



# Contra Costa Council on Homelessness

## 2017 Priority Plan

This Priority Plan outlines the priority areas, goals and strategies that the Continuum of Care, Contra Costa Health, Housing and Homeless Services (H3), and partner stakeholders undertook in calendar year 2017. The strategies, activities, and accomplishments identified were grounded in the goals and strategies of the Contra Costa Continuum of Care’s 2014 Strategic Plan, *Forging Ahead*, which emphasized two key goals:

- **Permanent Housing Goal:** Decrease the length of time people experience homelessness.
- **Prevention Goal:** Decrease the percentage of people who become homeless.

STRATEGY	2017 ACTIVITIES	2017 ACCOMPLISHMENTS
<b>PERFORMANCE STANDARDS</b>	Launched new HMIS system.	<ul style="list-style-type: none"> <li>• Coordinated data migration effort from old to new HMIS system.</li> <li>• Strengthened use of HMIS to support tracking of outputs and outcomes of coordinated entry, including eligibility criteria, service transactions, housing match, and referrals.</li> </ul>
	Monitored system performance measures.	<ul style="list-style-type: none"> <li>• Analyzed performance outcome data trends to inform system gaps and improvements.</li> <li>• Used system performance measures data to launch new format for CoC annual report.</li> <li>• Established baseline metrics to evaluate coordinated entry system: housing first, standardized process, effective referrals, prioritization, and shared data.</li> </ul>
	Strengthened Point-in-Time Count.	<ul style="list-style-type: none"> <li>• Developed full report with analysis of trends and encampment maps to provide context for performance evaluation.</li> </ul>
<b>COORDINATED ENTRY</b>	Phase I launch supported by four committees: Oversight, Communications, Data & Evaluation, and Policies & Procedures.	<ul style="list-style-type: none"> <li>• Launched CORE Outreach Teams.</li> <li>• Opened CARE Centers with Housing Navigation services available on site.</li> <li>• Opened Warming Center in Central County.</li> <li>• Began utilizing 2-1-1 for referrals to CORE Teams and CARE Centers.</li> <li>• Developed written policies and procedures for coordinated entry system.</li> <li>• Completed HUD coordinated entry self-assessment tool.</li> </ul>
	Phase I launch supported by four workgroups: Prevention & Diversion, Emergency Shelter, Rapid Rehousing, and Housing Waitlist.	<ul style="list-style-type: none"> <li>• Developed prevention/diversion resource list and developed screening tool.</li> <li>• Developed matrix of eligibility criteria for shelters to align prioritization and referrals.</li> <li>• Completed waitlist purge of individual projects to align referrals via Housing Placement Cmte.</li> </ul>

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	Implemented Plan-Do-Study-Act (PDSA) Cycles.	<ul style="list-style-type: none"> <li>At all-provider meeting, analyzed system process flow and status of Phase I implementation, and began using PDSA cycles to facilitate improvements.</li> </ul>
<b>COMMUNICATION</b>	Hosted CoC homeless service provider presentations during Council on Homelessness meetings.	<ul style="list-style-type: none"> <li>At recommendation of Executive Directors Meeting, oriented new Council members and educated the community about available programs and services through presentations by all homeless services providers over the course of the year.</li> </ul>
	Launched coordinated entry communication strategy.	<ul style="list-style-type: none"> <li>Developed coordinated entry fact sheet, infographic, business cards, flyers (in English and Spanish), and other tools.</li> <li>Educated community about new system through presentations to dozens of partner agencies, nonprofits, and cities.</li> <li>Conducted consumer focus groups and surveys to integrate consumer voice into process.</li> </ul>
	Tracked federal and state legislative and funding landscape.	<ul style="list-style-type: none"> <li>Launched Policy &amp; Advocacy Committee to support education/advocacy efforts regarding federal policy and state opportunities such as No Place Like Home.</li> <li>Council recommended language to County for state and federal legislative platforms, and to USICH on federal strategic plan.</li> <li>Strengthened partnerships with Multi-faith ACTION Coalition and Ensuring Opportunity Campaign to End Poverty.</li> </ul>
	Engaged partners around youth homelessness.	<ul style="list-style-type: none"> <li>Held panel discussion with schools, trafficking, criminal justice/probation, data, and youth services represented.</li> <li>Identified need for more data sharing, collaboration, and challenges in identifying unaccompanied youth.</li> </ul>
	Raised awareness about CoC activities and resources.	<ul style="list-style-type: none"> <li>Conducted CoC survey to collect feedback about needed improvements.</li> <li>Redesigned H3/CoC website to improve access to resources, materials, and information about upcoming meetings.</li> <li>Strengthened H3/CoC presence through community presentations, quarterly newsletters, social media, and Homeless Awareness Month activities.</li> </ul>