

2021-22 CoC Action Plan -- Progress Report	
Quarter 1: 1/1/2022-3/31/2022	
Goal 1: Improve the Current Housing Crisis Response System	
Strategy 1: Integrate public and community-based services linked to outreach, engagement, shelter, and housing	
Measure 1. System Performance Measure 1: Length of Time Homeless	Baseline: 22 days (Date Range: 10/1/20-9/30/21)
Measure 2. System Performance Measure 3: Number of Homeless Persons	Baseline: HMIS unduplicated total sheltered (ES TH) homeless persons: 22,074. Does not include RRH/SO/PSH numbers. (Date range 10/1/20-9/30-21). 2022 PIT Count data is not yet available.
Measure 3. Number of agencies participating in Coordinated Entry	Baseline: 82 agencies currently participating in CE
Measure 4. Updated assessment standards and process in Coordinated Entry Policies and Procedures	Baseline: THN is in the process of evaluating the entire Coordinated Entry process/ system at this time. Any updates are on hold until the Systems Change team has had time to understand the strengths within the current processes as well as the opportunities for change.
Measure 5. Increased use of existing processes and procedures available to communities, like the Domestic Violence (DV) workaround	Baseline: THN is in the process of evaluating the entire Coordinated Entry process/ system at this time. Any updates or increased participation initiatives are on hold until the Systems Change team has had time to understand the strengths within the current processes as well as the opportunities for change.

Activity 1.1a. Fully implement CE throughout the CoC	Hired 3 new positions onto the Systems Change Team. In the process of coordinating a long-term research project with the Texas Health and Human Services Commission (HHSC) and the Texas Institute for Excellence in Mental Health (TIEMH) to create best practice manual for implementing CE in rural areas. In the process of conducting evaluations of current CE regions to understand what is working to help us define what it means to be "fully implemented"
Activity 1.1b. Standardize assessment and prioritization	In the recruitment stage for vacant Coordinated Entry Steering Committee (CESC) positions. Once CESC is meeting again, will revisit conversations about assessment and prioritization. In the process of meeting with communities and external partners in order to evaluate the DV workaround and survivor prioritization process. Awarded Supportive Service Only for Coordinated Entry (SSO-CE) grant, which was Action 3. under this activity
Strategy 2: Improve communication and cooperation between communities in the same region to improve service delivery	
Measure 1. System Performance Measure 1: Length of Time Homeless	Baseline: 22 days (10/1/20-9/30-21)
Measure 2. System Performance Measure 3: Number of Homeless Persons	Baseline: HMIS unduplicated total sheltered (ES TH) homeless persons: 22,074. Does not include RRH/SO/PSH numbers. (Date range 10/1/20-9/30-21). 2022 PIT Count data is not yet available.
Measure 3. Number of agencies participating in Coordinated Entry	Baseline: 82 agencies currently participating in CE
Measure 4. Completed regionalization pilot project	Baseline: Regionalization project does not exist yet

<p>Activity 1.2a. Explore regional planning and decentralized governance</p>	<p>A "regionalization workgroup" of THN staff met from June through Nov. 2021. In November, staff learned that the VISTA project would not be able to explore regionalization with staff, so we needed to make a different plan. Also, staff piloted a regional approach to Point-in-Time (PIT) Count planning for the 2022 Count, and it did not go as well as anticipated. Finally, the workgroup proposed that exploring regionalizing Coordinated Entry (CE) into 6 regions would be a good next step. Staff created a new Systems Change Team that is re-evaluating CE implementations and support. From Jan.-March 2022, the Engagement Team developed some next steps, based on the Action Plan, but in March 2022, because of other priorities, the BoS Directors put on hold the efforts to explore regionalization.</p>
<p>Strategy 3: Increase capacity of local providers and communities</p>	
<p>Measure 1. System Performance Measure 1: Length of Time Homeless</p>	<p>Baseline: 22 days (10/1/20-9/30/21)</p>
<p>Measure 2. System Performance Measure 2: Returns to Homelessness</p>	<p>Baseline: 726 returns in 2 year lookback period (Date Range: 10/1/18-9/30/21)</p>
<p>Measure 3. Identified current gaps in discharge planning</p>	<p>Baseline: This measure doesn't apply to Activity 1.3a. It applied to a different activity that staff did not select to be implemented in Year 1.</p>
<p>Measure 4. Formal incorporation of homeless prevention (HP) into the Coordinated Entry system</p>	<p>Baseline: There is an HP tool created and integrated into the workflow in HMIS, but only Endeavors and the Public Housing Authorities (PHAs) in Hidalgo County have access to it currently.</p>
<p>Activity 1.3a. Promote the use of homeless prevention and diversion strategies to assist people experiencing</p>	<p>Conversations related to expansion beyond our current agencies are on hold until later this year. Currently there is a pilot program for Diversion in Abilene and Denton Counties. We also have a pilot program at Endeavors that includes in the CE process people who are at risk of homelessness.</p>

