

Mayor's Office: Council Agenda Item Request Form

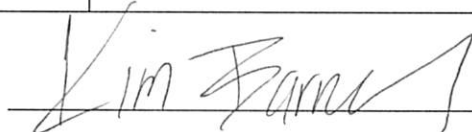
This form and supporting documents (if applicable) are due the Wednesday before the COW meeting by noon.

Date Received
(office use)

17 May 2017

Date of Request	May 17, 2017
Requesting Staff Member	Shaleane Gee
Requested Council Date	May 23 2017
Topic/Discussion Title	Coordinated services for preventing and addressing homelessness
Description	As requested by the Council last fall, brief presentation outlining what has happened with homelessness efforts in Salt Lake County through the Collective Impact Steering Committee in relation to policy and planning for a newly robust coordinated entry system, current activities and next steps, and accompanying budget detail for \$255,000 in supportive efforts. Funding was approved in current year budget in the Regional Development Fund. Staff are now ready to detail and use funds.
Requested Action ¹	Review and approve Coordinated Entry budget detail.
Presenter(s)	Shaleane Gee presenting. Carlton Christensen and Valerie Walton attending to support as needed.
Time Needed ²	15 minutes maximum
Time Sensitive ³	Urgent
Specific Time(s) ⁴	N/A
Contact Name & Phone	Shaleane Gee
Please attach the supporting documentation you plan to provide for the packets to this form. While not ideal, if supporting documents are not yet ready, you can still submit them by 10 am the Friday morning prior to the COW agenda. Items without documentation may be taken off for consideration at that COW meeting.	Attached: > Slide Presentation > Budget detail overview

Mayor or Designee approval:



¹ What you will ask the Council to do (e.g., discussion only, appropriate money, adopt policy/ordinance) – in specific terms.

² Assumed to be 10 minutes unless otherwise specified.

³ Urgency that the topic is scheduled on the requested date.

⁴ If important to schedule at a specific time, list a few preferred times.

SLCo Council CES Budget Request Detail	Supports SLCO and Statewide Initiatives
<p>Client Incentives (Stabilization Services) \$15,000</p> <ul style="list-style-type: none"> Approximately \$100 per client; total of 150 clients for application fees and incentives to assist clients more quickly utilize housing vouchers and stabilize in housing 	<ul style="list-style-type: none"> Collective Impact Outcomes Coordinated Entry Guiding Principles Rio Grande Drawdown (length of stay) Statewide Homeless Funding Priorities
<p>Housing App Up to \$75,000</p> <ul style="list-style-type: none"> University of Chicago and Cloudburst; housing location and dashboard info; has gone through appropriate IT review(s). 	<ul style="list-style-type: none"> Collective Impact Outcomes Coordinated Entry Guiding Principles Rio Grande Drawdown (length of stay) Statewide Homeless Funding Priorities
<p>Provider Capacity Building Workshops \$50,000</p> <ul style="list-style-type: none"> Working as a system of providers (\$15,000) Person Centered approach (\$15,000) Reporting on and using integrated Data (\$15,000) Housing Inspection and Safety (\$5,000) 	<ul style="list-style-type: none"> Collective Impact Vision Collective Impact Outcomes Coordinated Entry Guiding Principles Statewide Homeless Funding Priorities
<p>Facilitated Coordinated Entry Workshops \$50,000</p> <ul style="list-style-type: none"> Pre-planning phase with Focus Strategies (\$15,000) Planning phase; written standards (\$20,00) Implementation and evaluation phase; six month check-in (\$15,000) 	<ul style="list-style-type: none"> Collective Impact Outcomes Coordinated Entry Guiding Principles Rio Grande Drawdown (targeted interventions, diversion, and length of stay) Statewide Homeless Funding Priorities
<p>Contracted Temporary Position \$65,000</p> <ul style="list-style-type: none"> Responsible for quality assurance in RRH and PSH housing placement and exit process Responsible for tracking length of time homeless metrics and reporting on a community level; including impact of client incentives Project manager for activities identified in Provider Capacity Building and Coordinated Entry Workshops Implement client feedback mechanism under direction for Client CES workgroup 	<ul style="list-style-type: none"> Collective Impact Outcomes Coordinated Entry Guiding Principles Rio Grande Drawdown (targeted interventions, diversion, and length of stay) Statewide Homeless Funding Priorities



Collective Impact on Homelessness

Coordinated Entry (and Exit) System Policy and Planning

Project Summary and Budget Detail

Prepared for the Salt Lake County Council

May 23, 2017



Collective Action to Align and Improve Direct Services System

Unanimous Consensus, All Stakeholders: Common Agenda, Shared Outcomes, Indicators/ Metrics and Shared Data for Reporting Progress

Unanimous Consensus on System-Wide Outcomes:

