



# Contra Costa Council on Homelessness

## 2016 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 2016. 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	2016 ACTIVITIES	2016 ACCOMPLISHMENTS
<b>PERFORMANCE STANDARDS</b>	Improved Homeless Management Information System.	<ul style="list-style-type: none"> <li>• Selected and implemented new HMIS vendor and system.</li> <li>• Improved bed coverage rate through outreach and engagement of missing providers.</li> </ul>
	Began tracking system performance measures.	<ul style="list-style-type: none"> <li>• Finalized system-level performance measures and goals, including reporting.</li> </ul>
	Developed project-level performance monitoring.	<ul style="list-style-type: none"> <li>• Developed project-level performance measures and goals, ensured data collection to generate project-level reporting, and integrated into local competitions for ESG and CoC Program projects and agencies.</li> </ul>
<b>COORDINATED ENTRY</b>	Established a homeless preference with the Housing Authority of Contra Costa County.	<ul style="list-style-type: none"> <li>• Worked with the Housing Authority and local providers to develop policies and implement a homeless preference graduation strategy using Coordinated Entry System</li> </ul>
	Continued Coordinated Entry System design and development.	<ul style="list-style-type: none"> <li>• Prevention/Diversion: concentrated workshop to develop triage tool; gain buy-in from call centers, MSCs, outreach teams; build system.</li> <li>• Crisis Services: concentrated workshop to gain buy-in from ES, TH, outreach teams, MSCs to administer VI-SPDAT, participate in HPC meetings.</li> <li>• Permanent Housing &amp; Services: concentrated workshop to gain buy-in from RRH and PSH providers regarding coordinated referral and placement process.</li> <li>• Development of Housing Security Fund policies and procedures.</li> <li>• Coordinated with and leveraged Zero:2016 efforts, leadership, and committees.</li> </ul>
	Launched Coordinated Entry System.	<ul style="list-style-type: none"> <li>• Completed RFP process for Coordinated Entry grant to select subrecipients.</li> <li>• Launched Coordinated Entry System Phase 1.</li> </ul>

STRATEGY	2016 ACTIVITIES	2016 ACCOMPLISHMENTS
		<ul style="list-style-type: none"> <li>• Conducted site tours to promote shared understanding of system entry points.</li> <li>• Monitored outcomes and feedback, and modified system based on evaluation.</li> </ul>
<b>COMMUNICATION</b>	Strengthened Council on Homelessness governance.	<ul style="list-style-type: none"> <li>• Established new process of holding an annual retreat for Council on Homelessness members to orient new members and establish the year's priority plan.</li> </ul>
	Coordinated with local entitlement funding process.	<ul style="list-style-type: none"> <li>• Strengthened involvement of Council on Homelessness in determining local ESG funding decisions.</li> <li>• Aligned priorities with funding streams such as CDBG and HOME.</li> </ul>
	Launched Executive Directors Meeting.	<ul style="list-style-type: none"> <li>• Engaged with Executive Directors of CoC- and ESG-funded agencies to provide updates and coordination opportunities.</li> </ul>
	Strengthened Council on Homelessness and CoC participation.	<ul style="list-style-type: none"> <li>• Conducted outreach to underrepresented stakeholder groups, including youth providers, DV providers, and school districts.</li> <li>• Began sending regular updates to CoC listserv.</li> </ul>
	Strengthened education and advocacy roles of Council on Homelessness.	<ul style="list-style-type: none"> <li>• Provided advice to Board of Supervisors, Behavioral Health Director, Health Services Director, and cities on issue of homelessness.</li> <li>• Supported advocacy efforts of CNWS Homeless Collaborative during master developer selection process.</li> <li>• Made recommendations based on review of Healthcare for the Homeless Consumer Advisory Board reports.</li> </ul>