



### Chicago Continuum of Care (CoC) Orientation

January 20, 2012 – 10am to 11am

Sponsored by:  
Chicago Alliance to End Homelessness &  
Chicago Planning Council on Homelessness' HMV Committee

*In our community everyone has a home, including the most vulnerable and the most challenged. The Chicago Alliance to End Homelessness works to create, support, coordinate, and sustain effective strategies to prevent and end homelessness in Chicago.*

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### Today's Presenters

- Geri Palmer, *North Side Housing*
- Nicole Bahena, *Chicago Alliance*
- Kathy Booton Wilson, *Deborah's Place*
- Kathleen Molnar, *Chicago Alliance*
- Nicole Amling, *Chicago Alliance*
- Eileen Higgins, *Catholic Charities*

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### Today's Agenda

- What is a Continuum of Care (CoC)?
- Chicago's CoC Structure & Organizations
- HUD Funding Process & HEARTH Act
- Homeless Management Information System (HMIS)
- Advocacy
- Chicago's 10-year Plan to End Homelessness
- Plan 2.0 Introduction

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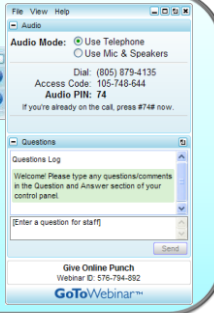
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## Webinar Housekeeping

- The Webinar will last approximately one hour
- Slides emailed this morning, and posted on CAEH website  
[www.thechicagoalliance.org/archives.aspx](http://www.thechicagoalliance.org/archives.aspx)
- Audience members are muted



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# What is a Continuum of Care (CoC)?

*Gerri Palmer*

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## History

- 1987: Congress passed first federal law specifically addressing homelessness**
  - Stewart B. McKinney Homeless Assistance Act of 1987, later renamed the McKinney-Vento Homeless Assistance Act
  - Federal financial support for a variety of programs to meet the needs of individuals and families who are homeless
  - Programs administered by HUD's Office of Special Needs Assistance Programs (SNAPs)

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## Definition

According to HUD, a CoC is

- “a community plan to organize and deliver housing and services to meet the specific needs of people who are homeless as they move to stable housing and maximize self-sufficiency. It includes action steps to end homelessness and prevent a return to homelessness.”

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## History

- **From 1988 to 1993, HUD held national competitions for its homeless assistance funds every year**
  - Individual organizations throughout the country wrote applications
- **Since 1994, HUD has required each community to come together to submit a *single* comprehensive Continuum of Care (CoC) application** rather than allowing applications from individual providers in a community

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## History

- **HUD’s intent for creating CoC’s:**
  - Encourage a more structured and strategic approach to housing and services for people experiencing homelessness.

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## Purpose

- **As an entity, a CoC serves two main purposes:**
  - **Develop a long-term strategic plan and manage a year-round planning effort that addresses:**
    - Identifying needs of homeless individuals and households
    - Availability and accessibility of existing housing and services
    - Opportunities for linkages with mainstream housing and services resources
  - **Prepare an application for McKinney-Vento Homeless Assistance Act (McKinney-Vento) competitive grants**

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## Types of CoCs

- **Continuum planning efforts may be organized at a number of geographic levels:**
  - Single city\*
  - City and surrounding county
  - Region
  - State
- **In 2010, 400+ CoCs across the country**

\* Chicago's Continuum of Care is organized as a single city

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## Components of CoCs

- **Defined geographic area**
- **Lead agency:**
  - Homeless Coalition led
  - Government led
  - Non-profit led

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# Chicago's CoC Structure & Organizations

Nicole Bahena

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### Chicago Planning Council on Homelessness (Planning Council)

- Mission is to understand the progress being made in Chicago toward preventing and ending homelessness
- Public-Private Partnership
- Website: [www.thechicagoalliance.org/chicagoplanningcouncil.aspx](http://www.thechicagoalliance.org/chicagoplanningcouncil.aspx)

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### Planning Council Functions

