

NATIONAL LANDSCAPE

CONTINUUM OF CARE SUMMARIES

SUMMER 2020



Kansas City Metropolitan Area

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KANSAS CITY METROPOLITAN AREA

GREATER KANSAS CITY COALITION TO END HOMELESSNESS

www.gkcceh.org

868,440

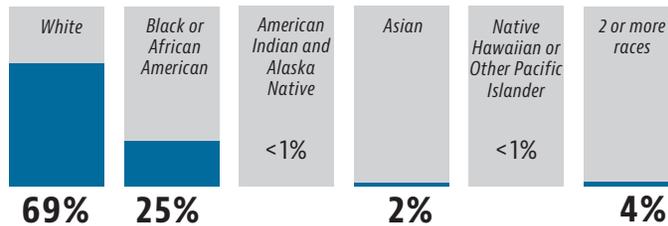
Total population of
CoC service area

1,979

2019 PIT Count

**% of
the CoC
population**

POPULATION BY RACE - U.S. CENSUS

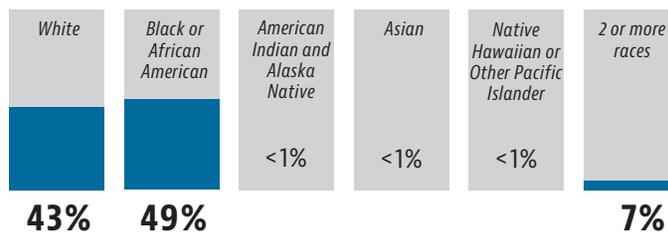


HOUSING TYPE OF INDIVIDUALS EXPERIENCING HOMELESSNESS



**% of
homeless
population**

POPULATION BY RACE - 2019 PIT COUNT



HOUSING INVENTORY

Emergency Shelter Beds	1,355
Transitional Housing Beds	582
Safe Haven Beds	25
Rapid Rehousing Beds	545

CLEVELAND, OHIO

CLEVELAND/CUYAHOGA COUNTY CONTINUUM OF CARE

<http://ohs.cuyahogacounty.us/en-US/continuum-care.aspx>

The Cuyahoga County Office of Homeless Services (OHS) coordinates the [Cleveland/Cuyahoga County CoC](#). OHS staff oversee daily activities and work closely with the OHS Advisory Board, Public Policy Committee Board, and Review and Ranking Committee. CoC activities include planning and needs assessments, identifying and coordinating resources, providing technical assistance to agencies that serve people experiencing homelessness, and serving as a link between funding sources and service providers.



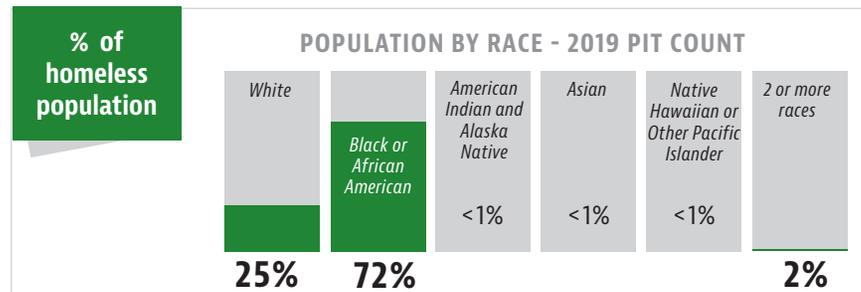
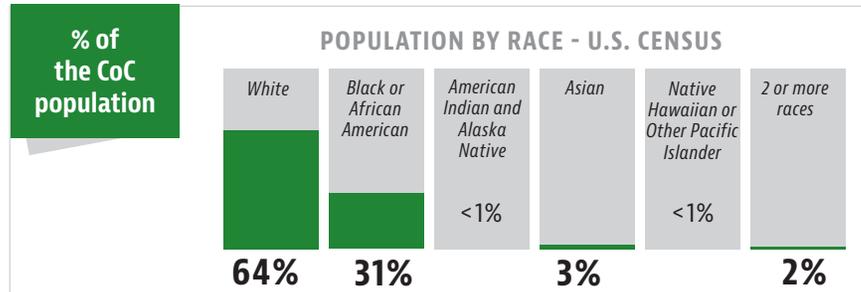
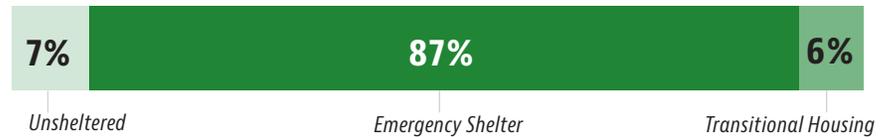
1,235,072

Total population of CoC service area

1,618

2019 PIT Count

HOUSING TYPE OF INDIVIDUALS EXPERIENCING HOMELESSNESS



PROGRAMS AND SERVICES

[Northeast Ohio Coalition for the Homeless \(NEOCH\)](#) The Northeast Ohio Coalition for the Homeless is a non-funded member of the CoC, but is part of the governance board, participates in meetings, and coordinates all of the street outreach in the CoC geographic area for people experiencing unsheltered homelessness. They also organize individuals with lived experience, helping them to center their voices, take action, and advocate for the changes in services they would like to see. Some of NEOCH's programmatic activities that uplift voices of individuals with lived experience include these below.

[Homeless Congress](#) Coordinated by the CoC and shelter residents these monthly meetings are a place to share ideas, make connections, and push for changes. Progress examples include creation of shelter standards; meetings with state, county, and city officials; and appointments to various community boards.

[Outreach Collaborative](#) Coordinated by NEOCH on behalf of the CoC, Outreach Collaborative includes a variety of service providers working to recognize and support individuals experiencing unsheltered homelessness.

[Street Cards](#) A list of all the resources in Northeast Ohio distributed via street outreach. Several versions are created to be population-specific (e.g. veterans and families).

