New York City Continuum of Care 101

NYC Department of Social Services - Federal Homeless Policy & Reporting Unit

Presenters

Emma Cathell

Senior Administrative Analyst, Federal Homeless Policy & Reporting, NYC Department of Social Services (DSS)

Craig Retchless

Assistant Deputy Commissioner, Customized Assistance Services, NYC Human Resources Administration (HRA)

Amanda Slater

Program Coordinator, Federal Homeless Policy & Reporting, NYC Department of Social Services (DSS)
- SOAR Workgroup Co-Chair

Melissa Stevenson

HMIS Director, Federal Homeless Policy & Reporting, NYC Department of Social Services (DSS)
- Data Management Workgroup Co-Chair

Housekeeping

Several topics to cover, limited time together

Keep your audio muted unless speaking

Please introduce yourself in the chat box!
(name, background, pronouns)

Submit questions in chat box

Utilize the chat box to share ideas & resources

During Q&A, please consider turning on your camera & "raise your hand" feature

Recording today's presentation

Conducting polls for engagement & participation

Time for a poll!

Agenda

What is the Continuum of Care Program?

New York City Continuum of Care

BREAK

Coordinated Entry

Homeless Management Information System (HMIS)

Continuum of Care Program Competition Process

Q & A

What is the Continuum of Care (CoC) Program?

Administered by The **U.S. Department of Housing and Urban Development (HUD**)'s Office of Special Needs Assistance Programs (SNAPs)

Definition a CoC:

A regional or local planning body that manages the CoC-funded housing and services provided to the homeless community in their area

- "A community plan to organize and deliver housing and services to meet the specific needs of people who are homeless as they move to stable housing and maximize self-sufficiency. It includes action steps to end homelessness and prevent a return to homelessness."

Purpose of a CoC:

- Develop a long-term strategic plan and manage a year-round planning efforts

- Prepare an application for McKinney-Vento Homeless Assistance Act competitive grants

- Promote a more structured and strategic approach to housing and services for people experiencing homelessness

- Improve administrative efficiency and enhance response coordination and effectiveness

CoC's Across the Country

- CoC planning efforts may be organized at a number of geographic levels:
  - **Single city***
  - City and surrounding county
  - State
  - Region

- Each CoC has a Lead Agency, which is typically:
  - A Homeless Coalition; or
  - **A Government Agency***; or
  - A Non-Profit Organization

- As of 2019, there were more than 400 CoC's across the country
- In 2019, New York City received the second largest CoC funding in the nation

Historical Timeline

Housing & homeless federal legislations

Congress passed the first federal law specifically addressing homelessness named Stewart B. McKinney Homeless Assistance Act of **1987**

1987*

Since **1994**, HUD has required each community to come together to submit a single comprehensive CoC application

1994

1988–1993

From **1988 to 1993**, HUD held national competitions for its homeless assistance funds every year

Historical Timeline

Housing & homeless federal legislations

In **2000**, President Clinton renamed the Stewart B. McKinney Homeless Assistance Act to the "**McKinney-Vento Act**"

2000

2009*

In **2009**, McKinney-Vento Act amended and re-authorized as the Homeless Emergency and Rapid Transition to Housing (**HEARTH**) Act.

HEARTH Act Changes

Simplified match requirements

Consolidation of HUD's competitive grant programs

Updates and changes to the definitions of 'literal homeless' and 'chronic homeless'

Update to project reporting requirements

Emergency Shelter Grant (ESG) becomes Emergency *Solutions* Grant

Creation of a Rural Housing Stability Assistance Program

Emphasis on performance**

HEARTH Act Changes:

Emphasis on Performance

- Reductions in the length of time people are homeless

- Reductions in homeless recidivism

- Thoroughness in reaching people experiencing homelessness

- Reductions in the number of people experiencing homelessness and in the number of those who become homeless for the first time

- Increases in job and income

New York City Continuum of Care

*The mission of the New York City Continuum of Care **(NYC CoC)** is to provide a leadership role in local planning and coordination to prevent and eradicate homelessness in New York City, while effectively implementing the U.S. Department of Housing and Urban Development's (HUD) Continuum of Care program.*