**Functions:**

1. Establish policies, principles and priorities and select the applicant for the HUD NOFA process
2. Establish policies for data release and monitor HMIS Standard Operating Procedures
3. Oversee competitive process for State of Illinois Prevention funding
4. Conduct system planning activities
5. Adopt other functions as appropriate

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### Planning Council Roles & Responsibilities

- Meetings every other month ~ 6-8 times/year
- Developing annual funding request (NOFA process) to HUD takes most of year
  - Planning process
  - Local evaluation (data gathering, performance assessment, etc)
  - HUD application process (Exhibits 1 & 2)
  - New funding process (bonus & new projects)

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### Planning Council Staffing

- Not a legally recognized body
- Staffed by CAEH staff members; previously, jointly by CAEH & DFSS
- 2 main Committees but several subcommittees and working groups

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### Planning Council Committees & Task Groups

- HMV Committee
  - Evaluation Tool Subcommittee
- HMIS Committee
  - Data Quality Task Group
- Ranking Policies Task Group
- Bonus Project Panel
- Appeals Committee

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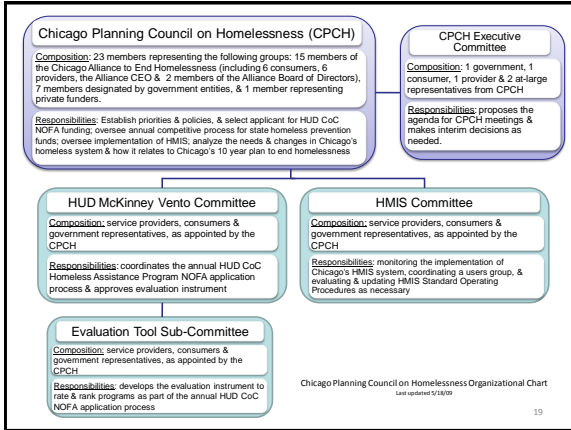
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## Chicago Alliance to End Homelessness

- **CAEH is Chicago CoC Lead Agency**
- **CAEH undertakes four main activities:**
  - Co-Implementing Chicago's Plan to End Homelessness with DFSS
  - Managing key resources for ending homelessness (the HUD collaborative process)
  - Advocating for increased resources and creating public policies that remove barriers to ending homelessness
  - Increasing public favor and engagement in Chicago's pioneering effort to end homelessness

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## Chicago Alliance to End Homelessness (CAEH)

- **Mission:** to create, support, and sustain effective strategies to prevent and end homelessness in Chicago
- **Created in 2006:**
  - Result of the widely-supported consolidation of the two organizations most integrally involved with the implementation of Chicago's Plan to End Homelessness:
    - Partnership to End Homelessness
    - Chicago Continuum of Care
- **Website:** [www.thechicagoalliance.org](http://www.thechicagoalliance.org)

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## Chicago Alliance to End Homelessness (CAEH)

- Non-profit 501(c)3 agency
- 16 staff members
- Advisory bodies to CAEH Board of Directors
  - Consumers Commission (CC)
  - Service Providers Commission (SPC)
- Committees of the CC and SPC
  - Plan Advisory Committee
  - Advocacy Committee
  - Discharge Planning Committee

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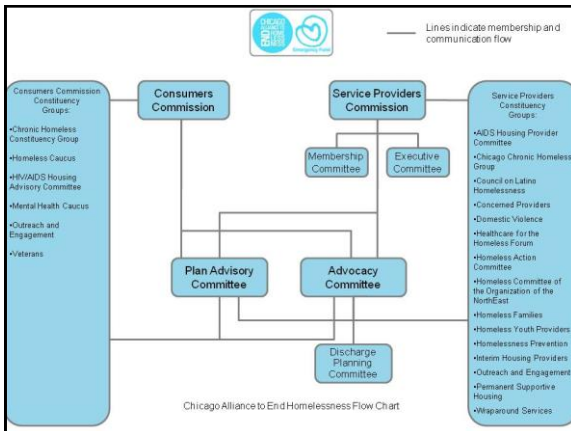
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## CAEH & CoC Membership/Participation