[Homeless Voting](#) The CoC is involved in voter registration activities and protecting access to the ballot box through litigation and organizing activities. They have worked with county officials to assure that homeless people have access to voting and are one of the only CoCs in the country that requires the submission of voting plans from every shelter.

[HOUSINGfirst](#) HOUSINGfirst is a public-private initiative to provide permanent housing solutions for persons with disabilities who experience long-term homelessness. The goal of this program is to provide sufficient, permanent supportive housing units to end chronic homelessness in Cuyahoga County. To date, 710 units are occupied or in development across 12 buildings. Ninety percent of residents remain housed for 6 months or more after initial move-in, and 70% of residents have stayed for more than a year. Less than 2% return to homelessness. There has been a 77% drop in chronic homelessness since the first building opened in 2006, according to the PIT.

FUNDING & RESOURCES

[Cleveland/Cuyahoga County Housing Trust Fund](#) Established in 2010 and administered by the Department of Development.

[FY 19 CoC Competition Homeless Assistance Award Report](#)

[NOFA project summary](#)

SYSTEM & DATA INFRASTRUCTURE

[OHS Advisory Board](#) This board is comprised of at least 23 members and represents a broad range of community interests, including ten members appointed by "specified government and systems entities." The remaining members are elected by the board from community member applicants. The board must include at least two individuals with lived experience along with service providers from housing agencies, the nonprofit sector, the business sector, and philanthropic sector.

[Coordinated Intake Program](#) This CoC's coordinated intake program is operated by FrontLine Service and Cleveland Mediation Center. Assessments are available from 8am-8pm daily. If an individual needs shelter after hours they can go directly to the men's or women's center for a bed then go to coordinated intake the following day. If a family in need of shelter comes to coordinated intake after 8pm, they need to call 2-1-1 to review shelter options and come to coordinated intake the following day.

ADDITIONAL INFORMATION

[Advisory Board By-Laws](#) These by-laws include assisting the Office of Homeless Services (OHS) in the implementation of the Homeless Plan through advocacy, policy review, technical assistance, priority setting, developing financial priorities, and establishing criteria to monitor and evaluate service delivery. The by-laws help promote private sector collaboration and establish guidelines to facilitate interagency and intergovernmental cooperation.

CONSIDERATIONS & RECOMMENDATIONS FOR KANSAS CITY

PUBLIC-PRIVATE PARTNERSHIPS TO FUND PERMANENT SUPPORTIVE HOUSING

Service providers identified permanent supportive housing programs as a strength in Kansas City, but also pointed to a need to increase capacity. The HOUSINGfirst initiative in Cuyahoga County has had favorable outcomes. Expanding permanent supportive housing in Kansas City is a proven and cost-effective way to reduce the number of individuals experiencing chronic homelessness.

DESIGNATED OUTREACH LEAD

Kansas City service providers shared that outreach is largely lacking within the Kansas City CoC service area. Outreach services are described as a “rogue” operation, and service providers stated their desire for GKCCEH to drive outreach efforts. The Cuyahoga County CoC designated NEOCH as the agency to lead the collaborative work of outreach. GKCCEH could designate a CoC member agency as the “outreach lead” to coordinate and drive outreach efforts.

INCLUSION OF PEOPLE WITH LIVED EXPERIENCE

Cuyahoga CoC membership agencies prioritize centering client voice. Several strategies, such as the Homeless Congress and the protection of voter rights, could be implemented by GKCCEH members to engage individuals with lived experience and amplify their voices. Creating multiple pathways to decision-making would support the overall work of GKCCEH by affirming and protecting the rights and dignity of those served. These efforts would also help cultivate a culture of mutual trust and shared power.

INDIANAPOLIS, INDIANA

INDIANAPOLIS CONTINUUM OF CARE, COALITION FOR HOMELESSNESS INTERVENTION AND PREVENTION (CHIP)

www.indycoc.org

While the City of Indianapolis serves as the collaborative applicant and sole grantee of HUD CoC funds, the Coalition for Homelessness Intervention & Prevention,CHIP, serves as the lead entity for the Indianapolis Continuum of Care (CoC). The CoC, which is governed by the Blueprint Council and funded primarily through the Department of Housing and Development, is an open, community-wide coalition of more than 60 organizations dedicated to preventing and ending homelessness in Indianapolis.

The [Indianapolis Community Plan](#) guides efforts toward four outcomes:

Reduce the length of time people experience homelessness

Increase the number of safe, affordable, permanent housing units

Expand wraparound services to increase stability and prevent returns to homelessness

Unify intersecting systems in a shared approach to prevent people from being released to homelessness

The Indianapolis Continuum of Care and CHIP are currently developing targeted plans to end chronic homelessness, veteran homelessness, youth and young adult homelessness, and family homelessness.

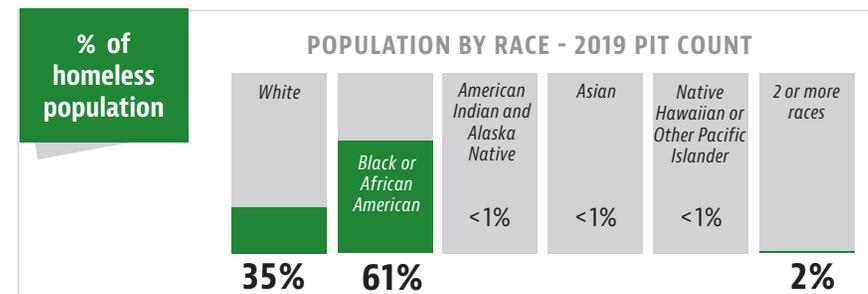
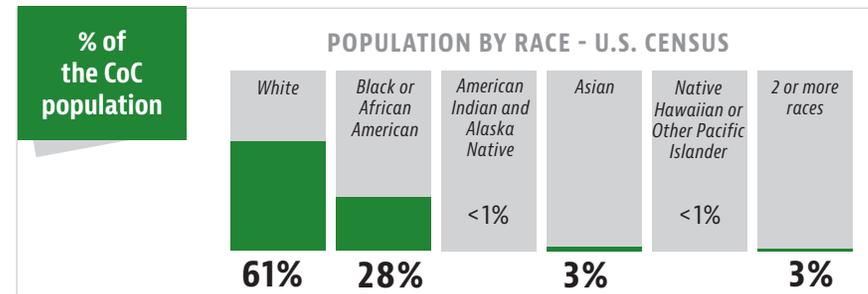
876,384

