The Way Home

Provider Input Forum (PIF)

Wednesday, November 15, 2023, from 9 – 10:30 a.m.
Thank you, Veterans!

**Veterans Day:** A celebration to honor America’s veterans for their patriotism, love of country, and willingness to serve and sacrifice for the common good. - VA

Thank you to all those who have served, for your friends and family who have served, and for supporting those who sacrificed for us and our country. We acknowledge and appreciate you today, on November 11, and every day. Thank you!
Welcome and Introductions
Your Provider Representatives

- Preston Witt, Harmony House, Inc. (left)
- Kelly Young, Career and Recovery Resources, Inc. (right)
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<th>Meeting Agenda</th>
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Lead Agency Update & Announcement
CoC Success Over the Past 5 Years

- **21% Increase in CoC Funding**
- **35% Growth of Housing and Supportive Services**

**Reducing Homelessness**
- **21% Decrease in Overall Homelessness**
- **Decrease of Returns to Homelessness from 19% to 10%**
  (within 24 months of PH exit)

**System Growth**
- **21% Increase in CoC Funding**
- **35% Growth of Housing and Supportive Services**
Collaboration is Key!

Through collaboration, our CoC has:

• Housed more than 16,500 people since 2018.

• Created 259 new programs and supportive services since January 2018.

• Become a national leader in addressing encampments by:
  • Decommissioning 113 encampments
  • 613 of the 683 people living in these encampments housed or self-resolved

• Expanded Cross System Partnerships with The Harris Center, PHA’s, Law Enforcement, Workforce Solutions and SOAR, Media, Public Health, and many more
Challenges and Opportunities Ahead

GOVERNMENT FUNDING

NEW MAYOR AND CITY COUNCIL

DATA COLLECTION
Aspirations for the Future

- Secure Annual Funding for Homeless Services
- Investments from Healthcare
- System Continues to Grow
- Continued Collaboration
CFTH Announces Kelly Young as New President & CEO

Kelly has been CEO of Career & Recovery Resources, Inc., since 2019. She brings to CFTH more than 20 years’ worth of diverse management experience in program development, change management, strategic leadership, team-building, and organizational design.

"The CFTH Board of Directors is an outstanding group of community leaders invested in the organization’s mission and vision. I am grateful to them for trusting my abilities and experience to lead CFTH’s future."

Click here to read the full press release.
Provider Representatives
Election Information
What is a Provider Representative?

Provider representatives are professional staff of organizations that provide services for people experiencing homelessness; they represent two types of direct services, and either representative can represent either type (i.e., we do not necessarily need one of each):

- Crisis Response System (includes emergency and transitional shelter, homeless prevention, outreach, navigation, coordinated access, day services, and crisis response services).
- Permanent Housing (includes permanent housing provision (PSH/RRH) and/or services for people in permanent housing).

Who is eligible?

- Provider Representative candidates must be professional staff members of official Continuum of Care (CoC) partner agencies in good standing. The partner agency must be an official (documented and updated) Coordinated Access (CA) Program Partner of The Way Home.
- Candidates must have programmatic decision-making authority over their organization and the services in which they provide.
- Candidates must have the support of their CEO/ED of the Agency in order to apply, and only one person may apply per agency.
- Candidates must commit to meet the requirements of the Steering Committee and Provider Representative Position.
How are Provider Representatives Selected?

Provider Representatives are elected via popular vote by the CoC partner agencies. Candidates and their agencies must be in good standing with the CoC, as determined at the discretion of the Lead Agency, and meet all CoC partnership requirements to be eligible.

A packet of all the candidates’ submitted material(s) will be made available for CoC partner agencies to determine their top five (5) choices. Please note the materials will be shared via newsletter and posted online.

Those top five (5) candidates need to be ranked starting with the most desired candidate as number one, second desired as number two, and so forth. Only one (1) vote will be counted per agency.

