

MAG Continuum of Care Regional Community on Homelessness
2008 Regional Plan to End Homelessness Goals and Action Steps
DRAFT

Leadership and Community Support
(*Highlighted Action Steps represent CoC lead activities.)

Goal: High-profile community champions will raise awareness and support for coordinated responses to end homelessness in the region.

Time Sensitive					
Action Steps	Purpose	Measurement (how many, etc.)	Timing	Resources Needed	Evaluation Method
1) Launch implementation of the Regional Plan to End Homelessness with a regional summit.	Gain support for the Continuum of Care Regional Plan and coordinate responses to ending homelessness.	One Summit	Planning: six months Event: 1/2 day	Funding for Implementation Summit. Planning group composed of stakeholder representatives.	Survey designed by planning group and interested others.
2) Identify successful practices in ending homelessness to present at the Arizona Coalition to End Homelessness Annual Conference on October 27-28, 2008.	Build community support for successful strategies in ending homelessness.	Five best practices will be featured	Planning: 6 months Event: 2 days	Possible travel expenses for representatives from other communities.	Breakout session survey.
3) Conduct a Cost Study to document the economic impact of homelessness in Maricopa County through.	Build community support on the cost effectiveness of rapid re-housing.	One cost study	Completion of study in June 2008.	Funding to cover consultant and printing costs	ACEH Conference and Implementation Summit evaluations with possible latter evaluation of report usage.

Community Awareness and Collaboration

Goal: Leverage funding, services and housing to end homelessness in the region by creating innovative new partnerships and strengthening collaborative relationships.

Time Sensitive					
Action Steps	Purpose	Measurement (how many, etc.)	Timing	Resources Needed	Evaluation Method

4) Participate in the Arizona Town Hall “Housing Arizona” event. Hold a pre-Town Hall meeting focusing on homelessness and how it relates to the affordable housing discussion.	Address the need for affordable housing in statewide basis.	One town hall and one pre-meeting	Planning: Summer 2008 Event: November 2008	Expertise of committee members and community partners	Event evaluation
5) Conduct cascading Appreciative Inquiry (AI) interviews with persons experiencing homelessness and with community leaders.	Build community support for ending homelessness and inform the planning process.	40 interviews completed.	December 2008	CoC Members and stakeholders to conduct AI interviews.	Track satisfaction with the interviews through surveys.
Short Term					
6) Develop collaborative press releases, community awareness events and a comprehensive web-based information source.	Increase community awareness of issues related to homelessness, resources and solutions.	Quarterly press releases, two events a year and one comprehensive Web-based information source	First community event by January 2009 and quarterly press releases thereafter.	Media coverage and Website development	CoC meetings
7) Expand Project Homeless Connect to take place at least quarterly and to expand to at least one other city in the region per year.	Provide immediate services to homeless people in an efficient setting.	Quarterly events and at least one new community to host a Project Homeless Connect per year.	First by July 1, 2008.	Connection to housing, services and benefits, salons to provide hair cuts, volunteers to guide guests through the process and donations of clothing for guests.	Track the number of agencies that participated and the number of people connected to services.
8) Host brown-bag trainings for stakeholders.	Improve regional collaboration and communication on strategies to end homelessness in the region.	Four a year	Beginning in January 2009	Speakers and meeting supplies	Track the number of participants and survey the participants to evaluate satisfaction.
9) Create a “Collaboration Corner” at the homeless street count volunteer trainings.	Encourage service providers to communicate with each other, share information about services they provide and	One event at each of the 3 volunteer trainings.	Planning: three months Events: one month	Meeting supplies	Track the number of participants