Total population of CoC service area

1,576

2019 PIT Count

HOUSING TYPE OF INDIVIDUALS EXPERIENCING HOMELESSNESS



PROGRAMS AND SERVICES

[Handbook of Help](#) Indianapolis CoC developed an online resource guide called the Handbook of Help. The free guide, offered both virtually and in paper, in English and in Spanish, contains general information on food pantries, legal services, and transportation, as well as resources for populations with more specific needs. This includes resources for members of the LGBTQ+ community, undocumented immigrants, and the justice-involved.

[Street Reach Indy](#) In partnership with Downtown Indy, Inc., CHIP operates Street Reach Indy, a community fund that service providers can access to help a client living on the street to obtain housing quickly and safely.

[Training, technical assistance, and capacity building](#) To enhance the quality of housing and supportive services throughout the community, CHIP offers service provider training and technical assistance designed to build capacity throughout the CoC.

[Housing to Recovery Fund](#) Indianapolis' Housing to Recovery Fund provides for the development of 400 supportive housing units, created by the City of Indianapolis in partnership with the Central Indiana Community Foundation (CICF). This fund employs a performance-based contracting model to determine which organizations will receive funding. Also known as a “pay-for-success” model, this approach to programmatic funding has been adopted in many public sectors in part for its ability to quickly reward organizations for successful efforts while also motivating those whose efforts are not as effective.

[Landlord Guarantee Program](#) This program provides landlords with financial support for any potential damages caused by tenants placed with them through CoC housing programs. CHIP, the City of Indianapolis, and the Indianapolis Housing Trust Fund partnered to offer this program.

FUNDING & RESOURCES

The Indianapolis CoC is largely funded through the U.S. Department for Housing and Urban Development's Continuum of Care and Emergency Solutions Grant programs in addition to a city-funded Indianapolis Housing Trust Fund and Housing to Recovery Fund (also supported by the Central Indiana Community Foundation).

[Indianapolis Housing Trust Fund](#) The Indianapolis CoC helps coordinate the Indianapolis Housing Trust Fund. A housing trust fund is a pool of public funds

dedicated for housing and enhancement of homelessness services. In the case of Indianapolis, the fund is used to provide low-interest loans, loan guarantees, and grants to service providers, developers, and community organizations working to increase access to affordable housing.

[Youth Homelessness Demonstration Program](#) The Indianapolis CoC also receives HUD funding for the Youth Homelessness Demonstration Program which is designed to help communities form a coordinated, community-wide response to end youth homelessness.

SYSTEM & DATA INFRASTRUCTURE

[Coordinated Entry & Homelessness Management Information Systems](#) The Indianapolis CoC coordinated entry system consists of two key components: Shelter Coordination and Coordinated Entry into Housing. The first, Shelter Coordination, focuses on ensuring individuals are able to find shelter in a timely manner; while the second, Coordinated Entry into Housing, aims to help individuals secure permanent solutions. In addition to serving as lead CoC agency, CHIP manages both the coordinated entry and homelessness management information systems (HMIS) for the Indianapolis CoC.

[Implementation Workgroups](#) The CoC employs Implementation Workgroups to review, develop, and execute strategies and identify potential new solutions to problems.

ADDITIONAL INFORMATION

[The Continuum of Care System Standard of Care for Permanent Housing](#) In 2018, the Indianapolis CoC partnered with landlords and property management partners to outline several expectations for successful collaboration.

[Winter Contingency Plan](#) The Indianapolis, Indiana Winter Contingency Plan is a series of guidelines, procedures, and contacts for individuals experiencing homelessness during periods of harsh weather conditions.

[Cross-sector partnerships.](#) The Indianapolis CoC partners with several non-coalition organizations throughout the area to provide additional, wraparound services. These organizations include Marion County Re-Entry Coalition, the Domestic Violence Network, Indianapolis Housing Agency, Reuben Engagement Center, and several education- and child care-focused organizations.

CONSIDERATIONS & RECOMMENDATIONS FOR KANSAS CITY

HOUSING TRUST FUND

Local leaders in the Kansas City metro have made strides toward establishing a housing trust fund but have not yet identified funding streams to sustain it. While Indianapolis' housing trust fund is largely funded by the city, housing trust funds can be supported through public-private partnerships, state and local government taxes and fees, private donors, among other mechanisms (Indiana Code, 2015, Article 7, Chapter 15.1, p. 68). By partnering with Kansas City, Kansas and Kansas City, Missouri leaders, GKCCEH can leverage its positioning to inform the purpose and use of a housing trust fund.

HOUSING TO RECOVERY FUND

The performance-based funding model is similar to the process used by GKCCEH when administering the annual Notice of Funding Availability (NOFA) program competition. Worth noting is the emphasis GKCCEH's places on locally defined priorities, based on local data to drive funding decisions. When implementing outcomes-focused funding models, the outcomes identified must be equally attainable for all applicants or else funders risk inadvertently furthering inequity across the system. As such, it is critical to consider each organization's respective starting point in relation to the outcomes rewarded. Things to consider when defining outcomes include differences in organizational scope and expertise, increased or unique needs of specialty populations and the associated costs, and the relationship between providers and clients. All these can negatively impact a number of outcomes and may result in programs serving the most in need being defunded.