Strategy 4: Strengthen practices of local providers and communities	
Measure 1. System Performance Measure 1: Length of Time Homeless	Baseline: 22 days (10/1/20-9/30/21)
Measure 2. Update to the CoC Written Standards for Service Delivery	Baseline: Update scheduled to begin in Quarter 3 and finalized in Quarter 4.
Measure 3. Finalized Program Standards for Emergency Shelter	Baseline: to be incorporated in Written Standards with 2022 revision (Quarter 3)
Measure 4. Number of trainings offered by the CoC to providers	Baseline: All required trainings (3) have been identified; 0 have been offered in Quarter 1.
Measure 5. Completed development of a case management (CM) training series	Baseline: CM Training series outline exists
Activity 1.4b. Establish high "minimum standards" for emergency shelter (ES)	Quarter 1: Incorporated into staff work plans, ES focus groups to be held in Quarter 2 as part of the development of Program Model Chart and as a supporting document to the Funding Alignment Model
Activity 1.4c. Promote the use of evidence-based practices such as Housing First, trauma-informed care, and harm reduction	Incorporated into staff work plans in Quarter 1
Goal 2: INCREASE SUPPLY OF, AVAILABILITY OF, AND ACCESS TO HOUSING AND SUPPORTIVE SERVICES	
Strategy 1: Increase affordable housing options	
Measure 1. System Performance Measure 2: Returns to Homelessness	Baseline: 726 returns in 2 years (Date Range: 10/1/18-9/30/21)
Measure 2. System Performance Measure 5: First Time Homeless	Baseline: 21,626 (Date range: 10/1/20-9/30/21)
Measure 3. System Performance Measure 7: Successful Placement to Permanent Housing	Baseline: 386 successful exits from street outreach (SO). 35% 5,408 successful exits from emergency shelter/transitional housing/permanent housing--rapid re-housing (ES/TH/PH-RRH). 25%. 252 successful exits from permanent supportive housing (PSH). 96%.
Measure 4. Increased housing stock in all Community Investment Committee (CIC) regions	Baseline: Not yet established

Measure 5. Community Investment Committee (CIC) actively participates in funding allocations	Baseline:CIC participates in all funding allocations, as directed by the CoC Board
Activity 2.1a. Assess the distribution of housing units and beds by component type, and work to have the supply meet the demand	Quarter 1 Staff and CIC working to familiarize with the 2020 Gaps Analysis. CIC elections held in March, new CIC members identified, will begin their term in May of 2022.
Strategy 5: Ensure the availability of housing for special populations of people experiencing homelessness (youth, veterans, families, chronically homeless persons)	
Measure 1. System Performance Measure 7: Successful Placement to Permanent Housing	Baseline: 386 successful exits from street outreach (SO). 35% 5,408 successful exits from emergency shelter/transitional housing/permanent housing--rapid re-housing (ES/TH/PH-RRH). 25%. 252 successful exits from permanent supportive housing (PSH). 96%.
Measure 2. Identify top five communities where homelessness has a disparate impact on black and African American persons	Baseline: Data team is still working on this! We have not yet identified the top 5 communities.
Measure 3. Advisory group of persons with lived experience is established and operating	Baseline: Advisory group does not exist yet
Measure 4. Materials for engaging people currently experiencing homelessness are developed	Baseline: Materials are not developed yet
Activity 2.5a. Establish a workgroup within the TX BoS CoC to look at disparate impact of homelessness on Black or African American persons	Data team is working to identify the top 5 communities. We have a plan to use Census data and compare that to HMIS data. Capacity has not allowed for us to find these 5 communities yet, but we are meeting monthly to determine this.