NYC CoC Responsibilities

Identify the gaps in the system for persons experiencing homelessness and to focus resources and/or implement policies to address these gaps in New York City;

Streamline and improve the assessment, prioritization, housing matching, and placement system for homeless and at-risk households through a coordinated community-informed process;

Review and monitor project and system performance to improve effectiveness and inform strategic decision making for the CoC;

Fulfill annual HUD reporting requirements on behalf of New York City;

Work together to maximize federal funding to meet the needs of homeless and at-risk New Yorkers;

Ensure that policies are housing first, fair, equitable, and free of bias.

NYC CoC Governing Documents

The **Bylaws** define structure, functions, roles, and expectations of the CoC. This document governs, guides, and regulates our work.

Adopted in Feb. 2020

The **Governance Charter** establishes processes of how the principles outlined in the Bylaws are operationalized within the CoC.
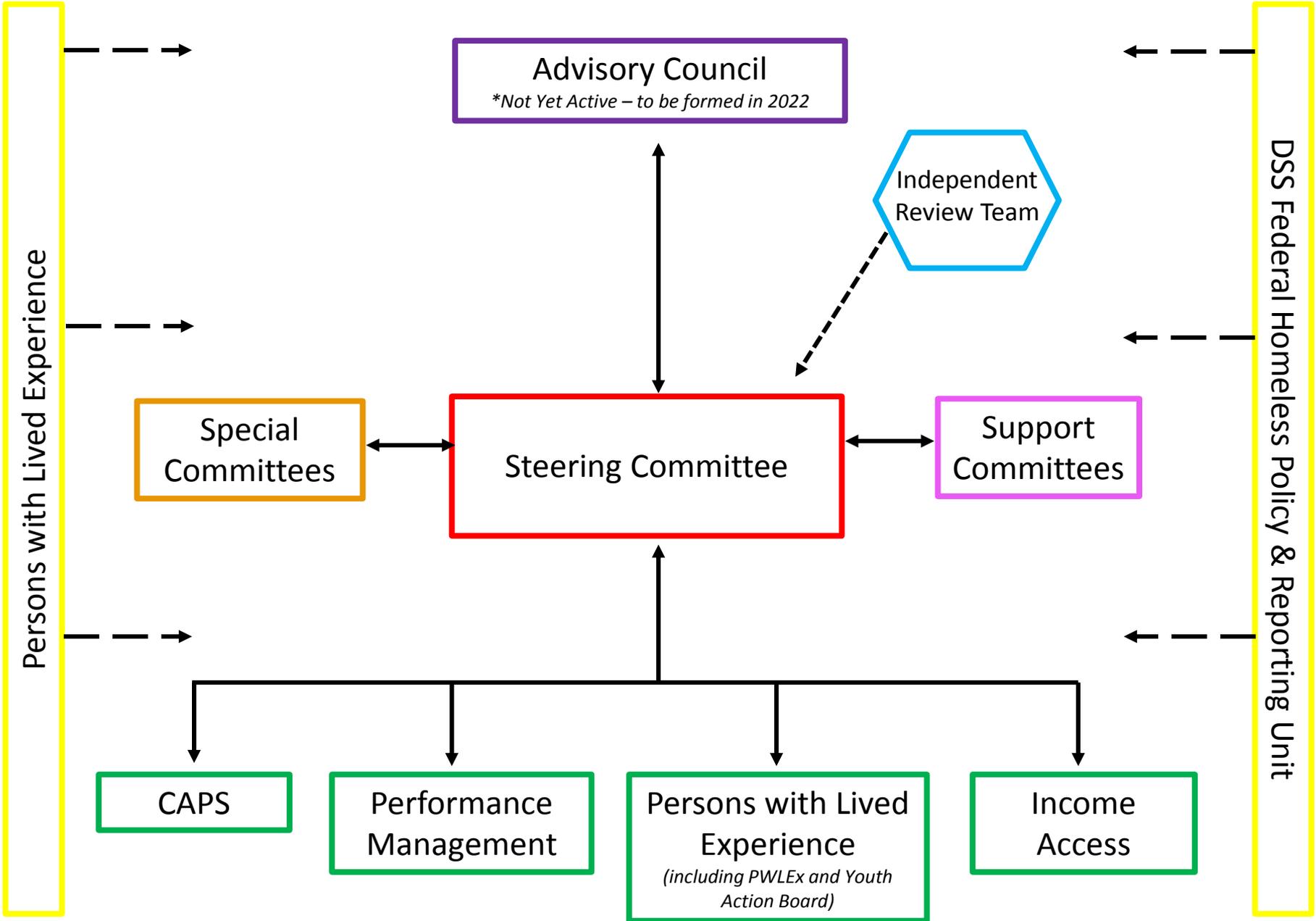
Adopted in May 2020