LANDLORD GUARANTEE & STANDARD OF CARE

A key finding of the GKCCEH Needs Assessment is a need for improved collaboration with landlords and property managers to increase the number of affordable units throughout the community. CHIP and the Indianapolis CoC have engaged landlords and property managers in the effort to end homelessness. GKCCEH could work to develop shared expectations and standards of care like that of Indianapolis as well as seek funders to provide landlords the financial incentives to participate in permanent supportive housing programs.

MEMPHIS/SHELBY COUNTY TENNESSEE

COMMUNITY ALLIANCE FOR THE HOMELESS (CAFTH)

www.cafth.org

The Homeless Consortium serves as the TN-501 Memphis/Shelby County CoC. The Governing Council of the Memphis and Shelby County Homeless Consortium designated the [Community Alliance for the Homeless \(CAFTH\)](#) as the lead agency for the CoC. The CoC provides planning, technical assistance, and service coordination to public and private organizations working to end homelessness.



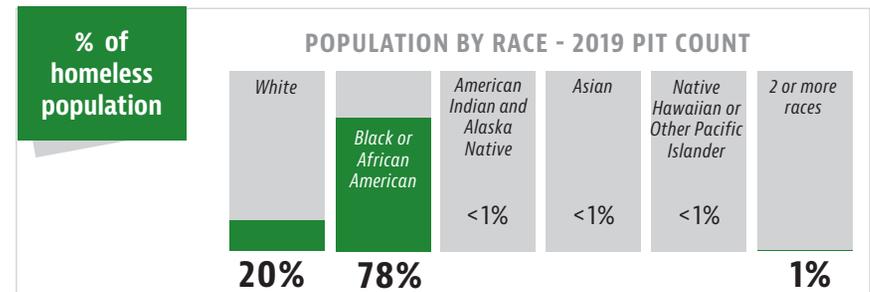
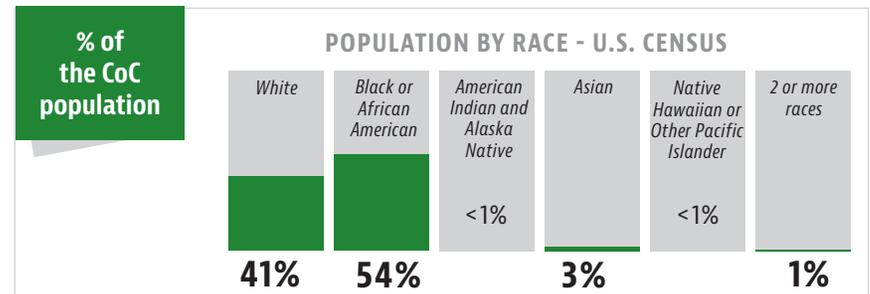
937,166

Total population of
CoC service area

1,325

2019 PIT Count

HOUSING TYPE OF INDIVIDUALS EXPERIENCING HOMELESSNESS



PROGRAMS AND SERVICES

[Memphis Strong Families](#) In 2012, Memphis Strong Families received one of five demonstration grants in the nation to prevent families from being separated by foster care due to unstable housing and high service needs. Memphis Strong Families was established to [bridge the gap](#) between homeless and child welfare systems to address the housing and supportive service needs to achieve better outcomes for families. Overall, families in the demonstration treatment group [reported](#) more stable housing situations, higher quality housing, and less rent burden. Outcomes on child welfare involvement and outcomes on children were mixed. [Cost savings](#) were less than anticipated. It should be noted, however, that the potential for cost savings was only measured through the reduced usage of homelessness and child welfare services and did not account for potential savings to other public systems, such as criminal justice or healthcare systems.

Once the demonstration grant ended, the CoC transitioned families from a single site housing approach to family unification program vouchers. While funding is still in place for housing through permanent supportive housing and family unification program vouchers, they struggle to secure and maintain funding for case management and supportive services.

[Memphis Homeless Options Tool](#) This online tool helps individuals identify housing and supportive services resources available to them in the community.

[Housing First](#) Housing First in program practices must be integrated into program practices for all CoC and ESG funded programs to ensure that participants must face as few barriers as possible when accessing homeless assistance services.

FUNDING & RESOURCES

CoC receives financial support from the City of Memphis, Shelby County Government, and private foundations including the Assisi Foundation and the Community Foundation of Greater Memphis.

[Mayors' Action Plan to End Homelessness Implementation Grant](#) This grant was intended to create “seed” funding or leverage other grants to fulfill Mayor’s Action Plan to End Homelessness and CoC strategic objectives.

[Memphis Affordable Housing Trust Fund](#) This fund is supported by annual recurring city funds and philanthropic contributions. The primary goals are to increase affordable housing, improve neighborhoods, and build nonprofit developer capacity.

[CoC competition Homeless Assistance Award Report](#)

[Training resources](#) The Community Alliance for the Homeless (CAFTH) created a hub of free resources to support staff professional development. The resources cover a variety of topics including Coordinated Entry, Housing First, motivational interviewing, harm reduction, and other topics.

SYSTEM & DATA INFRASTRUCTURE

[CoC committees and work groups](#) The CoC convenes several committees and work groups around special topics and populations’ needs. These include Families and Youth, Single Adults, Employment, HMIS, Veterans, and Healthcare.

[Coordinated Entry](#) This policy outlines the roles and responsibilities of the Coordinated Entry System. Items of note include the following:

Stakeholder consultation: CoC annually conducts surveys and focus groups of individuals experiencing homelessness or who have been recently housed through the coordinated entry system to learn how they can improve and refine the coordinated entry process.

Coordinated entry process is linked to street outreach efforts so that folks who are sleeping outside are prioritized for assistance in the same manner as any other person assessed through the coordinated entry process.

The CoC may use HMIS to collect and manage data associated with assessments and referrals or they may use another data system or process, particularly in instances where there is an existing system in place into which the coordinated entry process can be easily incorporated.