- **Joining/Participating in the Chicago Alliance:**
  - Service Provider
  - Consumer
  - Constituency Groups
- **Joining/Participating in the Chicago Planning Council on Homelessness:**
  - Representative from CC or SPC (member of CAEH)
  - Government representative (organized by DFSS)
  - Private Funder representative

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### Benefits of Becoming a CAEH Member

- Part of a **common vision & goal**
- **Share best-practices** & ideas
- Opportunities to attend **special engagements**
- Frequent **communication & announcements**

\* Contact Sherise Alexander for more information on Consumers Commission & Service Providers Commission membership  
[salexander@thechicagoalliance.org](mailto:salexander@thechicagoalliance.org)

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## McKinney Vento & HEARTH Act Funding Process

*Kathy Booton Wilson*

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### McKinney & HEARTH

- In 2000, President Clinton renamed the Stewart B. McKinney Homeless Assistance Act the "McKinney-Vento Act"
  - Name changed to honor Rep. Bruce Vento who was an original sponsor of the legislation
- In 2009, re-authorized as the HEARTH Act
  - Homeless Emergency and Rapid Transition to Housing
  - Substantial changes to the McKinney-Vento Act

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### McKinney & HEARTH

- **Largest single source of homeless assistance funding** to Chicago each year
- This HUD money is significant because it brings in nearly **\$50 million to Chicago** each year to fund *renewal* projects
- Funds HUD permanent housing, transitional housing, and supportive services projects

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### HEARTH Act: Purposes

- **Purposes of the HEARTH Act are to:**
  - Consolidate homeless assistance programs
  - Codify the Continuum of Care planning process
  - Establish a goal of ensuring that individuals and families who become homeless return to permanent housing within 30 days

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### HEARTH Act: Major Changes to McKinney/Vento

- Consolidation of HUD's competitive grant programs
- Changes in definition of homeless and definition of chronic homelessness
- Increases emphasis on performance of homeless system, not just individual HUD-funded projects
- Simplified match requirement
- Increase in prevention resources (Emergency Shelter Grant becomes Emergency Solutions Grant)
- Creation of a Rural Housing Stability Program

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## HEARTH Emphasis on Performance

- Reductions in the length of time people are homeless
- Reductions in homeless recidivism
- Thoroughness in reaching homeless people
- Reductions in the number of homeless people and in the number who become homeless
- Increases in jobs and income

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## HEARTH Regulations

- Final Regulations
  - Homeless Definition
- Proposed Regulations
  - Emergency Solutions Grant (ESG)
  - Homeless Management Information System (HMIS)
- To-be-published Regulations
  - Continuum of Care (CoC)

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## AKA “the NOFA”

- NOFA stands for: Notice of Funding Availability
- HUD releases the **Continuum of Care NOFA** each year, for funding the following year
  - 60+ page document outlining requirements for the grant funding

**REQUIREMENTS OF ANNOUINCING AND GRANTING FEDERAL ASSISTANCE (Section 101.118 (b)(4) - 112)**

**Notice of Funding Availability (NOFA) for the Continuum of Care (CoC) Reentry Assistance Program**

**SECTION 101.118 (b)(4) - Continuum of Care (CoC) Reentry Assistance Program (ESG)**

**AC-1000N - Notice of Funding Availability (NOFA)**

**REMARKS:** The Notice of Funding Availability (NOFA) is available for funding under the Continuum of Care (CoC) Reentry Assistance Program. (ESG) is available under approximately 15 HUD Office of Field Operations (OFO) for the program. The purpose of the CoC Reentry Assistance Program is to reduce the number of homeless persons in CoC communities by providing assistance and other services to assist with self-sufficiency and prevent future homelessness.

