to use PIECES Iris HMIS system 4. Develop quarterly CoC Program Grant Performance Reporting 5. Conduct annual CoC and ESG program monitoring from the CoC-level 6. Produce annual CoC project performance scorecards for local CoC competition 7. Produce annual ESG projects performance scorecards for local ESG competitions 8. Sponsor key faith-based providers HMIS fees to expand coverage 9. Develop a post point-in-time count representative qualitative survey and report (<i>Seattle</i>) 	<ol style="list-style-type: none"> 1. City of Dallas included HMIS in all homeless services related contracts. MDHA secured increased participation for GPD and HCHV providers beyond VA coverage requirements with Dallas Life Center and The Salvation Army. 2. 3rd Quarter Report published November 14. Second Quarter was not published due to change over to new HMIS system. 3. Incentives demonstrated through benefit of shared client data, access to Flex Fund, access to Housing Priority List, and Housing Unit List. 4. and 5. In progress. MDHA has drafted recommendations of CoC Policies and Procedures to expand CoC and ESG projects monitoring and evaluation methods. Policies to be reviewed by the CoC Policies and Procedures Committee, CoC Assembly and final adoption by the CoC Board of Directors likely in second quarter 2018. 6. Completed and updated for the FY2017 competition. 7. Completed and updated for the state TDHCA ESG competition. 8. Proposed by the City of Dallas ESG RFP utilizing the HUD second ESG one-time allocation (October 1, 2017 – September 30 2019. MDHA has restructured HMIS User fees reducing out of pocket costs to all Contributing HMIS Organizations to be approved by the CoC Board November 17, 2017. 9. In progress. MDHA has drafted the RFP for issuance by December 3, 2017.

Goal VII: Address Racial Disparities in Homelessness and Service Delivery

Action Items	Progress Report
<ol style="list-style-type: none"> 1. Complete local research contributions to the SPARC Center for Social Innovation ten city study on Racism and Homelessness 2. Track and report race and ethnicity data within all CoC reporting tools and as an addendum to the CoC Quarterly Homeless Response System Community Dashboard 3. Conduct second round of case manager/agency racism and homelessness training 4. Conduct a survey of all federally funded homeless response system agencies on diversity of senior management and board officers with a goal to Increase diversity within staff and leadership including board of agencies to reflect homeless base 5. Increase diversity of the CoC Project Review and Allocations Committee 6. Include racial disparity issues within MDHA public and social media communications 7. Conduct data analysis on eviction and race 	<ol style="list-style-type: none"> 1. Research complete. Draft report due to MDHA in December 2017. MDHA and representatives will participate in the multi-city SPARC summit in Seattle Feb 1-3, 2018. 2. In progress for the third quarter dashboard addendum. Projected publication December 15, 2017. 3. and 4. Not scheduled. Awaiting strategy discussion with Center for Social Innovation Seattle SPARC Summit. 5. PRAC Committee membership includes 11 members with one African American and ten white. 6. MDHA has tracked and noted multiple articles, studies and programs that examine disparities across multiple economic and social structures, as well as published blog posts focused on these issues, as they related to homelessness, for example: <ul style="list-style-type: none"> • http://endinghomelessnessmdha.blogspot.com/2017/09/coc-strategic-work-plan-online-learning_25.html • http://endinghomelessnessmdha.blogspot.com/2017/07/a-hard-ongoing-and-critical-conversation.html • https://www.economist.com/blogs/graphicdetail/2017/07/daily-chart-5 • https://iasp.brandeis.edu/pdfs/2017/Sullivan%20Meschede%20Race%20Social%20Problem%202017.pdf • http://www.chicagotribune.com/business/ct-biz-exec-q-a-john-bouman-sargent-shriver-center-20171105-story.html • https://prosperitynow.org/blog/new-tools-identify-design-and-advocate-equitable-state-policies#.WgSO80FtH8I.facebook • http://iasp.brandeis.edu/pdfs/Author/shapiro-thomas-m/racialwealthgapbrief.pdf