ADDITIONAL INFORMATION

[Harm Reduction](#) The CoC has adopted harm reduction to guide policy making in CoC programs. These principles include abstinence should not be an automatic shared goal for programs and clients; everyone has the right to information, materials, and services that could potentially save their life; nonjudgmental; and client-centered services.

[Governance Charter of the Homeless Consortium](#) The governance charter includes an overview of the CoC bylaws and code of conduct, policies and procedures for operating a CoC, rank and review policy, and the HMIS policy.

CONSIDERATIONS & RECOMMENDATIONS FOR KANSAS CITY

STRONG FAMILIES—ONE ROOF KC CONNECTION

The impact evaluation and cost study evaluation show that overall, supportive housing coupled with intensive services can improve housing outcomes for families who are involved with the child welfare system. The demonstration grant showed that subsidized housing can help families become stable, and in some sites, demonstrated a higher likelihood of children remaining at home with their parents and reducing child welfare involvement. The demonstration grant was an opportunity for the CoC to strengthen their relationship with the child welfare system. The outcomes of this program point to ongoing support.

HARM REDUCTION POLICIES

Harm reduction policies are in alignment with the Housing First model.

FREE ONLINE TRAINING RESOURCES

The curated hub of free training resources on a variety of topics offer accessibility and flexibility in ongoing professional development for service providers, CoC members, and other community stakeholders.

STAKEHOLDER ENGAGEMENT IN IMPROVING THE COORDINATED ENTRY SYSTEM

The CoC engages individuals who have been recently housed through the coordinated entry system annually via a survey and focus group to learn their perspective on how well the coordinated entry system is functioning for those who go through the system. Opening a feedback loop on how to refine coordinated entry process centers the voices/perspectives of individuals with lived experience, and also would provide the CoC with valuable feedback on how to refine the coordinated entry processes to make it a more effective and useful for individuals and families experiencing a housing crisis.

MINNEAPOLIS, MINNESOTA

HEADING HOME HENNEPIN, HENNEPIN COUNTY CONTINUUM OF CARE

<https://www.hennepin.us/headinghomehennepin>

Heading Home Hennepin is the Hennepin County Continuum of Care (CoC) managed by the Hennepin County Office to End Homelessness. The service area includes the city of Minneapolis. Heading Home Hennepin centers prevention and diversion, racial equity, public-private partnerships, and cross-sector collaboration in their approach to ending homelessness.



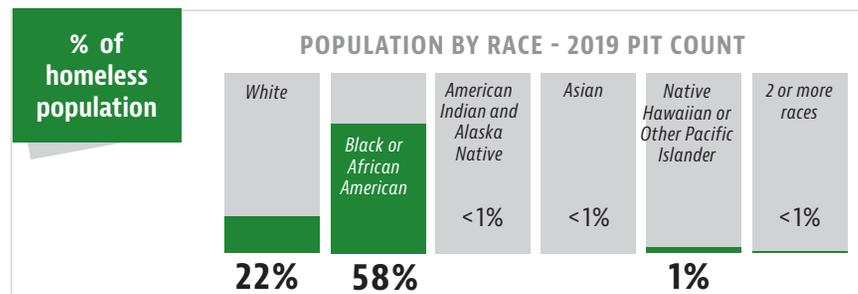
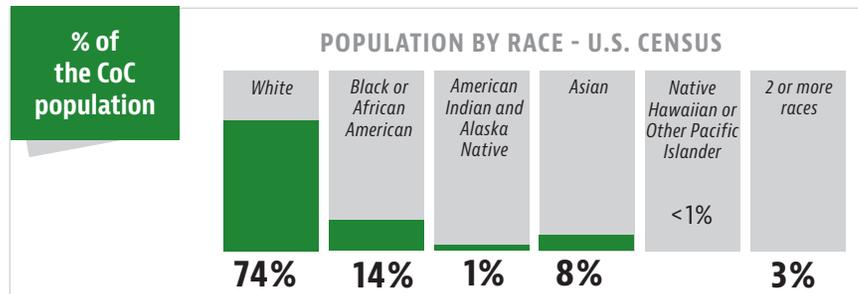
1,265,843

Total population of CoC service area

3,400

2019 PIT Count

HOUSING TYPE OF INDIVIDUALS EXPERIENCING HOMELESSNESS



PROGRAMS AND SERVICES

[Minor Connect](#) A collaboration between the state of Minnesota, Hennepin County, and several child- and youth-serving nonprofits, Minor Connect provides youth ages 15 to 17 currently experiencing or at risk of experiencing homelessness with supports such as case management, life skills education, and connection to health care, education, and employment services.

[Project Upstream Hopkins](#) Project Upstream Hopkins also works to prevent and end youth homelessness in Hennepin County. In partnership with Chapin Hall at the University of Chicago and MoveFwd, the Hopkins School District aims to prevent youth from ever becoming homeless by surveying students each school year. Project Upstream identifies those at highest risk of becoming homeless and provides them the resources and supports they need to avoid it. Survey results also inform the overall community's picture of needed resources.

[Family Shelter Diversion](#) This program is designed to prevent families from needing to use emergency shelter through preemptive referrals to stable housing. It is a partnership between Hennepin County and Catholic Charities. In just under two years, 46 families have been diverted into stable housing.

[Stable Homes, Stable Schools](#) The Stable Homes, Stable Schools program provides families with supports such as ongoing rental assistance and housing readiness services. This program is a cross-sector partnership featuring the City of Minneapolis, Hennepin County, Minneapolis Public Schools, and the Minneapolis Housing Authority.

FUNDING & RESOURCES

This Continuum of Care is funded largely through the Department for Housing and Urban Development's McKinney Vento Homeless Assistance Program.