The **Written Standards** synthesizes federal regulations and local priorities for CoC-funded projects**.**

Adoption TBA

Please visit our website to view and learn more about the CoC Governing Documents

Steering Committee

Membership

- 3 Co-Chairs
- 17 elected & voting members
  - 2 At-Large representatives
  - 4 Coalition representatives
  - 4 Government representatives
  - 3 Non-Profit representatives
  - 4 Persons with Lived Experience representatives
    - 2 general and 2 youth representatives

Responsibilities

- Creating annual goals and objectives that advance the mission of the CoC
- Providing direction and coordinating the efforts of CoC Committees
- Setting policy priorities
- Communicating with the public and external stakeholders
- Monitoring CoC grants and evaluating project performance
- Voting on operation-focused matters

Advisory Council*

*Not Yet Active –
to be formed in 2022*

Membership

- Co-Chairs
- Steering Committee members and Strategic Partners
- Strategic Partners are:
  - ✓ Persons with lived experience
  - ✓ Federal, State, and Local government agencies
  - ✓ Philanthropic entities
  - ✓ Non-profit organizations
  - ✓ Individuals who possess unique perspectives and additional expertise

Responsibilities

- Align systems and stakeholders in NYC

- Inform CoC membership of Federal, State, and City policies, the operationalization of such policies, and their implications for the homeless population in NYC.

- Identify emergent needs, share best practices and initiatives, and identify areas of quality improvement to share with its stakeholders.

- Guide the Steering Committee on the formulation of a strategic plan and to review system performance measures.

Standing Committees

Coordinated Assessment and Placement System (CAPS) Committee

- By Name List (BNL) Referral and Placement Sub-Committee
- Continuous Systems Improvement (CSI) Sub-Committee
- Expansion Workgroup
- Systems Workgroup

Income Access Committee

- SSI/SSDI Outreach, Access, and Recovery (SOAR) Workgroup

Standing Committees

Performance Management Committee

- Performance and Quality Improvement (PQI) Sub-Committee
- Evaluation Workgroup
- Data Management Workgroup

Persons with Lived Experience

- Persons with Lived Experience (PWLEx) Committee
- Youth Action Board (YAB)