	encourage innovative partnerships among providers and programs.				
10) Provide in-depth training, technical assistance and mentoring for Street Count Coordinators.	Improve the quality of data and collection methods and increase validity to the street count throughout the region.	Number of trainings and hours of technical assistance provided.	Annually	Experience of those that have done the count before, city staff, outreach teams and volunteers.	Compare count trends to prior years.
11) Develop a tri-fold business card size community resource guide for persons who are experiencing homelessness.	Empower homeless people to access appropriate services.	Tri-fold resource card.	March 2009	Research information about resources. Funding for printing and distribution of cards.	User survey results
12) Create a User Guide for homeless behavioral health services to facilitate better communication and collaboration among providers.	This will facilitate seamless service delivery and faster recovery from homelessness. The result will benefit the community at large as homeless people will spend less time being homeless and more time as productive citizens positively contributing to the region.	One User Guide will enable people to navigate through the homeless behavioral health system more efficiently.	Completed in FY09	Development of User Guide	User Guide is complete and clients respond to a survey and usefulness of the guide.

Prevention

Goal: Coordinate an effective information network to prevent people from becoming homeless.

Time Sensitive					
Action Steps	Purpose	Measurement (how many, etc.)	Timing	Resources Needed	Evaluation Method
13) Develop recommendations for local prevention strategies based on an assessment of best practices.	Identify the strategies that have the most potential for successful local implementation.	The number of recommendations presented in a report to the CoC.	Completed by October, 2008 for the ACEH Conference	Report/Presentation	Summit survey evaluation of presentation.

Short Term					
14) Develop a resource sheet that offers information about eviction prevention resources within the community and provide the sheet to Property Managers along with eviction notices.	Decrease the number of evictions.	100 percent of people being served eviction notices will receive the resource notices.	Beginning in January 2009	Participation of stakeholders in developing resource page to include with eviction notices.	Document a decrease in the number of evictions.
15) Hold housing stability and financial management trainings.	Ensure people have the information and resources they need to remain stably housed.	Quarterly	Beginning in January 2010	Training materials and trainers	Participant evaluations
Long Term					
16) Develop an interagency and community discharge planning model to eliminate the number of people being released to homelessness.	Eliminate the number of people being released in to homelessness.	Development of a planning model.	On-going work and long term goal.	Coordination of efforts to stop the discharge of people into homelessness.	Protocols are implemented and a decrease in the number of people being discharged into homelessness is documented.

Housing and Services

Goal: Increase the number, availability, and coordination of permanent supportive housing, affordable housing and services to individuals and families who are experiencing homelessness.

Short Term					
Action Steps	Purpose	Measurement (how many, etc.)	Timing	Resources Needed	Evaluation Method
17) Increase the supply of permanent supportive housing for chronically homeless individuals with a disability through U.S. Department of Housing and Urban Development McKinney Vento funding.	Stably house chronically homeless people and open up resources for others needing assistance.	1000 in ten years 100 in first year	Annually	Funding for operating and capital, PSH units, increased political will and supportive services (money or leveraged)	Increased number of permanent supportive housing units.

18) Improve coordination between homeless shelter providers and domestic violence shelter providers.	Reduce vacancy rates in all beds throughout the community.	Reduction in vacancy of beds	On-going	Coordination between providers and funders.	Reduction in vacancy of shelter beds
19) Move 25 chronically homeless people from the streets into a housing first model and provide coordinated and effective wrap-around services to maintain housing stability.	Reduce the time chronically homeless people spend on the streets.	150 people a year	Annually	Funding, coordination between providers, units, Supportive services, outreach teams and follow-up teams	150 People are placed in a housing first model.
20) Expand the number of faith communities participating in Open Table and Circles of Support.	Increase the capacity of the faith-based community to address homelessness.	25 faith communities sponsor 50 families or individuals who are homeless obtain housing and services needed to sustain housing	2 years	Funding, coordination between providers and volunteers, training of volunteers, program manual and related documentation	Track the number of people placed in housing.
21) Hold quarterly Case Manager trainings on assisting clients with obtaining SSI/SSDI determination.	Improve stability and self-sufficiency of persons who are homeless.	Number of individuals/families linked to benefits	On-going	Coordination among providers and Social Security Administration,	The number of persons receiving SSI/SSDI eligibility is increased. Report from providers.
22) Stabilize funding for existing shelter beds.	Ensure continuity of service	Baseline of existing programs and support	10 years, potentially reducing need for services as availability of PSH and affordable housing increases.	Funding Coordination between existing providers Support and advocacy from ACEH	Funding for existing shelter beds becomes stabilized.
Long Term					