[Affordable Housing Trust Fund](#) Minneapolis also has the Affordable Housing Trust Fund program, managed by the Minneapolis City Council using federal Community Development Block Grant funds, federal HOME Investment Partnership funds, and local funds. The program awards competitive grants to developers and organizations working to preserve and stabilize the availability and affordability of housing in Minneapolis. The program funds projects that support the goals of various community plans including the Minneapolis 2040 plan, the City's Consolidated Plan for Housing and Community Development, Healthy Housing and Renter Protection Policies, and [Hennepin County's Continuum of Care plan](#).

[FY 19 Continuum of Care Competition Homeless Assistance Award Report](#)

SYSTEM & DATA INFRASTRUCTURE

[Chronic Index](#) Hennepin County uses the Chronic Index to organize and prioritize people experiencing chronic homelessness based on HMIS and provider data. The Chronic Index is used in the Coordinated Entry System as the primary method of prioritization. The list is maintained by the Hennepin County Office to End Homelessness.

[Governance and oversight](#) Heading Home Hennepin is governed by an executive committee as well as twelve other working and oversight committees focused on population-specific advisory and system components such as funding, data and evaluation, and membership.

[Voices of Youth County \(VoYC\)](#) Hennepin County was one of twenty-two (22) counties across the nation to participate in VoYC, a research initiative to better understand the experiences of "runaway, homeless, and unstably housed youth." The initiative involved a point-in-time count of homeless and unstably housed youth, a youth survey, and a service provider survey.

[Supporting Partnerships for Anti-Racist Communities \(SPARC\)](#) Hennepin County is a participant in a national movement to uplift discussions of racial inequities in housing, identify the root causes, and implement strategies to address them.

[Built for Zero](#). Hennepin County is a participant in the national campaign, Built for Zero.

ADDITIONAL INFORMATION

[Evictions Dashboard](#) Heading Home Hennepin maintains a public-facing dashboard which shows data regarding evictions filed within Hennepin County. Some of the data included are eviction filings and judgments over time, evictions by zip code, and the entity filing the eviction. They also created an [eviction flowchart \(2018\)](#) which breaks down the 2018 eviction numbers and explains each step in the process of an eviction.

[Tenant Resource Center](#) Heading Home Hennepin has a Tenant Resource Center that offers services to prevent eviction and homelessness, emergency assistance, mediation, workforce, and legal assistance.

CONSIDERATIONS & RECOMMENDATIONS FOR KANSAS CITY

EVICCTIONS

While data is publicly available regarding evictions in the Kansas City Metro area, the data is collected and analyzed by non-CoC members, the [Kansas City Eviction Project](#) and the national [Eviction Lab](#). GKCCEH could help educate the public on the prevalence of housing loss, as well as raise awareness of trends, hotspots, and disparities of evictions in the community by finding ways to leverage these data. This information would also provide the CoC with an additional indicator to measure long-term impact across all CoC activities. Additionally, working with KC Tenants to develop a Tenant Resource Center could help protect individuals and families from being removed unjustly from their housing.

PREVENTION & DIVERSION

Service providers cited (both in focus groups and the provider survey) the need for diversion and prevention funding. This suggests there is a perceived lack of resources allocated to keeping individuals and families from experiencing homelessness in the first place. The Stable Families, Stable Homes and Family Shelter Diversion program are two examples of how partnering with local nonprofit and for-profit organizations can strengthen the coalition's efforts. The Stable Families, Stables Homes program partners with local foundations and businesses to provide families with ongoing rental assistance, and is a way GKCCEH could help divert families away from needing additional services. The Family Shelter Diversion program, run by Catholic Charities, refers families seeking shelter to stable housing to avoid shelters which may or may not meet that family's needs due to space, safety concerns, or geographic location.

CHILDREN & YOUTH

A need identified in the GKCCEH Needs Assessment was for additional, dedicated youth programming. Hennepin County has several ongoing youth-focused efforts in addition to an active youth advisory committee. Minor Connect, Project Upstream Hopkins, and Voice of Youth Count each offer GKCCEH promising models to strengthening the approach to ending youth homelessness in Kansas City.

RACIAL EQUITY

C4 Innovations offers training, technical assistance, and consulting to organizations seeking to address racial inequities through system-level changes in their strategies, practices, and policies. In Wyandotte and Jackson Counties, Black individuals account for roughly 23% of the total population, but they account for almost half of the homeless population. Working with an organization like C4 Innovations would help GKCCEH understand and address the underlying root causes and disparities.

OMAHA, NEBRASKA

METRO AREA CONTINUUM OF CARE FOR THE HOMELESS (MACCH)

www.endhomelessnesstoday.org

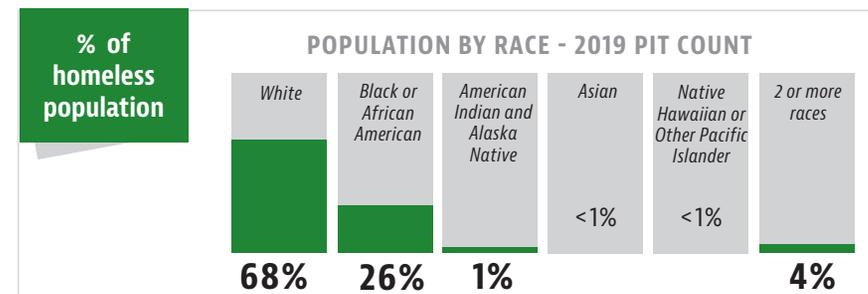
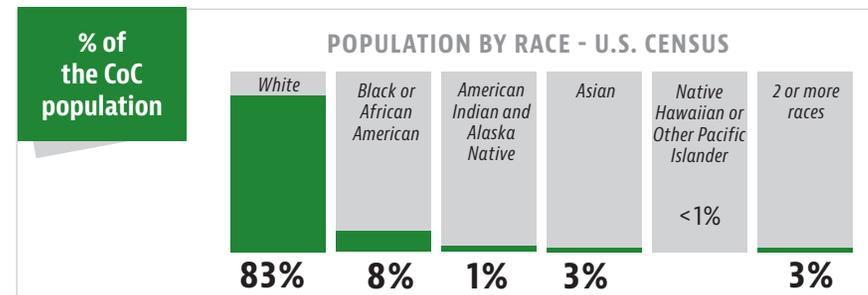
MACCH employs a collective impact model to unite the efforts of shelter, housing, supportive services, and faith-based organizations that serve homeless and near-homeless individuals and families in the area. In the decade-plus since MACCH's incorporation, the organization has procured nearly \$45 million in HUD CoC funding on behalf of nearly 20 local homeless assistance projects.