Special Committees
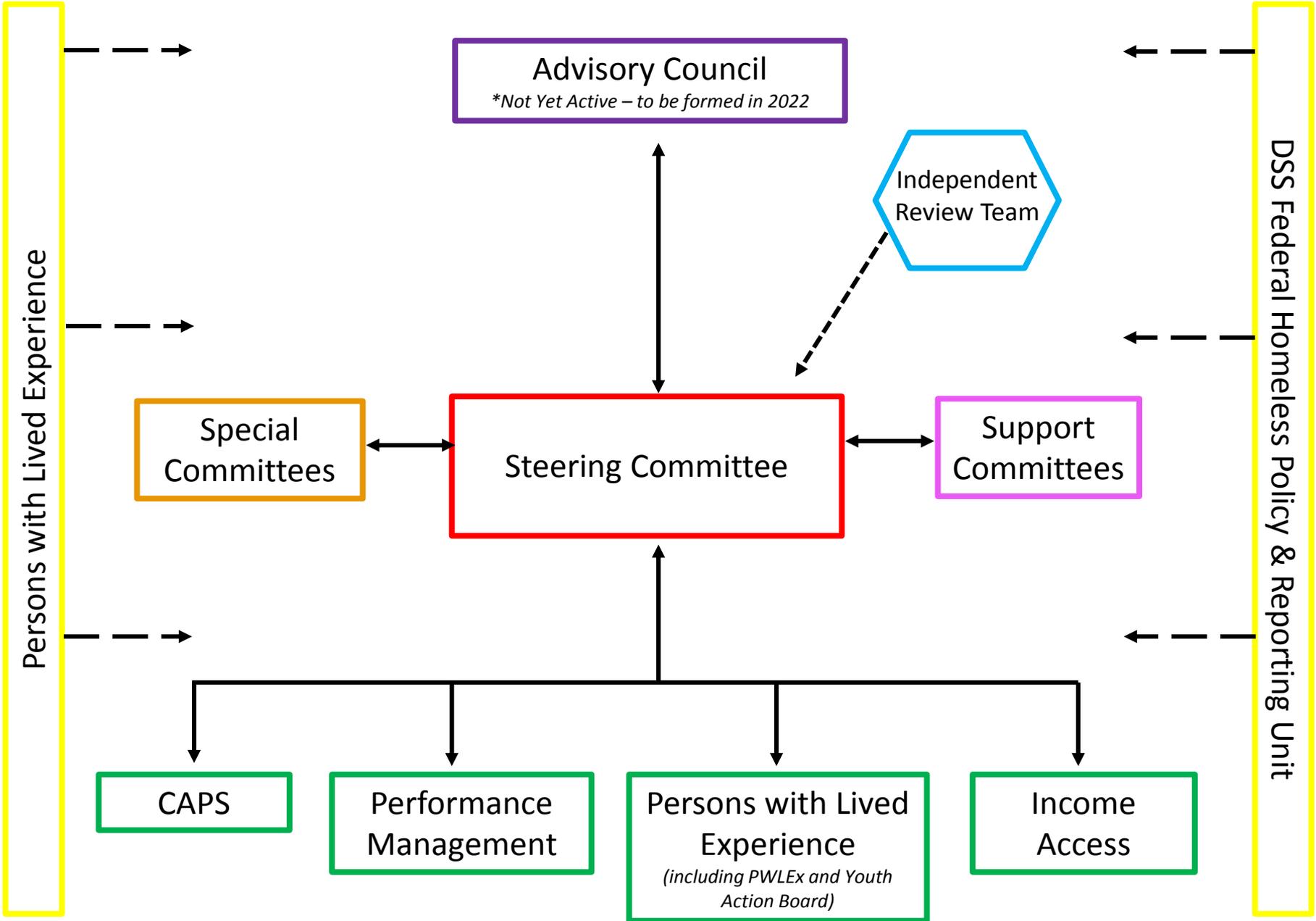
- Domestic Violence Committee
- Veterans Committee
- Youth Committee

Support Committees

- Governance Committee
- Grievance Committee

Independent Review Team (IRT)

- The IRT serves as a mechanism to ensure strategic and impartial funding decision-making
- All decisions surrounding funding and project-ranking priority for the CoC are made by the IRT.

Special Committees

Support Committees

Independent Review Team

Time for a poll!

Membership information

Steering Committee

CoC-wide annual election (occurs in the fall)

Special Election for 1 Non-Profit Organization seat!
Applications due Feb. 19

Membership by appointment

Advisory Council
Not Yet Active –
to be formed in 2022

CoC Committees
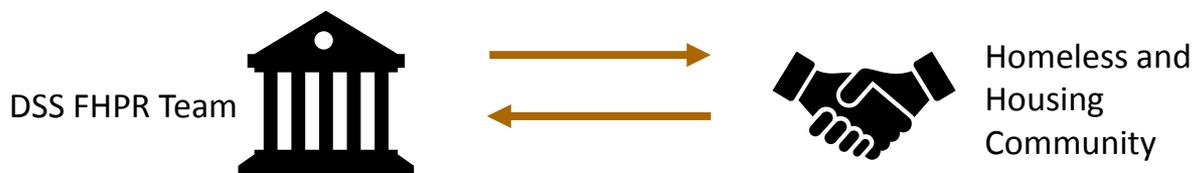
Membership by invite and inquiry