Activity 2.5b. Develop a plan to end Youth Homelessness and create a Youth Action Board (YAB) comprised of youth with lived experience of homelessness	CoC Board approved Youth Action Board (YAB) as a sub-committee of the Ending Youth Homelessness Committee (EYHC). YAB recruitment materials have been developed. Recruitment plan for YAB is currently in process. Interest form for YAB and rubric for YAB member selection are in process.
Activity 2.5c. Develop a plan to end Veteran Homelessness	Ending Veteran Homelessness Committee (EVHC) continues to meet and to plan the development of a Plan to End Veteran Homelessness
Goal 3: MORE EFFECTIVELY USE DATA TO INFORM DECISION-MAKING, MEASURE PROGRESS, AND SET GOALS FOR SUCCESS	
Strategy 1: Continuously improve homelessness data management	
Measure 1. Improved Homeless Management Information System (HMIS) Data Quality metrics	Baseline: The data team is in the process of creating a data Quality improvement plan. Anticipating implementation date in the future
Measure 2. Improved performance on System Performance Measures (SPMs) identified by the Data Committee	Baseline: Data Committee has begun studying SPMs, and the staff support will continue to ask for input from the Committee on SPMs and how we can improve our performance
Activity 3.1c. Conduct quarterly data quality checks and provide communities with more one-on-one and peer learning opportunities to enhance their data entry practices.	Staff have begun mapping out a new and improved Data Quality Plan where staff will check in with agencies quarterly or monthly, depending on the data element.
Strategy 2: Increase HMIS participation in order to better understand the housing crisis response system	
Corresponding Data Measurement 1. Increased participation rate (i.e., the number of organizations using HMIS)	Baseline: 131 agencies participating as of 4/19/22
Corresponding Data Measurement 2. Number of Local Homeless Coalition (LHC) meetings attended by the Data Team	Baseline: 0

Activity 3.2a. Educate providers on the benefits of using HMIS and conduct targeted outreach of non-participating organizations	We have not prioritized this activity, as we feel we need to get a handle on the data quality of our currently participating agencies before we conduct targeted outreach.
Goal 4: INCREASE COMMUNITY ENGAGEMENT, IMPROVE PUBLIC PERCEPTION, AND SHAPE PUBLIC POLICY	
Strategy 3. Increase community awareness and participation and community engagement around ending homelessness through coalition building, advocacy, volunteerism, and engagement	
Measure 1. Number of people new to homeless services who were introduced to homeless services using materials and the process that THN developed	Baseline: Materials and process do not exist yet
Measure 2. Increase in knowledge among persons new to homeless services, as evidenced by pre- and post-test training test scores	Baseline: Intro meetings have not been held yet
Measure 3. Increase in the number of people who were introduced to homeless services that subsequently began participating in their Local Homeless Coalition (LHC)	Baseline: Intro meeting have not been held yet
Measure 4. Increased awareness of racial disparities, as evidenced by pre- and post-training test scores	Baseline: Trainings have not been held yet
Measure 5. Positive changes in the racial demographics reported in the homeless population report	Baseline: Data Team is in the process of identifying racial demographics/disparities within the HMIS system.
Measure 6. Increase in the number of programs participating in the Point in Time (PIT) Count	Baseline: # of Regions in 2022: 42 # of Counties in 2022: 55 #of Sheltered projects in 2022: 138
Activity 4.3a. Create content and process to introduce educational materials to people new to homeless services	Local Homeless Coalition (LHC) page on THN's website was revised to make existing materials more accessible. Staff met several times to plan for creating and delivering an orientation webinar quarterly for people new to the CoC and/or new to homeless services; target date for delivery of first webinar: May 31, 2022

