Webinar Starting Shortly!
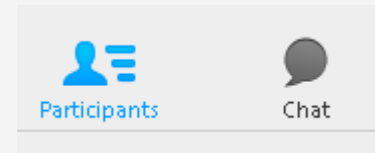
Let us know where you are!
1. **Click the marker icon to open the annotation toolbar -top left.**
2. **Click the arrow then click on the State to mark where you are.**
3. **Click the arrow again to stop using it.**
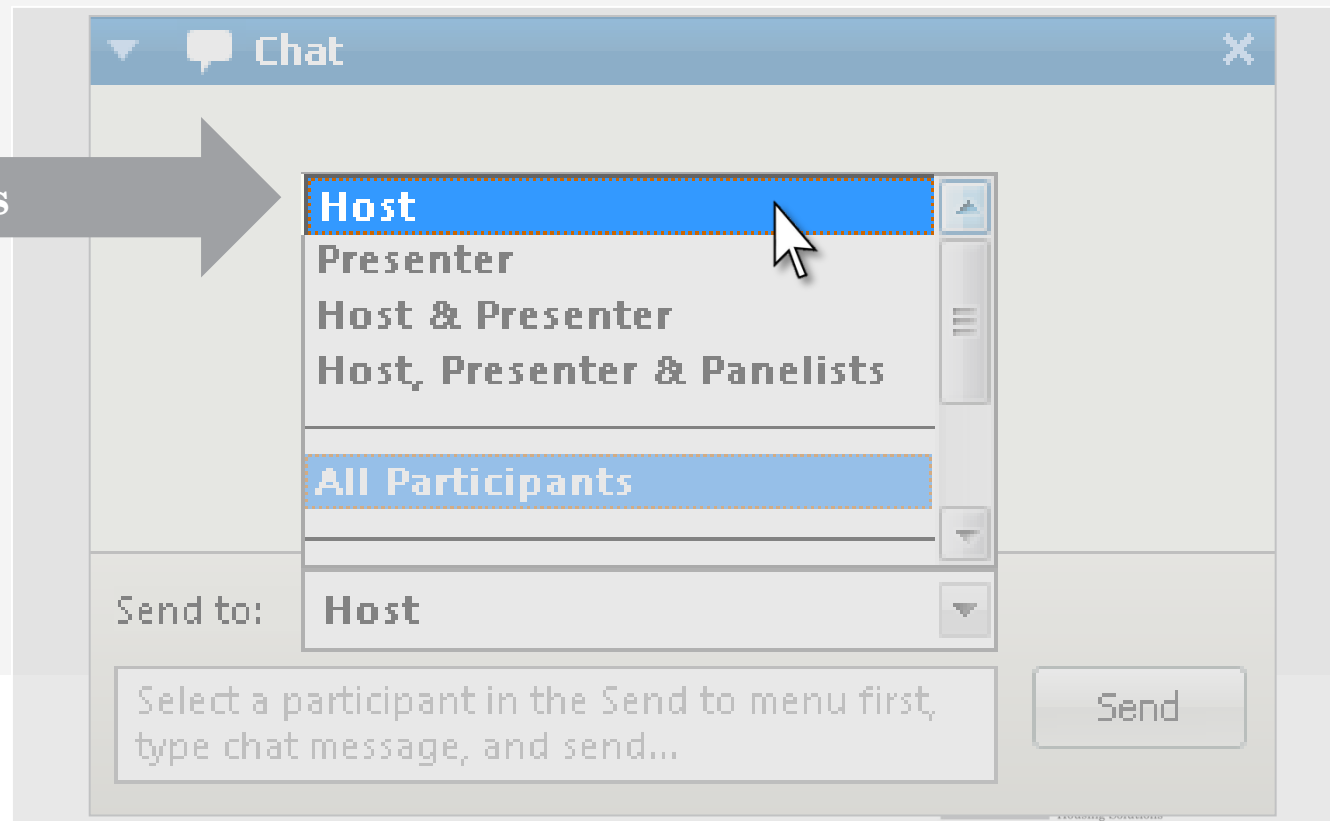
WebEx Technology: Communication

You are muted.

Have technology issues?
Type into the Chat box.

Click the icon to open.