MACCH Opening Doors From 2008 to 2018, MACCH's efforts were guided by a 10-year plan to prevent and end homelessness, Opening Doors. They first aimed to end chronic homelessness, and second to end veteran homelessness, third to prevent and end homelessness for families, youth and children. They aimed to increase supply and access to affordable housing, increase economic security, improve health and housing stability (Medicaid expansion), increase leadership, collaboration, and civic engagement. The state of Nebraska implemented a 10-year plan starting in 2015.

851,729
Total population of
CoC service area

1,379
2019 PIT Count

HOUSING TYPE OF INDIVIDUALS EXPERIENCING HOMELESSNESS



PROGRAMS AND SERVICES

[MACCH Street Outreach](#) The MAACH Street Outreach Team works to connect individuals experiencing unsheltered homelessness to emergency shelter, housing, and other supportive services needed as identified by the individual and outreach team. The outreach team coverage area includes the entire CoC service region. Twelve agencies participate in the outreach team and provide direct services that include meeting basic needs, housing assistance, case management, legal aid, and behavioral health and physical health services. The outreach team stays connected to the individual until they are successfully placed into housing. Members of the outreach team are in the community every single day.

POLICIES

[Standards of Administration of Assistance](#) These standards detail expectations and responsibilities for programs that are funded under the CoC program and Emergency Solutions Grant program. Policies include fair housing and equal opportunity, accessibility, reasonable accommodation, discrimination, preventing family separation, placement for transgender persons, fair housing for prioritized subpopulations, coordinated entry system participation, and HMIS participation.

[2019 CoC Program Appeal Policy](#) This policy details an appeal process for programs who applied for funding and feel their application as not fairly evaluated for the purpose of project selection, scoring, ranking, and tiering.

[MACCH Street Outreach Policy 2019](#) The Street Outreach team adheres to the roles, responsibilities, and activities outlined in this policy document.

[Coordinated Entry System access policy and procedures](#) This policy establishes and implements a Coordinated Entry System that covers the entire Continuum of Care, is easily accessible, and well advertised.

FUNDING & RESOURCES

[FY 2019 CoC Competition Homeless Assistance Award Report](#)

[2019 HUD NOFA Final Ranking and Tiering Recommendations](#)

[Nebraska Affordable Housing Trust Fund](#) The fund is a resource to help increase the supply and improve the quality of affordable housing in Nebraska. NAHTF provides matching funds for federal resources and aims to serve the lowest income individuals for the longest period. The funding is provided for housing projects, capacity building, and operating assistance.

[Pottawattamie County Housing Trust Fund](#) These funds are allocated annually to organizations or individuals that serve the housing needs of low to moderate income residents within the county. Projects that receive funding are the rehabilitation or new construction of rental housing, emergency housing, transitional housing, and permanent supportive housing, home-ownership assistance, and education of potential renters and owners. Funding comes primarily in the form of grants from the Iowa Finance Authority with matching funds from local sources including but not limited to the Iowa West Foundation, local banks, and individual donations.

SYSTEM & DATA INFRASTRUCTURE

[Coordinated Entry System](#) There are 6 total access points in the coordinated entry system, with one specifically serving youth, and one specifically serving veterans. The coordinated entry system operates both “advertised” access points (aka “Front Doors”) and “non-advertised” access points. Front door access points are well-advertised with specific hours of operation available to the public. Households experiencing homelessness may also connect to coordinated entry through an access point that is available beyond regular business hours to ensure evening, weekend, and holiday access to coordinated entry and emergency services. Additionally, all organizations that serve as access points have a signed memorandum of understanding (MOU) with the CoC that lays out roles, responsibilities, and expectations of the access point.

[MACCH Initiative Groups and Task Forces](#) The CoC is composed of 8 different task forces and work groups that move the mission of the CoC forward. These include the Performance Management Task Force, Diversified Housing Task Force, Youth Task Force, CES Core Implementation Team, Homeless Review Team, Crisis Response Team, Outreach Work Group, and the Provider Council.

ADDITIONAL INFORMATION

[Trauma-Informed Care 101](#) MACCH hosts a training series for agencies, employees, and volunteers. The goal of the training series is to build a foundational knowledge about trauma and its effect on an individuals’ well-being, and to explore strategies to engaging in a trauma-informed manner with populations who have experienced trauma. The [Psychological First Aid](#) training is designed to help providers learn how to support their clients in the aftermath of trauma, and trains in how to reduce the initial distress caused by acute traumatic events and then help foster short-term adaptive functioning.

CONSIDERATIONS & RECOMMENDATIONS FOR KANSAS CITY

BROADER APPROACH TO COORDINATED ENTRY, EXPANDED ACCESS POINTS

Employing a broad approach to coordinated entry system with multiple access points allows individuals to get their needs quickly assessed and matched. Access points should be population specific with various operating hours for individuals experiencing a housing crisis. Additionally, an established memorandum of understanding is useful for organizations who serve as access points to understand what is expected of them in order to fulfill their role with greater efficacy.