CoC Lead Agencies

NYC Department of Social Services (DSS)

Federal Homeless Policy & Reporting (FHPR) Unit

CoC Lead Agency

- Coordinates citywide applications for homeless housing and service funding ("*Collaborative Applicant*")

- Manages CoC funded portfolio & oversees program performance

- Researches & responds to HUD policies

- Establishes local priorities and adopts as CoC policy

DSS FHPR Team → ← Homeless and Housing Community

Homeless Management Information System (HMIS) Lead Agency

- Coordinates citywide applications for homeless housing and service funding

- Respond to federal reports on behalf of the City of New York & Continuum of Care
    - Housing Inventory Count & Point in Time Count
    - System Performance Measures
    - Longitudinal Systems Analysis (*formerly Annual Homeless Assessment Report*)
    - Consolidated Annual Performance and Evaluation Report

- Monitor and improve data quality within NYC HMIS Data warehouse

FHPR Roles vs. HUD Roles

- Community Engagement
  - Host CoC meetings
  - Staff CoC committees
  - Manage communications

- CoC Project Monitoring
  - Individualized technical & data assistance

- Federal reporting

- Policy implementation

- CoC Grant Monitoring

- Set policy priorities through the annual Notice of Funding Availability (NOFA)

- Grant Management
  - Contract execution
  - Budget modification
  - Annual Performance Report (APR)

NYC CoC Annual Evaluation

❖ A detailed review of project level performance and ensures adherence to HUD priorities and standards

❖ Process and criteria reviewed and adjusted annually by the Evaluation Workgroup to be aligned with HUD standards and local NYC priorities

❖ Applicable measures include, but are not limited to:

◦ Unit utilization rate
◦ Spend-down of HUD funding
◦ Serving chronically homeless persons

◦ HMIS data quality
◦ Income: Earned, Other, and Non-Cash benefits
◦ Participation of persons with lived experience

◦ Employment, Volunteerism, and Education
◦ Length of Stay and Exists to Permanent Housing

Time for a quick break!

Coordinated Entry

On January 23, 2017, HUD published the notice, "Establishing Additional Requirements for Continuum of Care Centralized or Coordinated Assessment System," regarding the development and implementation of **Coordinated Entry.**

Coordinated Assessment & Placement System (CAPS)

CoC's were required to establish a Coordinated Entry (CE) process by January 23, 2018. This included:

- A universal assessment tool for all individuals and households
- A standardized vulnerability assessment to measure need
- Detailed policies and procedures for implementation
- Non-discriminatory and equal access to the system
- Prioritization policies that follow the CoC written standards
- A uniform and coordinated referral process for all CoC funded units
- An annual evaluation of the intake, assessment and referral processes

CAPS Components

ACCESS → ASSESSMENT → PRIORITIZATION → REFERRAL → EVALUATION

NYC COORDINATED ASSESSMENT & PLACEMENT SYSTEM (CAPS)
What does the process look like?

User completes the Coordinated Assessment Survey

→

User receives potential eligibility for Supportive Housing and completes NYC Supportive Housing Application

→

HRA determines Supportive Housing eligibility and makes Standardized Vulnerability Assessment (SVA)

→

HRA refers to Supportive Housing based on eligibility, SVA Determination, prioritization, and client choice

Potential eligibility for other housing options:

Other potential housing options include: City FHEPS, FHEPS A & B, Enhanced One Shot Deal (EOSD), Pathway Home, etc. Additional housing options will be included during the course of CAPS development.

Homeless Management Information System (HMIS)

Homeless Management Information System (HMIS)

Management of NYC HMIS data warehouse

Production of annual mandated federal reports

Project-level performance management tool

What is HMIS?