<p>23) Establish a public/private partnership to create a sustained funding pool for development, implementation and expansion of permanent affordable housing units and supportive services for families and individuals experiencing homelessness. These funds should be directed to expanding permanent housing opportunities including rental assistance programs, new construction, or acquisition and rehabilitation of existing units as well as funding requisite supportive services.</p>	<p>Expand available resources to increase # of permanent supportive housing units</p>	<p>Housing fund resource level Ramp to \$20M/year by year 10 \$2 million in Year 1 4000 housing units in 10 years 250 housing units in Year 1</p>	<p>10 years</p>	<p>Political will Funding for capital, operating expenses & supportive services</p>	<p>Number of individuals placed and retained in permanent supported housing.</p>
<p>24) Create a local permanent supportive housing toolkit to be distributed to local service providers wanting to create additional permanent supportive housing units in the community.</p>	<p>Increase community support and ability to develop permanent supportive housing.</p>	<p>1 toolkit, available online</p>	<p>1 year</p>	<p>Funding to create toolkit, staff time to coordinate, and a network to distribute the toolkit</p>	<p>Survey people to determine if the toolkit is effective.</p>
<p>25) Establish a Benefits Advocate position that will assist chronically homeless persons who are eligible for benefits to apply for and receive SSI/SSDI benefits.</p>	<p>Increase the resources available to homeless people to stabilize.</p>	<p>1 position created in the community.</p>	<p>2 years</p>	<p>Funding, coordination among providers and Social Security Administration, training for Benefits Advocate and referral sources.</p>	<p>The number of persons receiving SSI/SSDI eligibility is increased. Report from providers.</p>
<p>26) Create five new regional interdisciplinary outreach teams.</p>	<p>Assist individuals and families obtain housing.</p>	<p>5 new teams</p>	<p>2 years</p>	<p>Funding, coordination between providers, faith communities, local law enforcement, etc</p>	<p>Increase in the number of individuals and families identified and housed.</p>
<p>27) Create follow-up and support services teams (ratio of 1 case</p>	<p>Help formerly homeless people maintain their housing.</p>	<p>Number of teams Number</p>	<p>5 years</p>	<p>Funding Coordination</p>	<p>Measure the number of teams created and the</p>

manager to 20 families or individuals) to provide services to those in permanent supportive housing programs.		individuals/families in PSH programs		between providers	number of individuals/families in PSH programs
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Education, Training and Employment

Goal: Promote information about resources that provide people who are homeless with the skills and knowledge they need to ameliorate barriers to housing.

Short Term					
Action Steps	Purpose	Measurement (how many, etc.)	Timing	Resources Needed	Evaluation Method
28) Collaborate with Homeless Liaisons in the public school system to provide resources for homeless youth to complete and or obtain their education.	Provide resources needed for homeless youth to obtain their diploma, ESL, college preparation programs, vocational education programs and programs on financial literacy.	Quarterly meetings	Annually	Partnership with Homeless School Liaisons	Knowledge of resources is increased. Determined by pre and post survey.
29) Offer financial management classes to Case Managers.	Offer tools to Case Managers so they can better assist their clients achieve financial stability.	Number of financial management classes offered by Arizona Saves	Annually	Partnership with Arizona Saves	Case Manager knowledge is increased. Measured by a pre and post survey.
Long Term					
30) Develop a Web-based resource page about employment and training opportunities.	Promote employment and training opportunities for people who are homeless in the region.	Development of one Web-based resource page	December 2009	Funding and staff to create page.	Creation of Web-based resource page.