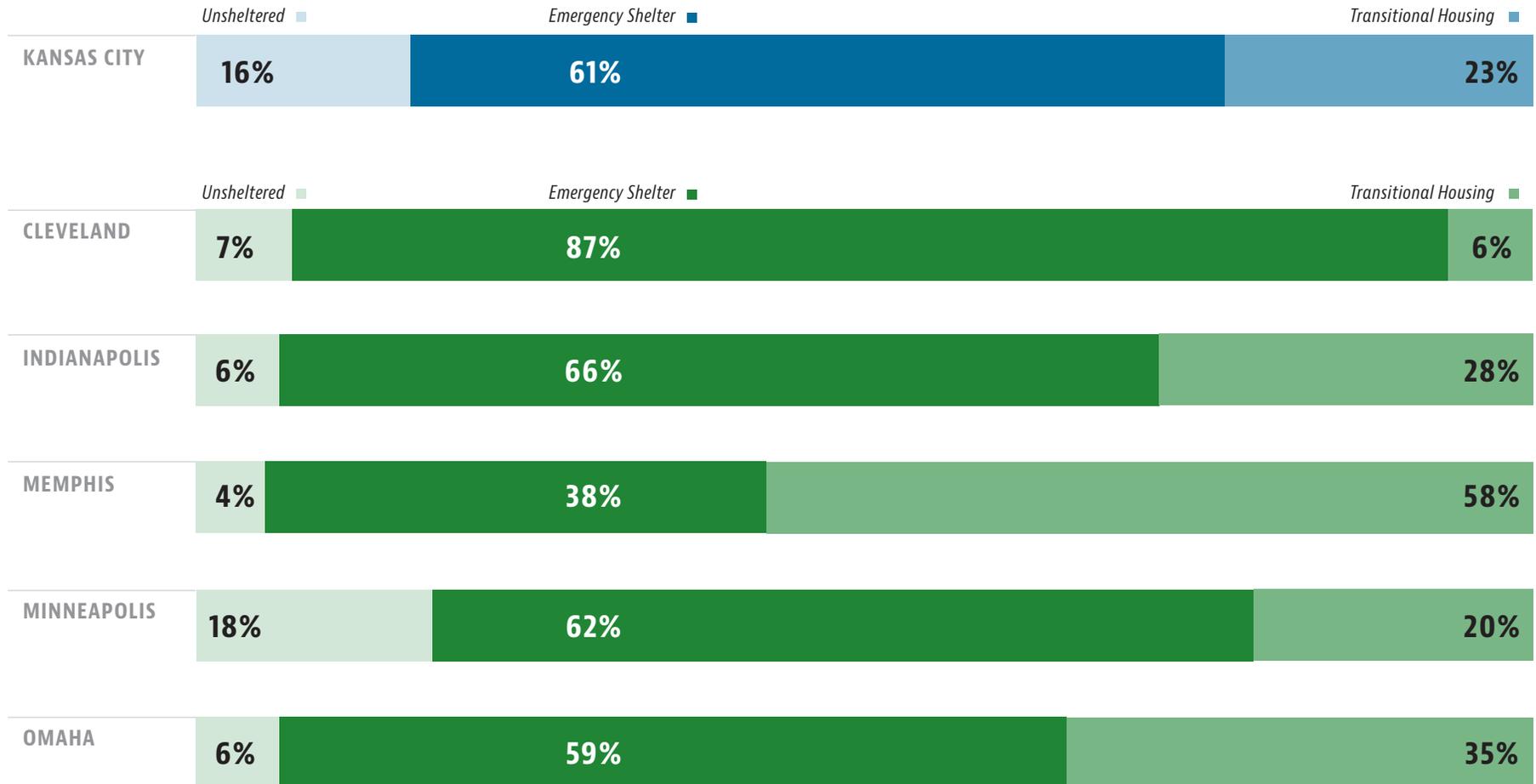
STREET OUTREACH

The CoC coordinates street outreach efforts. Service providers who participated in focus groups in Kansas City stated that coordinated outreach is a gap in Kansas City, and desire for the CoC to drive and coordinate outreach efforts. MACCH coordinates 12 service providers with various types of services to connect individuals experiencing unsheltered homelessness to the services they need.

TRAUMA-INFORMED CARE & PSYCH FIRST AID

MACCH routinely provides professional development opportunities for service providers and volunteers alike. Two such trainings were a foundational course series on Trauma Informed Care and a course on Psychological First Aid. Kansas City service providers highlighted the importance of trauma-informed care numerous times in the needs assessment. Providing training and education materials on trauma informed care and psychological first aid may fill an educational need for providers and volunteers in the CoC.

PIT POPULATION BREAKDOWN BY HOUSING TYPE



HOUSING INVENTORY COUNT

	<i>Safe Haven</i>	<i>Emergency Shelter</i>	<i>Transitional Housing</i>
KANSAS CITY	<i>Beds</i> 25	1,260	671
<i>Utilization Rate (based on 2019 PIT)</i>	0%	96%	62%
CLEVELAND	40	1,408	88
	0%	99%	117%
INDIANAPOLIS	27	845	468
	0%	122%	93%
MEMPHIS	0	393	1,022
	0%	127%	75%
MINNEAPOLIS	18	1,932	746
	0%	110%	90%
OMAHA	24	809	516
	0%	100%	93%

AFFORDABLE HOUSING COMPARISON BY COC SERVICE AREA

	<i>1-bedroom Fair Market Rent</i>	<i>Annual income needed to afford a 1-bedroom home at Fair Market Rent</i>	<i>Minimum Wage</i>
KANSAS CITY	\$786	<i>Wyandotte CO</i> \$31,440 <i>Jackson CO</i> \$25,600	<i>MO</i> \$8.60 <i>KS</i> \$7.25
CLEVELAND	\$678	\$27,120	\$8.55
INDIANAPOLIS	\$751	\$30,040	\$7.25
MEMPHIS	\$742	\$29,680	\$7.25
MINNEAPOLIS	\$915	\$36,600	\$9.86
OMAHA	\$744	\$29,760	<i>NE</i> \$9.00 <i>IA</i> \$7.25