In 2001, Congress directed HUD to:

- Develop a way to generate an unduplicated count of individuals experiencing homelessness across the country
- Analyze patterns of homeless episodes among those in the homeless system
- Use data to evaluate the success of homeless programs

HMIS is a HUD-mandated data collection tool that:

- Captures client-level information about the characteristics and service-needs of those experiencing or at-risk of homelessness
- Helps service providers coordinate referrals and service delivery
- Generates an unduplicated count of homeless individuals
- Allows the study of patterns of service-use and measuring effectiveness of homeless programs

NYC's HMIS software & data system

The NYC HMIS Data Warehouse uses Foothold Technology's AWARDS software

- HMIS Data Warehouse = central repository of client level data from the Contributing HMIS Organizations (CHOs)

For both AWARDS and Non-AWARDS systems, the agencies' databases are separate from the NYC HMIS database

AWARDS tracks:
- HUD-required data elements, as defined in the HMIS Data Standards (current version is FY2020)
- Services delivered to clients
- Client outcomes
- Non-HMIS data elements, for example, residential units linked to specific clients

HMIS-participating providers have the option of either contracting with Foothold to use AWARDS or using another HMIS-compliant data system

- AWARDS users "upload" to the HMIS Data Warehouse by pushing "one-button" in their AWARDS system
- "Non-AWARDS" users, or external importers, import data into HMIS by generating CSV files from their own system and uploading into the HMIS data warehouse

NYC HMIS Reporting

NYC HMIS generates the following federal reports:

Longitudinal Systems Analysis (LSA) – submitted to HUD by HMIS Lead agency (DSS)

System Performance Measures (SPM) – submitted to HUD by HMIS Lead agency (DSS)

Annual Performance Reports (APR) for CoC-funded projects

Consolidated Annual Performance Report (CAPER) for ESG-funded projects

NYC CoC Annual Evaluation for all CoC-funded projects

The Housing Inventory Chart (HIC)

(note: NYC does not currently use HMIS to generate the HIC submitted to HUD annually)

Provider HMIS Participation

- HUD requires all projects receiving funding through ESG, CoC, SRO Mod Rehab and HOPWA participate in HMIS
  - HUD defines "HMIS participation" as uploading client-level data to HMIS at least once annually
  - The CoC's HMIS participation rate is factored into funding decisions (the rate includes all non-DV projects reported in the HIC, regardless of funding source)
  - NYC CoC requires that CoC-funded projects upload client-data to HMIS on a monthly basis, which is taken into account in the annual CoC Evaluation
  - Projects with a target population of survivors of domestic violence are prohibited from participating in HMIS; CoC-funded DV projects must use an HMIS-compliant data system that can generate their Annual Performance Report (APR) for HUD
  - HUD also requires that the HMIS Lead maintain project listings for all residential projects serving the homeless or formerly homeless in NYC

Provider HMIS Participation *(cont'd)*

- HMIS P&P Participation Agreement:
  - All projects and staff with access to HMIS must complete the HMIS participation agreements (the appendices to the HMIS Policies & Procedures)
  - Providers agree to collect data elements regarding clients served and upload them to the Data Warehouse every month
  - HMIS P&P Data Warehouse End User Agreement: Complete training on privacy policy, security plan, and data quality

Continuum of Care Program Annual Competition Process

Each year, HUD publishes a **Notice of Funding Availability** (NOFA), a funding competition to award CoC Program funds.

Purpose of the NOFA

Establish HUD policy priorities

Intended to reduce the incidence of homelessness in communities

Document outlining requirements for homeless assistance programs grant funding & application steps

Assist homeless individuals and families quickly transition to self-sufficiency and permanent housing

NOFA Application Components

1. Collaborative Application

2. Project Applications
(New & Renewals)

3. Project Priority Listing

1. Collaborative Application

✓ Application submitted by the Collaborative Applicant on behalf of NYC CoC

Includes the following information:

1. CoC planning and structure information
2. Housing & Services Inventory (HSI)
3. Point-in-time Count and HMIS data
4. Performance data
5. List of projects the community is putting forth for funding

2b. Project Applications: *Renewals*

Renewal applications are submitted annually by grantees for all existing projects