For Utah's Homeless and At-risk Individuals and Families
For Housing and Services Systems
For Prevention and Diversion
For Community and Public Spaces

System-Wide Funding Alignment with Outcomes

\$27 Million State Request (funded)
New Field of Interest Fund (Pooled Private Funds)
New Private Foundation Grant-making Guidelines
New Local CDBG | ESG Funding Alignment
New State and Local Continuum of Care Funding Alignment
State Housing Trust Fund Alignment
State Homelessness Coordinating Committee Alignment
Pay for Success Alignment



Collective Impact Analysis 2015-2016: Homelessness Funding in Salt Lake County

\$52+ million annually
in government and private funds for direct services

\$45+ million annually in associated costs
(not including the Salt Lake County Jail)

Homeless individuals and Salt Lake County residents deserve a homeless services system that demonstrates use of these resources for greatest collective impact.

We want homelessness to be brief, rare, and non-recurring.



How Has Funding and Funding Policy Shaped Our Services System?

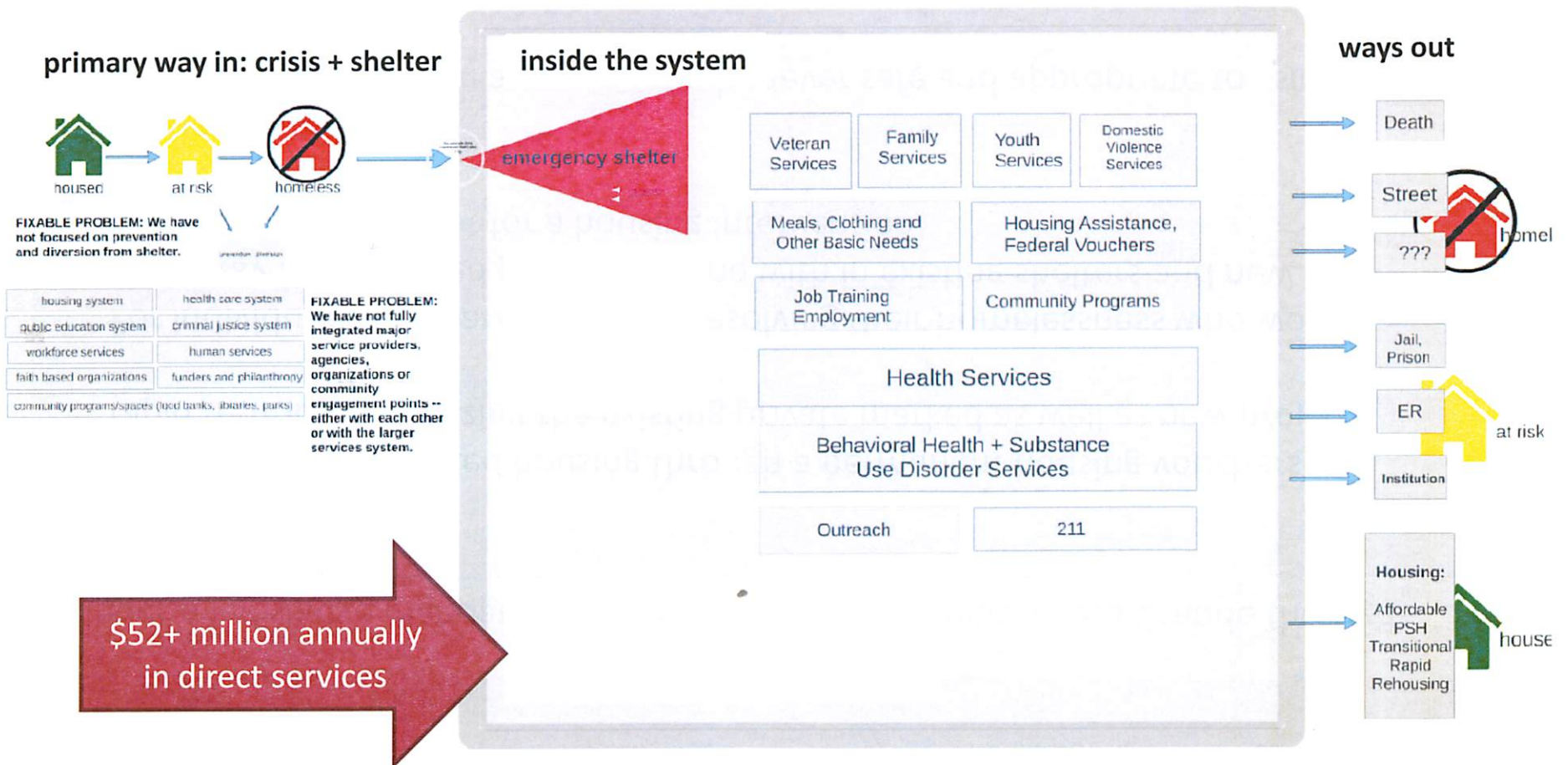
As a community we have:

- Made a commitment to not deny anyone emergency shelter.
 - Supported one primary community emergency shelter.
- Encouraged our main community shelter to function as the central point of access to the broader services and housing system.
- Focused our collective resources primarily on the chronically homeless, on HUD definitions of homelessness, and on federal funding that often creates obstacles to meeting urgent local needs.