**OFFICE OF FEDERAL ASSETS**

U.S. Department of Housing and Urban Development, Office of Community Planning and Development

**A. Funding Opportunity Title:** Notice of Funding Availability for Continuum of Care (CoC) Reentry Assistance Program

**C. Announcement Type:** Initial Announcement

**D. Funding Opportunity Number:** The Federal Register number is 18-111-1000. The OIG report number is 18-111-1000.

**E. Catalog of Federal Domestic Assistance (CFDA) Number:**

1. 15.421, Supportive Housing Program (ESG)

2. 15.424, Supportive Housing Program (ESG)

3. 15.426, Supportive Housing Program (ESG)

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### HUD CoC Process: NOFA Application

- Each year, on the behalf of the Chicago Planning Council on Homelessness (Planning Council), CAEH submits an application to HUD for Homeless Assistance Funds
- HUD process is a national competition for the following:
  - **Renewal funding**
  - **New funding** (permanent housing bonus project(s))
  - **National status** (CoC performance, etc)

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### NOFA Application: Several Components

- Community's Application (Exhibit 1)
  - CoC Planning and Structures information
  - Housing & Services Inventory
  - Point-In-Time Count and HMIS data
  - Performance data
  - List of projects the community is putting forth for funding

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### NOFA Application: Several Components

- Agency's Project Applications (Exhibit 2s)
  - Project narrative
  - HMIS participation data
  - Detailed project budget
  - Project certifications & attachments

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### HUD CoC Process

List of Projects for Funding is determined by:

- Local Evaluation Process
  - Evaluation Instrument application and review for *renewal projects*
  - Application and selection panel for *new projects*
- Ranking Policies
  - Set by the Planning Council
  - Voted on after the HUD NOFA is released this year
  - Sets ranking order of projects based on evaluation and threshold requirements

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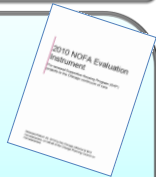
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### What is the Evaluation Instrument?

The Evaluation Instrument (Tool) is:

- Tool the CoC uses to evaluate a project's performance, structure, and policies
- Determines which projects receive renewal funding each year
- Tweaked annually by the Evaluation Tool Subcommittee to make sure it is in line with HUD's national and Chicago's local priorities
- Expect significant changes in 2013 Tool as a result of HEARTH



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### 2011 Evaluation Instrument Priorities

2011 HUD Project Evaluation Priorities		2011 Scoring
Priority	Funding Priority	Maximum Score
1.	Project Performance	32 points
2.	Participation in HMIS	16 points
3.	Special Populations	10 points
4.	Project Operations	8 points
5.	Housing First and Flexible Service Delivery	7 points
6.	Client Focus and Representation	6 points
7.	Facility and Program Accessibility	5 points
8.	Leveraged Resources	5 points
9.	Housing to Service Ratio	4 points
10.	Continuous Quality Improvement	4 points
11.	Staff Development and Support	3 points
	Total	100 points

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### 2012 New Funding

- Congress passed budget for FY12 in November & December 2011, which will fund 2012 NOFA cycle (grants start in 2013)
- Chicago will run a process for new funding unless HUD states that no new funding will be available
- New project selection process will start in July 2012
- New projects must be permanent supportive housing only

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### Chicago's New Funding Process

- Separate from Renewal Process
- Submission of Letter of Interest (LOI)
- Submission of Application
- Presentations in front of Bonus Project Selection Panel (Bonus Panel)
- Final decisions made by Bonus Panel

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## Homeless Management Information System (HMIS)

*Kathleen Molnar*

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### HMIS Background

In 2001, Congress directed the Department of Housing and Urban Development (HUD), to:

- develop a way to generate an unduplicated count of individuals experiencing homelessness across the country,
- analyze patterns of homeless episodes among those in the homeless system, and
- use data to evaluate the success of homeless programs.

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### What is HMIS?