Renewal project applications include:

1. Project narrative
2. HMIS participation data
3. Detailed project budget
4. Project certifications and attachments

2b. Project Applications: *New Projects*

Application process is overseen by the NYC CoC Collaborative Applicant:

1. Bidders Conferences
2. Request for Proposal (RFP) design and release
3. Threshold Review and scoring
4. Notification sent to applicants if their project will be included in the project listing and submitted to HUD for consideration

CoC determines where new projects are ranked in the project listing, but HUD ultimately determines if it will be funded or not

3. CoC Project Priority Listing

List of projects for funding is determined by:

1. Local Evaluation Process
2. Evaluation Instrument application and review for renewal projects
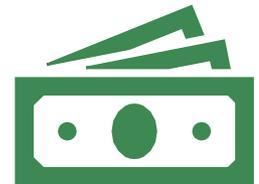3. Application and selection panel for new projects

Ranking Policies are formulated and determined by the Independent Review Team (IRT)

NYC 2019 NOFA Summary

NYC CoC awarded $124,630,884

- 144 Permanent Supportive Housing (PSH) projects
- 9 Rapid Re-Housing (RRH) projects
- 3 Joint Transitional Rapid Re-Housing (TH-RRH) projects
- 9 Transitional Housing (TH) projects
- 2 Supportive Services Only (SSO) projects
- 1 Homeless Management Information System (HMIS) project

COVID-19 Impact on future competitions

- For 2020, automatic renewals of all existing projects will replace a competitive NOFA
  - No new projects, reallocation, etc.
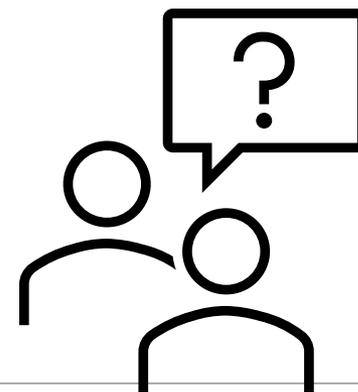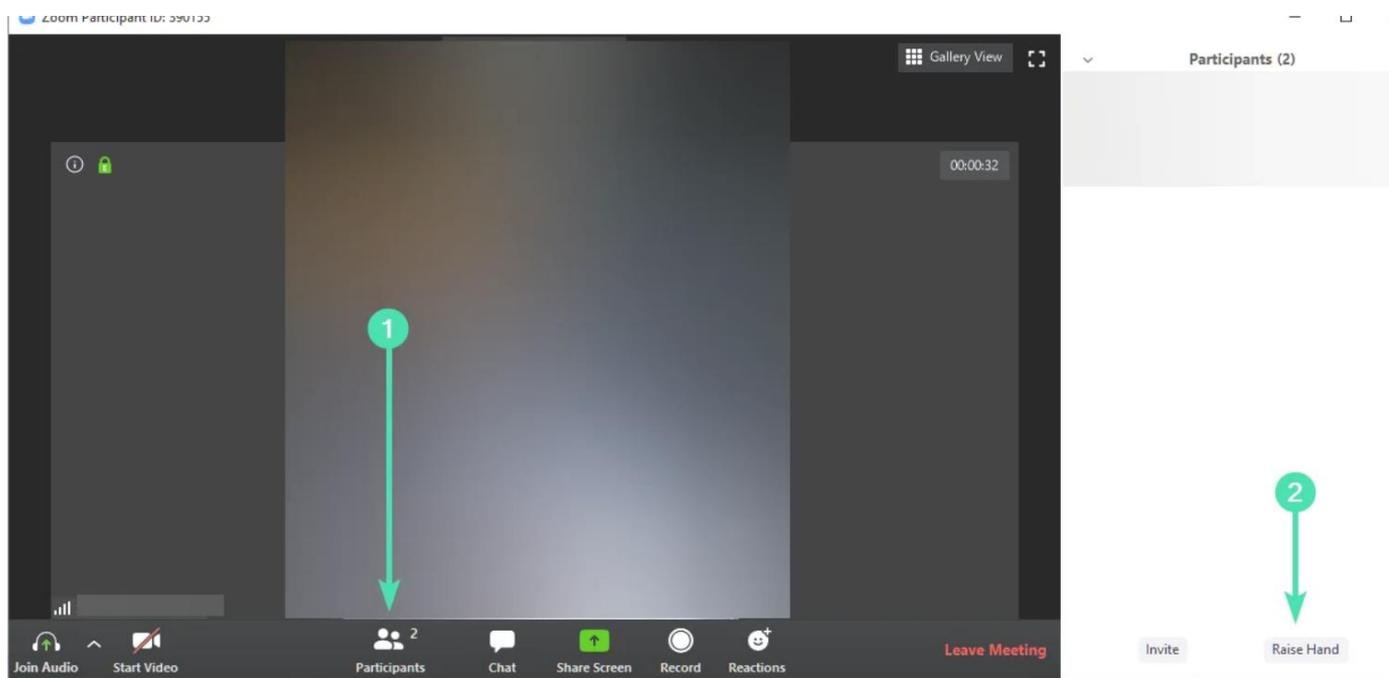- Guidance forthcoming for 2021