What does our services system look like as a result?



Our Current System (what we will change)





HB 441 and Coordinated Entry

Includes a legislative mandate to reduce demand for shelter at Rio Grande through:

1) **Targeted housing**

Placement in subsidized housing through a permanent housing vouchers or rapid re-housing, utilizing the existing private market as well as new projects

For individuals with barriers to self-resolving their homelessness who would likely stay for extended periods of time within existing shelters and new resource centers if not for a housing intervention

2) **Diversion from shelter**

Expansion of diversion assessment whenever safe and appropriate to singles

3) **Reduction in length of stay in shelter**

Through increases in operational efficiency of coordinated entry system



Coordinated Entry System and Policy Planning

The Collective Impact on Homelessness Steering Committee adopted 14 strategically linked outcomes as priorities. This includes the outcome that we have a coordinated entry system and a “no wrong door” policy and in place.

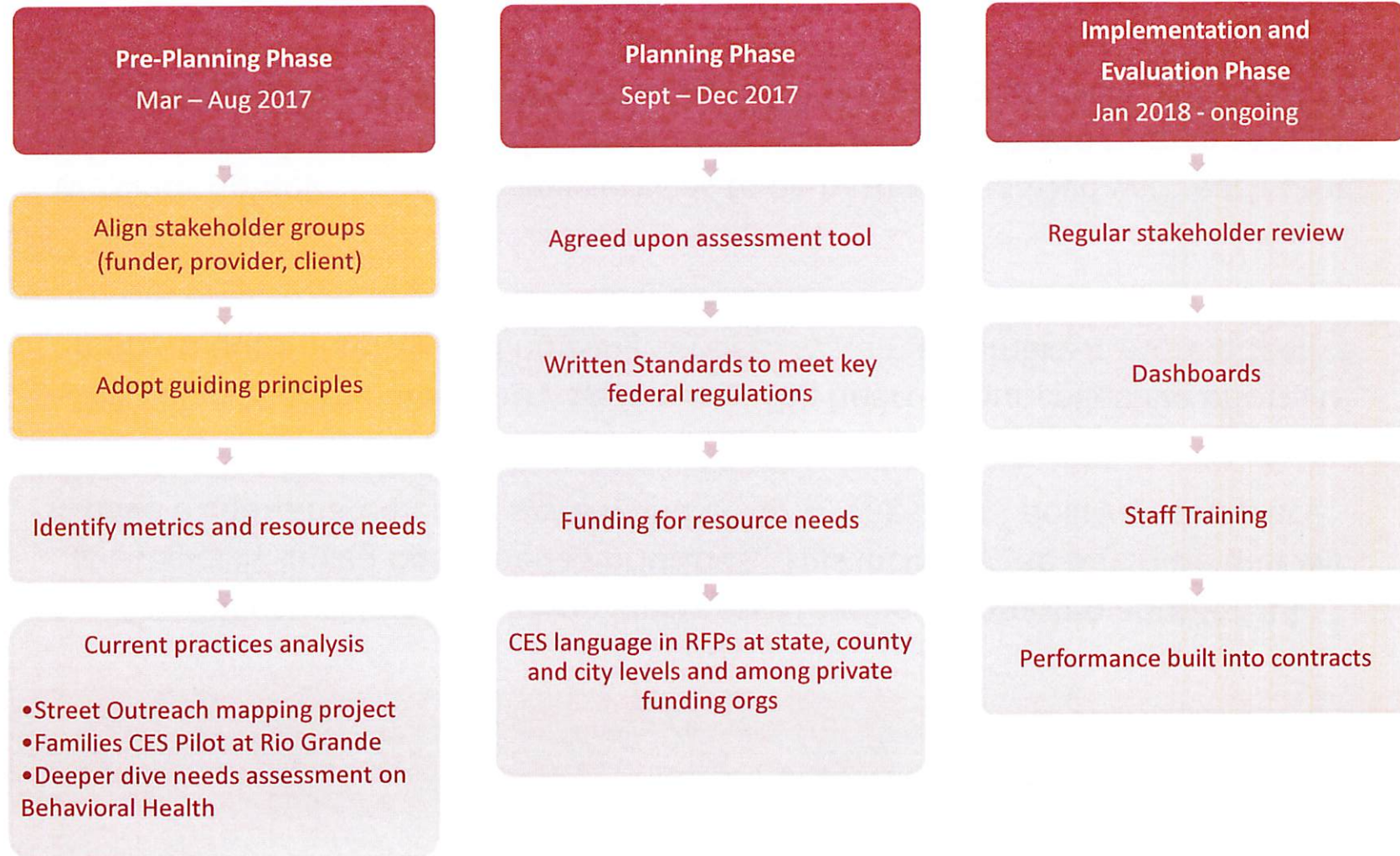
This robust coordinated entry system is at the heart of our collective efforts to improve our homeless and housing services system and make it more effective and more efficient.