Participants   Chat

Technology Issues

Chat

Host
Presenter
Host & Presenter
Host, Presenter & Panelists

All Participants

Send to: Host

Select a participant in the Send to menu first, type chat message, and send...   Send

WebEx Technology: Audio Trouble
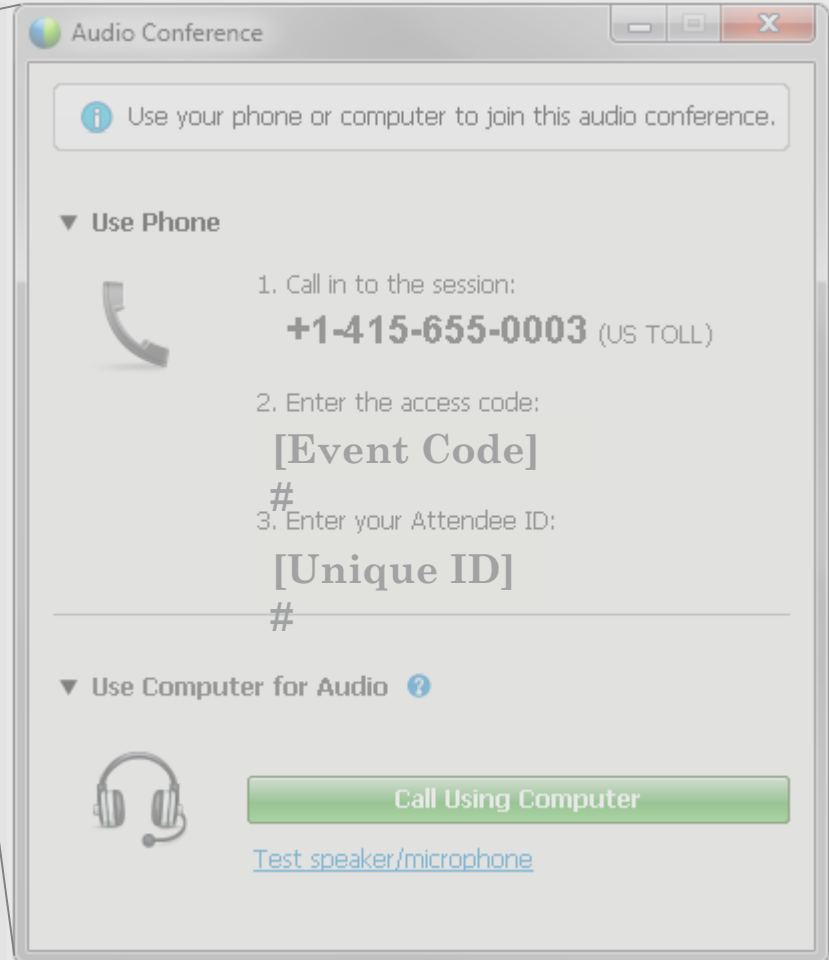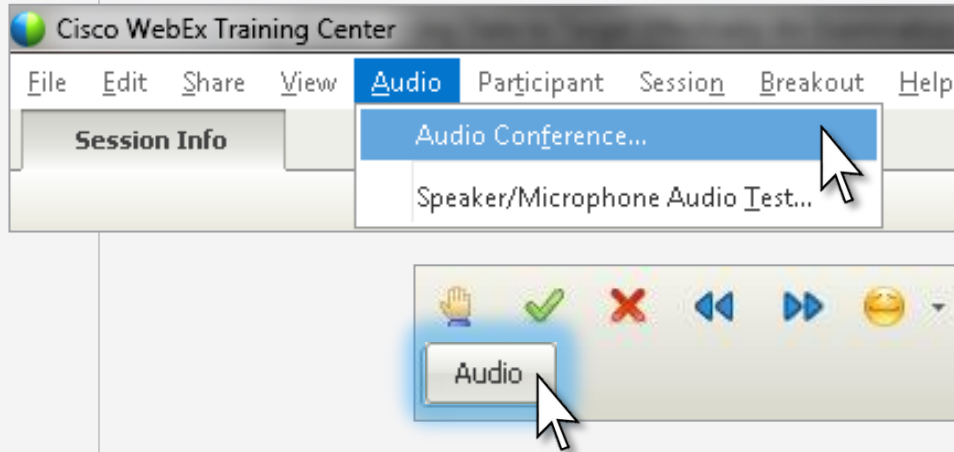
Can you hear us?   If not:

Option 1 – chat to CSH Events and we will try to help

Option 2 – request approval to join via phone

Option 3 – log off and restart the webcast

Questions Instructions

For QUESTIONS

?

- Please use the CHAT function to ask questions. Type your question to Lisa Chapman and press "Send".