Agencies MUST be official (documented & updated) Coordinated Access Program partners of The Way Home and in good standing for their vote to be counted. Email Caybryn Southern to confirm your agency’s status.
Evaluation of Applicants

When evaluating candidate materials, the following should be considered:

• **Relevant Experience:** Does the candidate have a working knowledge of homelessness and an understanding of the challenges and opportunities faced by the provider community? Does the candidate have knowledge of living and/or working in the CoC’s geographic area?

• **Commitment and Availability:** Does the candidate display the ability to commit time to both Steering Committee responsibilities and those specific to the Provider Representative position? As a voice for the provider community, Provider Representatives are encouraged to facilitate and participate in meetings to gather feedback from the provider community.

• **Understanding of Provider Issues:** Do the candidates have a deep understanding of the issues facing the provider community and can propose meaningful solutions or improvements with support of the Lead Agency?

• **Communication Skills:** Strong communication skills are essential. The elected representative will need to effectively convey the concerns and opinions of the provider community to the Steering Committee and Lead Agency and vice versa.

• **Leadership Qualities:** Does the candidate have decision-making authority over their organization and/or the services in which they provide? Candidates should have leadership qualities such as the ability to inspire, motivate, and lead by example. A Provider Representative should be able to guide the provider community toward common goals.

• **Inclusivity and Diversity:** Look for candidates who value and promote inclusivity and diversity. They should be able to represent the diverse interests and perspectives within the provider community and the clients we serve.

• ** Advocacy Skills:** A successful Provider Representative should be an effective advocate for the provider community, ensuring their concerns are heard and addressed.

And more!
Provider Representative Election Timeline

- **January 8, 2024:** Provider Representative election opens
- **January 8 – 12:** Submissions are accepted and sent to scquestions@homelesshouston.org.
- **January 15:** CFTH will notify the CoC of the eligible Provider Representative candidates and share corresponding materials
- **January 15 – 19:** The electronic voting period is open
- **January 22:** The CFTH will notify the Provider Representative candidates of the election results
- **January 24:** Announcement of election results
- Email Caybryn Southern at csouthern@homelesshouston.org if you have questions.
Analytics and Evaluation

HMIS: Mandatory Shelter Training on December 5th
Housing Inventory Count (HIC)
HIC/PIT

• The **Point-in-Time (PIT) Count** is a count of sheltered and unsheltered people experiencing homelessness on a single night in January. The sheltered numbers are pulled from the HMIS and DV comparable databases for the night of the count.

• The **Housing Inventory Count (HIC)** is a point-in-time inventory of provider programs within a Continuum of Care that provide beds and units dedicated to serve people experiencing homelessness.

• Housing projects reported in the HIC:
  - Emergency shelters
  - Transitional Housing
  - Safe Haven
  - Permanent Housing (PSH, RRH, OPH)
    - Only clients with move-in dates are counted for PH occupancy & bed utilization
# Housing Inventory Form

**Houston/Harris County Homeless Housing Inventory**

Please review this form carefully to be sure that the information is accurate. Please make any necessary changes, addition or corrections (including date changes) in the space provided. Thank you for taking the time to complete this form. INCOMPLETE FORMS WILL NOT BE ACCEPTED.

## Agency, Project/Program, and Address Info

<table>
<thead>
<tr>
<th>Field</th>
<th>Space</th>
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<tbody>
<tr>
<td>Organization Name</td>
<td></td>
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<tr>
<td>Project Name</td>
<td></td>
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<tr>
<td>Organization Mailing Address</td>
<td></td>
</tr>
<tr>
<td>GeoCode</td>
<td>Select</td>
</tr>
<tr>
<td>Physical Address of Project (CV – born and zip only)</td>
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## Project/Program funding and reporting requirements

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Yes</th>
<th>No</th>
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<tbody>
<tr>
<td>Does the project receive ongoing McKinney Vento Funds (ESG or CVF: Renewal)?</td>
<td></td>
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<tr>
<td>Does this project receive McKinney Vento Funds (COC) for Construction, Acquisition, or Building Rehabilitation?</td>
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<tr>
<td>Does this project receive other Federal funds? (Y/N) if so, what kind? (i.e. HOPWA, GPD, SSVF, etc)</td>
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<tr>
<td>Must all residents of this project meet the HUD definition of Homelessness at time of admission? (Y/N)</td>
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<tr>
<td>Does your project have to file an APR?</td>
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If you have to file an APR for this project, what is the project operating year (start date: end date)?