Homeless Management Information System (HMIS) is a HUD-mandated data collection tool that:

- Captures client-level information about the characteristics and service-needs of those experiencing or at-risk of homelessness
- Helps service providers coordinate referrals and service delivery
- Generates unduplicated count of homeless individuals
- Allows the study of patterns of service-use and measuring effectiveness of homeless programs

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### Chicago's HMIS

- Prior to 2008, Chicago homeless service providers used the software product known as Softscape
- In 2008, Chicago's HMIS Lead Agency, the Dept. of Family and Support Services (DFSS), changed Software Providers and chose Bowman's software product, known as ServicePoint.
- HMIS was implemented and is currently operated by DFSS.
- HMIS support and operation will be transitioning to the Chicago Alliance throughout 2012 and 2013.

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**HMIS Benefits for the Community**

- Understanding the extent and scope of homelessness
- Unduplicated count
- Identifying service gaps
- Informing systems design and policy decisions
- Development of a forum for addressing community-wide issues

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**HMIS Benefits for Providers**

- Tracking client outcomes
- Coordinating services, internally among agency programs, and externally with other providers
- Preparing financial and programmatic reports for funders, boards, and other stakeholders
- Information for program design decisions

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**HMIS Benefits for Consumers**

- A decrease in duplicative intakes and assessments
- Streamlined referrals
- Coordinated case management
- Benefit eligibility

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### HMIS Participation & Requirements

**Who Should Participate?**

- All Homeless Service Providers, regardless of funding source, **except for providers that exclusively serve victims of Domestic Violence.**

HMIS Participation means your program is:  
 “making a reasonable effort to record all universal data elements on all clients served in that bed and discloses that information through agreed upon means to means to HMIS.”

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### Why is it important to participate?

- It may eventually be required for your program, if not already
- Contributing to system-wide data to help identify system needs, gaps and solutions for ending homelessness
- Helping Chicago acquire additional resources for homeless system
- Enabling streamlined reporting at agency and system level

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### HMIS Participation & Requirements

**What does it take to participate?**

- Computer and access to internet
- Contact DFSS to set up program in ServicePoint
- Attend training
- Dedicate time for data entry of required data elements

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### HMIS Participation & Requirements

How to participate:

- Contact the HMIS Training and Technical Assistance help desk at (312)744-3282 to obtain a ticket number
- After receiving a ticket number, email the ticket number and request to set up a new program in HMIS to [chicagohmis@cityofchicago.org](mailto:chicagohmis@cityofchicago.org)

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## Overview of the Alliance's Advocacy Efforts

*Nicole Amling*

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### Purposes of the Alliance's Advocacy

1. Increase the **resources available** to end homelessness in Chicago.
2. Create and maintain **effective public policies** and programs.
3. Advance innovative **systems change** strategies to meet our goals.

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### Alliance Advocacy Process

#### 1. Advocacy Agenda

- Outlines the Alliance’s policy priorities and initiatives for the coming year
- Divides advocacy work into three categories: **Federal, State, and Local**
- Drafted in December by the Advocacy Committee and in consultation with partners and approved by the Board of Directors
- Distributed widely to Alliance partners, constituents, and policymakers

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### Alliance Advocacy Process

#### 2. Advocacy Committee

- Role of the Advocacy Committee
  - Develop the Alliance’s advocacy agenda on an annual basis, for approval by the Board of Directors
  - Oversee and participate in the activities of the Alliance in pursuing the Alliance’s advocacy agenda
- Membership drawn from Service Providers and Consumers Commissions and all Alliance Constituency Groups
- Meets bi-monthly or as needed

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### Alliance Advocacy Process

#### 3. Advocacy Team

- An online community of service providers, consumers, and concerned individuals committed to ending homelessness in Chicago.
  - Currently the Advocacy Team has 158 members.
- Members receive periodic Action Alerts providing information about important and timely legislation or policy matters.
- Members are encouraged to take action by contacting their elected representatives.