This is new technology platform, we are still learning!

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MI BOS COC Webinar #4

How to measure success, sustain the effort?

May 6, 2016

CSH

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Agenda

- **Quick recap from last week**
- **How to tell if you are successful? Federal criteria, Top 6 Drivers, HUD goals**
- **Tools- Active list, B &C review**
- **Sustaining the effort, applicability to other populations**
- **Communicating success**
- **Loose ends**

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Recap- Federal Criteria

What does it mean to end veteran homelessness?

Criteria:

1. **Identified all Veterans Experiencing Homelessness**

2. **Provide Shelter Immediately**

3. **Provide Service-Intensive Transitional Housing in Limited Instances**

4. **Capacity to Assist Veterans to Swiftly Move into Permanent Housing**

5. **Resources, Plans, and System Capacity**

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Federal Benchmarks

A. Chronic homelessness among veterans has been ended

B. Veterans have quick access to permanent housing

C. The community has sufficient permanent housing capacity

D. The community is committed to housing first and provides service-intensive transitional housing to veterans experiencing homelessness only in limited instances

What works?

- **C & B used as an ongoing system barometer**
- **Veteran committee-Include everyone**
- **Community – shared effort, not a solo act**
- **Have a plan and goal**
- **Singular, laser- like focus**
- **Use data, measure your success**

Top 6 Drivers that end Veteran Homelessness

- **Active List**
- **Choice**
- **Prioritization**
- **Transitional Housing**
- **Permanent Housing**
- **Leadership**

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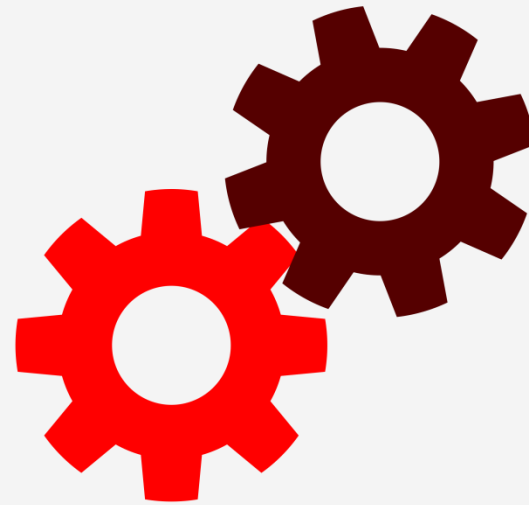
Federal Benchmarks Generation Tool v.1.2 01-13-2016

False

To Use: Enter an "*End Date*" and click "*Calculate Benchmarks*" for results. See *Instructions* tab for further guidance.

90 day look-back period:

Start Date	End Date
9/2/2015	

A. Have you ended chronic homelessness among Veterans in your community?

Target: Zero chronically homeless Veterans as of date of review, with exceptions indicated below.

Data Point

		Value	
Total number of chronically homeless Veterans who are not in permanent housing as of end date above:		0	A1
Exempted Group One	Total number of chronically homeless Veterans who have been offered, but not yet accepted a PH intervention offer and where the last PH intervention offer was within 14 days of the end of the 90 day look-back period (excludes Veterans also counted in Exempted Group 3):	0	A2
Exempted Group Two	Total number of chronically homeless Veterans who have accepted a PH intervention offer, but not yet entered permanent housing and where the first acceptance of a PH intervention offer occurred during the 90 day look-back period (excludes Veterans also counted in Exempted Group 3):	0	A3
Exempted Group Three	Total number of chronically homeless Veterans who have been offered a PH intervention, but have chosen to enter service-intensive transitional housing prior to entering a permanent housing destination:	0	A4
	Total Chronically Homeless Veterans - Total Number of Veterans in Exempted Groups 1, 2 and 3 =	0	

**Calcul
Benchm**

Benchmark A achieved? **Yes**

fppt.com

Master List Template tool

- **Can be used to keep Active List and auto calculates benchmarks (excel)**

- **The Master List template ("Master List" tab) includes all data elements necessary to accurately measure progress toward the Federal Benchmarks.**

- **Critical tool for coordinating housing and services, tracking community progress and status**

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Voluntary Tools to help with Active List, Criteria

- **ML benchmark generation template**

https://www.hudexchange.info/resource/4900/master-list-template-and-benchmark-generation-tool/

Template for active list that auto fills the Fed. Criteria and benchmarks

- **Criteria & Benchmarks review tool**

https://www.hudexchange.info/resource/4899/federal-criteria-and-benchmarks-review-tool/