## Project/Program operating status, project type, housing type and (where applicable) voucher type

<table>
<thead>
<tr>
<th>Status</th>
<th>Housing Type</th>
<th>Voucher Type</th>
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<tbody>
<tr>
<td>Currently Operating</td>
<td>Mass shelter/barriers</td>
<td></td>
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<tr>
<td>Newly Opened/Date of opening</td>
<td>Dormitory/hotel/motel</td>
<td></td>
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<tr>
<td>Under Development/Anticipated Occupancy Date</td>
<td>Shared Housing</td>
<td></td>
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<tr>
<td>Project has Closed/Date of Closure</td>
<td>Single Room Occupancy (SRD) units</td>
<td></td>
</tr>
<tr>
<td>Project Type (choose one only):</td>
<td>Single Apartment (non-SRO) units</td>
<td></td>
</tr>
<tr>
<td>Emergency Shelter (ES)</td>
<td>Single homes/townhouses/duplexes</td>
<td></td>
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<tr>
<td>Transitional Housing (TH)</td>
<td></td>
<td></td>
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<tr>
<td>Safe Haven (SH)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Permanent Supportive Housing (PSH)—DISABILITY REQUIRED</td>
<td>Sponsor-based Rental Assistance</td>
<td></td>
</tr>
<tr>
<td>Permanent Supportive Housing (PSH)—DISABILITY NOT REQUIRED</td>
<td>Sponsor-based Rental Assistance</td>
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HMIS: Mandatory Shelter Training

• About: Mandatory shelter trainings will be held to refresh the skills of active users, as well as review any issues users may have with navigating through the system or the data collection process. Users will learn how to enter & exit clients into shelters properly. We will review the information for the 2024 HIC. The Housing Inventory Count (HIC) is a point-in-time inventory of provider programs within a Continuum of Care that provide beds and units dedicated to serving people experiencing homelessness (and, for permanent housing projects, where homeless at entry, per the HUD homeless definition), categorized by five Program Types: Emergency Shelter; Transitional Housing; Rapid Re-housing; Safe Haven; and Permanent Supportive Housing.

• Training Date: Tuesday, December 5, 2023 (Virtual)
• Training Time: 11 AM - 1 PM
• Who should attend? This training is required and only available for the staff from emergency shelters, transitional housing, and safe havens that participate in the HMIS. Any registrants not connected to these projects may be removed.
Coordinated Access (CA) Update
Coordinated Access – What is it?

• A centralized, standardized process designed to:
  ✓ Coordinate program participant intake, assessment, & referrals
  ✓ Cover the CoC geographic area
  ✓ Be easily accessible by individuals/families seeking housing or services
  ✓ Identify the most vulnerable in the CoC using a standardized assessment tool

• The only way to access housing in our CoC

• Utilization of a CA tool is a HUD requirement
Sources guiding our work

- HUD Coordinated Entry Core Elements
- Coordinated Entry Policy Brief
- HUD Notice Establishing Additional Requirements for a Continuum of Care
- Coordinated Entry Process Self Assessment
- Assessment Tool for Allocation of Homeless Services Report
- VI – SPDAT Single Use
- Internal TX 700 CA Archives
  - Equity Analysis
  - Prioritization
  - Nofo
- HMIS Data ex. APR
- Experience
- Meeting with other CoC’s
The CFTH is recommending several key revisions to The Way Home’s Coordinated Access (CA) Tool to promote client experience and assessor usability. Those key revisions are as follows:

- Updates and edits to language
- Restructuring of CA assessment, including the removal of redundant questions, so that all like-categorized questions are asked in sequence.
- Rephrasing and introduction of prioritization questions
- Adjusting the marginal point to better identify the most vulnerable households.
FY24 CA Tool Update