<p>Activity 4.3b. Promote awareness of racial disparities in housing access, and help communities address inequality</p>	<p>Data team has begun conducting a plan to find racial disparities in HMIS data and will meet with the Engagement team to help us promote awareness</p>
<p>Activity 4.3c. Develop CoC-wide or region-wide plan/outreach around data collection events [for example the Point-in-Time (PIT) Count and the Housing Inventory Count (HIC)]</p>	<p>Point-in-Time Count/ Housing Inventory Count general information training was conducted at CoC General Meeting. Participating regions were given editable flyers and marketing materials. Participating counties were also encouraged to connect non-participating counties (within their region) with THN in order to encourage them to participate. Through this process we were able to onboard 1 new PIT county.</p>
<p>Strategy 4. Increase involvement of persons with lived experience</p>	
<p>Measure 1. The advisory group of persons with lived experience is developed and operating.</p>	<p>Baseline: The advisory group does not exist yet</p>
<p>Measure 2. Persons with lived experience will guide the revision of the CoC Action Plan by 9/30/2022</p>	<p>Baseline: The advisory group does not exist yet</p>
<p>Measure 3. More persons with current or recent lived experience will participate in the CoC Board and on CoC Committees</p>	<p>Baseline: 5 CoC Board members; unknown number of CoC Committee members</p>
<p>Activity 4.4a. Develop a workgroup of people with current and recent (within the past 3 years) lived experience of homelessness that will consult with THN staff and CoC stakeholders on CoC activities</p>	<p>Staff have researched best practices for working with people who have lived experience of homelessness, including meeting with Austin Homeless Advisory Council support staff, reading articles, and viewing webinars. Staff have also held many internal discussions about supporting people with lived experience as they serve on the workgroup with compensation, equipment, and mentors. Staff are also developing a Youth Action Board whose members will be youth with lived experience of homelessness.</p>
<p>Goal 5: INCREASE FUNDING TO ADDRESS HOMELESSNESS</p>	
<p>Strategy 1: Align funding and other resources to complement the strategic framework</p>	

Measure 1. System Performance Measure 1: Length of Time Homeless	Baseline: 22 days (10/1/20-9/30/21)
Measure 2. System Performance Measure 2: Returns to Homelessness	Baseline: 726 returns in 2 years (Date Range: 10/1/18-9/30/21)
Measure 3. Increase to the CoC's Annual Renewal Demand (ARD) dollar amount	FY 2021 ARD = \$9,220,238
Measure 4. All new projects are based on documented need in a given region	Baseline: Need is not always reflected in applications received or funding decisions
Measure 5. Existence of a publicly available funding alignment plan	Baseline: No such funding alignment plan exists
Activity 5.1a. Develop funding alignment plan, incorporating Program Models Chart, to align CoC funding with approved models and needs	Staff workplans updated to reflect outreach to begin in Quarter 2. Community Investment Committee (CIC) has reviewed Program Model Chart.
Strategy 4. Provide technical assistance and promote capacity building to agencies regarding applying for Continuum of Care (CoC) Program and Emergency Solutions Grant (ESG) Program funding	
Measure 1. Increase in the number of new communities in the TX BoS CoC's application for CoC Program funds	Baseline: Analysis of current CoC funding by region scheduled to take place in Quarter 2, to identify communities targeted for outreach.
Measure 2. Increase to the CoC's Annual Renewal Demand (ARD) dollar amount	FY 2021 ARD = \$9,220,238
Activity 5.4a. Increase outreach to communities that do not currently receive CoC Program funding to identify any barriers that may keep them from applying	Staff workplans updated to reflect outreach to begin in Quarter 2.

Notes:

- The date range for all System Performance Measure (SPM) data is 10/1/2020-9/30/2021.
- It's important to take into account all the events that happened during the SPM date range when analyzing the data. COVID-19, the huge number of people entering Texas through the border with Mexico, and the capacity of the data entry staff to collect correct exit information from clients.