We want homeless and housing services to be better integrated with each other and with other public and private systems, such as a health and human services, job training and employment services, legal services, and public education.

A top Salt Lake County priority in 2017 is to provide the backbone resources need to realized this outcome across our services system.



Coordinated Entry Planning Timeline





CES Workgroup Status Update

Funders group has met and:

- Agreed upon draft CES Guiding Principles
- Established a common understanding of CES through the lens of CI
- Agreed upon use of CES requirements in RFPs
- Confirmed openness to input from providers and persons with lived experience
- Begun to report on CES principles and their commitment to them publicly and to the community

Providers group has met and:

- Reviewed the draft CES Guiding Principles
- Begun the process of providing input from a *system perspective* as a network of providers
- Begun identifying topics focused on operational needs for next meeting

Client group:

- Facilitation and funding support secured from Collective Impact partners
- Lead client facilitators identified and committed
- Workgroup will begin meeting in June



CES Guiding Principles Document

Principles cover the following:

- Interventions
- Access
- Standardized Process
- Respect for Clients and Confidentiality
- Referral Process
- Service Prioritization
- Housing Problem Solving (Diversion) for those Not Yet Homeless
- Links to Domestic Violence Services
- **CES Management, Oversight, and Evaluation**



CES Management, Oversight and Evaluation

- Resources will be allocated to ensure the coordinated entry system is managed, well-coordinated, and continually improving. Data will be used to assess the impacts and outcomes of the system to inform changes and will be accessible via a public Dashboard.
- Stakeholders — service providers, funders, and people with lived experience — will have an ongoing role in the oversight and refinement of the CES process.
- CES will function as a system where funders support clients, through service providers. A feedback mechanism will be developed by representatives of the homeless, or formerly homeless, to both ensure accountability of service providers and assist funders in identifying the nature and quality of services rendered.
- While recognizing specific funding source requirements, CES will function as a system that works to address current gaps among clients. CES will not be restricted by any single federal definition of homelessness. When necessary or helpful, it will seek to meet broad definitions of homelessness provided by the Department of Health and Human Services, while recognizing that potential local needs may differ from federal definitions.



CES Aligned Activities and Launching Partner Initiatives

A few examples of activities and launching initiatives:

- Integration of “backbone support” roles for various planning and policy groups (Collective Impact, SLCO COC) assisted by Shelter the Homeless Committee, with cross-member alignment to State Homelessness Coordinating Committee and Community Foundation Field of Interest Fund
- Pilot efforts in the Rio Grande area
 - Ask providers to start now in shifting practices in the Rio Grande area to the new resource center model and achieve outcomes and support their efforts
 - Follow up on Needs Assessment Survey
 - Safely and responsibly reduce demand for shelter at Rio Grande community shelter
 - Amended Shelter the Homeless space leases and service contracts
 - Operation Diversion (behavioral healthcare and criminal justice efforts in Rio Grande)
- Community Foundation of Utah Field of Interest Fund and Coordinated Health Care Delivery (also funded by the State)
- VA integration model (offer to assist with national expertise and consulting)
- Develop RFP/contracts for third party, non-shelter based coordinated system intake and assessment provider and for new resource center operators
- Public dashboard reporting on making homelessness rare, brief and non-recurring; on aligned funding; and on coordinated entry implementation



CES SLCo Council Budget Request

\$15,000	Client Incentives (Sustained Engagement in Stabilization Services)
\$50,000	Provider Capacity Building Training Workshops
\$50,000	Coordinated Entry Policy and Planning Facilitated Workshops
\$65,000	Temporary position/contractor to provide: <ul style="list-style-type: none">• Quality assurance in housing placement and exit process• Tracking and reporting metrics on a community level• Project manager for workshop follow up• Implement client feedback mechanism
\$75,000	Housing Location App and System Dashboards (detail next page)
\$255,000	Total



Detail: Housing Location App and System Dashboards

Working with University of Chicago and Cloudburst
(has gone through proper internal IT boards review)





Thank You.

Shaleane Gee
Special Projects Director

Valerie Walton
Planning and Policy Director,
Salt Lake County Continuum of Care and
Collective Impact on Homelessness Steering Committee