• Adjustments Made:
  • New Max Score
  • Marginal Point Adjustment
  • Update to language (i.e., Rewording of Questions)
  • Restructuring

• New Question Consideration: Do you need assistance from someone else to take care of basic needs like cooking, eating, showering or using the restroom?
Coordinated Access Prioritization Policy Updates

The CFTH is recommending the following key revisions to The Way Home’s Coordinated Access (CA) Prioritization Policy:

• Remove “score” categories from the prioritization policy
• Adjust the Diversion prioritization to prioritize first those who are experiencing literal homelessness, then those at imminent risk.
FY24 CA Prioritization Policy

- **Simplifying Eligibility:**
  - Transitioning from vulnerability score ranges to eligibility categories/status.

- **Simplifying Referral:**
  - **Action:** First identify which intervention(s) an individual or family is eligible for based on their homeless status, and then prioritize them for referral based on the vulnerability score.
  - **Outcome:** The individual or family having the highest vulnerability score and most severe service needs in a particular eligibility category, take priority.
Anticipated Updates

Remove SOAR referral from Coordinated Access
- 88% of SOAR referrals result in a negative referral outcome
- Exacerbated waitlist

Sexual orientation questions being added to demographic location
- HUD is requiring this as a data element for CoC PSH Project enrollment.

Rebrand Coordinated Access Intake Line to a Hotline
- We have not had the capacity to serve this line
- How could we rebrand? What could its purpose be?
- Provider feedback – Referral only intake line. Not open to public.

Help Card
- More Comprehensive than street guide

Communication Plan for RRH Reduction
Anticipated Updates

1) Are fleeing DV;

2) Have an enrollment or residency letter from a shelter within our geographic CoC;

3) A homeless service letter from a Collaborative Partnering agency;

4) Has open outreach enrollment in HMIS.

5) Multiple DC entries and meet the definition of literal homelessness.
2024 Point In Time (PIT) Count
Point-in-Time (PIT) Count

The annual Point-In-Time Count (PIT Count) is a requirement of the U.S. Department of Housing and Urban Development (HUD) for the local Continuum of Care (CoC) funding process to obtain a snapshot census of people experiencing homelessness in our community on one night in January. This funding provides permanent housing (i.e., Permanent Supportive Housing and Rapid Re-housing), supportive services, and planning funds to our community to assist people experiencing homelessness with greater self-determination.

The count includes people who, on the night of the count, are:
- Sheltered (living in emergency shelters or transitional housing) or
- Unsheltered (staying outdoors or in places not designed for habitation including vehicles, streets, parks, and abandoned buildings).

The PIT Count is an essential element in our effort to end homelessness, as the data gathered from this census shows us so much more than how many people are homeless in our community - we also learn more about who is homeless and why. The PIT Count presents a great opportunity to raise awareness of the myriad challenges our homeless citizens face, hear personal experiences from those experiencing homelessness, and demonstrate the compassion and generosity of our community!
Save the Date: 2024 Point in Time (PIT) Count!

- **Scheduled Dates:** January 23rd - 25th (Day 1 - Day 3)
- **Designated Count Night:** January 22nd
- **Backup Date:** January 26th (in case of inclement weather)
- **Registration for Participation will open in December 2023**
- **Participation Requirement:**
  - All agencies that are recipients of NOFO/YHDP funding are mandatorily required to contribute volunteer(s) each day during the PIT count (this may change as we begin scheduling dates).
  - **General TWH Partners** are required to ensure volunteer participation for a minimum of one day during the PIT count.
  - Agencies that are part of the **system outreach workgroup** must commit to daily volunteer contributions throughout the PIT count period.
- **Mandatory Trainings will be held in Early January 2024. Training Registration is open on the Way Home Training Calendar**
- For any questions or concerns, please contact us at: **TWHPIT@homelesshouston.org**
Partner Announcements

We want to hear about your work! Tell us a program success story, an upcoming event, or a challenge your agency/program may be facing.
Networking