Tool to gauge community status on the criteria and benchmarks

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HUD Policy Priorities

- **Strategic Resource allocation**
  - Comprehensive Review of Projects → Reallocations, Scoring Criteria and Selection Priorities
  - Maximizing Use of Mainstream Resources → Find other payers for Supportive Services
  - Leverage Resources through Partnership → PHA's and Philanthropy
  - Reviewing the Efficiency of TH → TH is generally more expensive, effective tool at addressing certain needs (youth, DV, assistance with recovery from addiction)

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HUD Policy Priorities

- **Ending Chronic Homelessness**
  - Increasing Units → Create new projects;
  - Targeting → Priority of PSH beds to CH Individuals and Families through turnover; Prioritization Notice:

  "Establish an order of priority for <u>dedicated</u> and <u>prioritized</u> PSH beds which CoCs are encouraged to adopt, in order to ensure that those persons with the most severe service needs are given first priority."

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HUD Policy Priorities

- **Ending Veteran Homelessness**
  - Prioritize veterans and their families who can't be served by VA for COC resources
  - Veteran should receive priority
  - Coordinate with VA and other Veteran Services

HUD Policy Priorities

- **Ending Youth Homelessness**
  - Understand Needs
  - Outreach to Youth-serving agencies for participation in CoC
  - Develop projects to meet the needs of all youth
  - Performance Evaluation should take into account youth issues
  - Reallocation to other youth-serving projects

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HUD Policy Priorities

- **Ending Family Homelessness**
  - RRH, some will need PH Subsidy or PSH
  - COCs should adjust the homeless system for families to ensure that families can easily access RRH and other PH tailored to their needs
  - Safety needs for people fleeing DV
  - RRH – with or without disabilities
  - Use reallocation to create new RRH projects for families

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HUD Policy Priorities

- **Using a Housing First Approach**
  - Definition (pg. 10 of FY 2015 NOFA)
  - Removing barriers to Entry
  - Centralized/Coordinated Assessment System
  - Client-Centered Service Delivery System → Should not be required to participate in services that won't help them achieve their goals
  - Prioritizing Households Most in Need
  - Inclusive Decision-Making → CoC Governance Structure

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What were criteria to receive points in System Performance Category?

- Reducing the # of
  People experiencing Homelessness
- Reduction in First Time Homelessness
- Length of Time Homeless
- Successful PH Placement or Retention
- Returns to Homelessness
- Jobs and Income Growth
- Thoroughness of Outreach

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HUD's Indicators from COC application NOFA

- **HUD's Homeless Assistance Programs measured in FY15 by the objective to "end Chronic Homelessness and to Move People exp. Homeless to Permanent Housing"**
- Indicators:
  - Creation of new PSH Beds for CH
  - Decrease CH in CoC's geography
  - Increase employment
  - Increase the use of mainstream resources
  - % of turnover in PSH not dedicated to CH that will be prioritized to serve CH
  - % of individuals and HH's served in RRH came from an unsheltered situation

Sustaining the Effort

- **Continue to work with the VA, PHAs, VSOs**
- **Flexible systems in place to respond to homelessness, resolve episodes quickly**
- **Robust support for vets in housing to remain**
- **Identify & engage those who fall into homelessness; outreach, active list efforts**
- **Continuous review of data and system performance**
- **Ensuring any homelessness is rare, brief and nonrecurring**

Implications for other Populations

- **Use system improvements to focus and house other homeless populations**

- **6 Drivers important- Active List, Prioritization, Choice, TH and PH assets**

- **Leadership! Elected officials and Community Champions**

- **Community partnerships- add more that are pertinent to families, youth, CH**

Next Steps for MI BOS COC?

- **Conversation within COC- COC lead/collaborative applicant, COC Executive Board, HMIS lead, grantees and members**

- **Look at existing efforts, assets**

- **Determine direction, plan and goal**

- **Go ahead!**

Communicating Success

- **Make it public- your goal, effort, vision= use media, social media, events**
- **Be transparent- post achievements, barriers and progress along the way**
- **Bring your partners into everything**
- **Ask for Help!**
- **Data is great; don't forget the personal stories**
- **Reward those that made it happen- have fun too!**
- **Celebrate success with local partners and stakeholders**

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Finale, final Questions?

- **Info on Ending Veteran Homelessness posted on Campaign website:**

thecampaigntoendhomelessness.org

Thank you!

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