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### Alliance Advocacy Process

**4. Working in Collaboration**

- *National Partners*
  - National Alliance to End Homelessness
  - Corporation for Supportive Housing
- *State Partners*
  - Supportive Housing Providers Association
  - Chicago Coalition for the Homeless
  - Housing Action Illinois
- *Local Partners*
  - Chicago Planning Council on Homelessness
  - Countywide Discharge Planning Committee

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### How YOU Can Get Involved

- **Join the Alliance's Advocacy Team!**
- Review the Alliance's **Advocacy Training Materials** on our website
  - Why Advocacy is Important for Providers
  - Lobbying Guidelines for Non-Profits
  - Top Ten Things to Know About Lobbying
- Get your colleagues, clients, and community involved!

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## Chicago's Plan to End Homelessness

*Eileen Higgins & Nicole Amling*

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### Chicago's 10-Year Plan to End Homelessness

- **“Getting Housed, Staying Housed”**
  - Development of Plan led by the Chicago Continuum of Care
  - Designed and approved by service providers, consumers, and government partners
  - Endorsed by Mayor Daley in January 2003 and priority of his administration

<http://thechicagoalliance.org/plan.aspx>

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### Shift in Service Philosophy

Shift in the provision of homeless services – from managing the problem of homelessness with emergency shelters, soup kitchens and other temporary assistance, to ending homelessness through the provision of permanent housing for those experiencing homelessness

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### The 10-Year Plan's 3 Key Strategies

- **Prevention:** Preventing individuals and families from becoming homeless in the first place
- **Housing First:** Placing individuals and families in permanent housing as quickly as possible when they do become homeless, and
- **Wraparound Services:** Providing wraparound services when appropriate to promote housing stability and self-sufficiency

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### The 10-Year Plan & the Program Models Chart

**Creation of Program Models Chart**

- Chart outlines the set of homeless programs that are considered to be in alignment with Chicago's Plan
- Developed and implemented by collaborative partners in 2006; revised in 2010

**Use of Program Models Chart**

- Programs that are aligned with the Plan have been prioritized for funding from a number of funding sources (HUD & City included)

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### 10-Year Plan Accomplishments

- Developed a coordinated, centralized system to prevent homelessness;
- Doubled Chicago's stock of permanent supportive housing to over 7,000 units;
- Transformed our homeless system from one that provided shelter to one that is focused on permanently ending peoples' homelessness by placing individuals and families into appropriate housing as quickly as possible and wrapping services around them to ensure that they maintain their independence.

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### 10-Year Plan Accomplishments

- Provided state-of-the-art services to special populations, including young mothers and their children, veterans, unaccompanied youth and aging homeless adults.
- Helped house some of our most vulnerable individuals off the streets and quickly into housing as part of a national campaign to house 100,000 chronically ill homeless individuals.

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### Plan 2.0

- **Plan 2.0**
  - Process is being led by a Steering Committee consisting of members from the Chicago Alliance, City of Chicago Mayor’s Office and Dept. of Family and Support Services (DFSS), Chicago Planning Council on Homelessness, and other community members.
  - Many opportunities for you to be involved!

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### Plan 2.0

- **Study Guide**
  - Provides an overview for Chicago's planning process for 2.0, the Community Planning Charrette in January, and issue areas
- **Kick-off Meetings**
  - Held in November
  - 135 people attended
  - 53 agencies, 45 consumers, 7 government agencies and 11 constituency groups provided written feedback on the study guide

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### What’s Next?

- **Community Planning Charrette – January 24 – 31**
  - January 24 & 25 - Expert Panels and Community Discussions on Top Issue Areas
  - January 27 - Community Feedback Meeting on Charrette Findings
  - January 31 - Release of Charrette Findings

***We hope to see you there!***

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## Thank You

**Questions? Contact us!**

CoC, Planning Council, HUD, McKinney Vento or HMIS

Kathleen Molnar: [kmolnar@emergencyfund.org](mailto:kmolnar@emergencyfund.org)  
(312) 379-0301 x 12

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(312) 379-0301 x 28

Elizabeth Perez: [eperez@thechicagoalliance.org](mailto:eperez@thechicagoalliance.org)  
(312) 379-0301 x 20

Advocacy, Plan 2.0

Nicole Amling: [namling@thechicagoalliance.org](mailto:namling@thechicagoalliance.org)  
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