Time for a poll!

Q & A

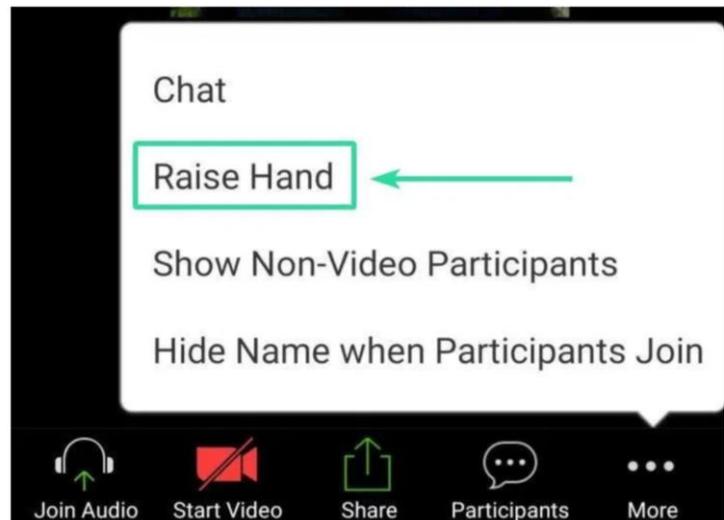## How to Raise Hand on Windows PC and Mac

Click the 'Participants' button at the bottom of the screen.

This brings up options to choose from, including 'Raise hand.'

How to Raise Hand on Android and iPhone

Click the 'More' button at the bottom right corner of the screen and select the 'Raise Hand' option.

2020 Meeting Schedule

Grantee Meeting	**Open Public Meeting**	**Grantee Meeting**	**Grantee Meeting**	**Open Public Meeting**	**Grantee Meeting**
5 March	**7 May**	**4 June**	**2/10 Sept.**	**1 Oct.**	**3 Dec.**

Thank you!

We appreciate your participation and feedback

NYC CoC Contacts

NYC DSS - FHPR Unit

Martha Kenton – Executive Director -
Email: **kentonm@dss.nyc.gov**

Charles Winkler – Deputy Director -
Email: **winklerc@dss.nyc.gov**

Melissa Stevenson – HMIS Director -
Email: **stevensonme@dss.nyc.gov**

CoC-funded projects, don't forget to contact your HUD CPD Representative!

Steering Committee Co-Chairs

Kristen Mitchell
Email: **mitchellkr@dss.nyc.gov**

Alyson Zikmund
Email: **ZikmundA@hpd.nyc.gov**

Carrie Bloss
Email: **cbloss@projecthospitality.org**

For all general inquiries contact us at **nycccoc@dss.nyc.gov**

Be Sure to Subscribe!

NYC CoC Mailing List
- http://www.nychomeless.com/

HUD Exchange Mailing List
- Homeless Assistance Programs : Choose Continuum of Care Program