



# Baltimore City Continuum of Care Providers Meeting

July 23, 2015

# Agenda



- I. Coordinated Access - Year in Review
- II. Housing Authority Services Overview
- III. Data & Evaluation
- IV. Provider Announcements
- V. Standards of Care Launch
- VI. Journey Home Initiatives

# Coordinated Access

Year One Report: July 2014 – July 2015

**Coordinated Access** is a citywide assessment and referral process to assist individuals and families experiencing homelessness access appropriate housing and support services.

- Required by HUD
- Simplifies process for client by enabling them to apply for many programs with one application.
- Ensures that scarce housing resources are prioritized in the most fair and equitable way possible.
- Produces more complete system-level data on the need for more housing resources.

# Coordinated Access

Year One Report: July 2014 – July 2015

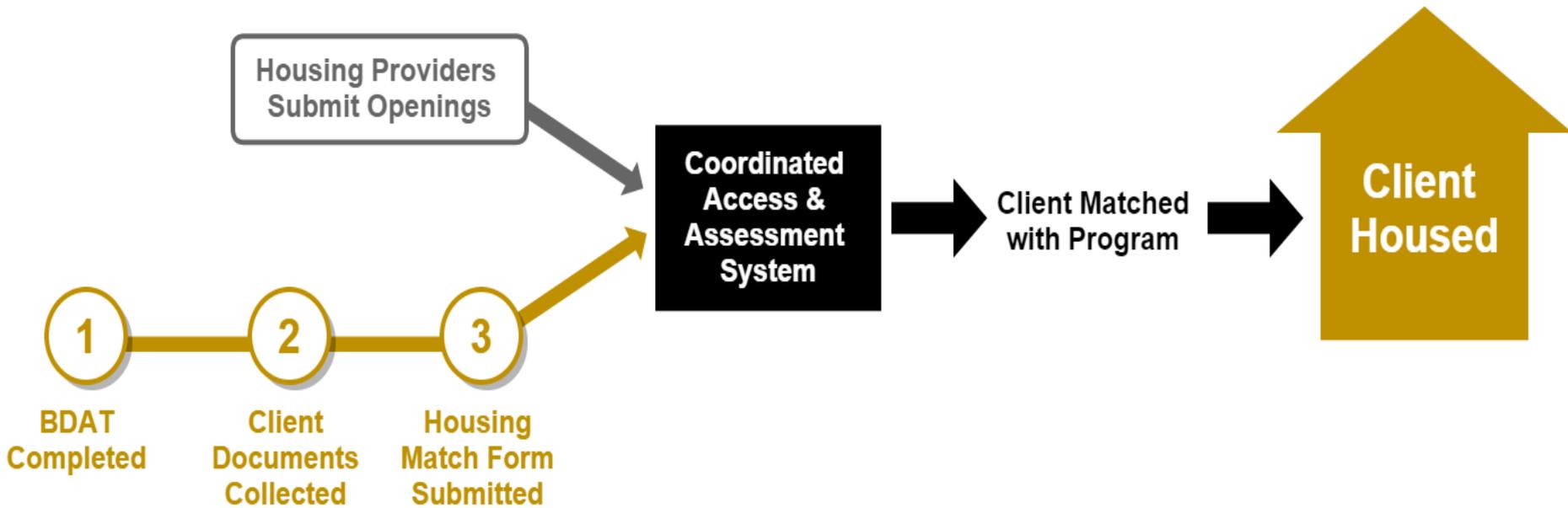
## Implementation

- Implementation is overseen by the Coordinated Access workgroup.
- The workgroup reports to the Continuum of Care and Journey Home Board.
- The workgroup implements changes in 100-Day work phases. Workgroup membership is open at the beginning of each new work phase. (Now!) Members commit to remaining engaged with the workgroup for the 100-day phase.
- During each phase, members identify priority work goals, assign tasks and data indicators for meeting these goals, and meet monthly to monitor progress.

# Coordinated Access

## Phase 3 Workgroup Members

- |  |  |
|--|--|
| <ul style="list-style-type: none"><li>• Achike Oranye, People Encouraging People</li><li>• Adrienne Breidenstine, The Journey Home</li><li>• Adrienne Melendez, VA</li><li>• Amy Kleine, Weinberg Foundation</li><li>• Andrew Timleck, AIRS</li><li>• Carolyn Johnson, HPRP</li><li>• Colleen Velez, CSH</li><li>• Craig Cook, VAMHCS</li><li>• Danielle Meister, MOHS-HSP</li><li>• Gabby Knighton, MOHS-HSP</li><li>• Heather Sheridan, Maryland DHR</li><li>• Irvin Moore, BHSB</li></ul> | <ul style="list-style-type: none"><li>• Jackie Adams, VAMHCS</li><li>• Janice Miller, House of Ruth</li><li>• Katie League, HCH</li><li>• Leroy Fowlkes, Mercy Supportive Housing</li><li>• Lin Romano, GEDCO</li><li>• Meaghan Messner, Community Solutions</li><li>• Pam Talabis, Dayspring</li><li>• Patricia Cobb, YES</li><li>• Sandra Eaddy, Mercy Supportive Housing</li><li>• Sara Hoffman, Bon Secours</li><li>• Sequoia Alexander, Bon Secours</li><li>• Tracie Doi, Project PLASE</li></ul> |
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# Coordinated Access

Year One Report: July 2014 – July 2015

## Goals Achieved

- 40 permanent supportive housing (PSH) programs from 23 different organizations are integrated into one referral system.
- Implemented weekly case conference meeting where navigators meet to track and accelerate client progress toward housing.
- The Flex Fund was created with \$60,000 fundraised by the Journey Home.
- Over 50 agencies committed staff to navigate clients.
- Navigators completed over 2,500 BDATs and assisted over 650 clients to become document ready.
- 343 Clients have been matched with housing (84% with the Homeless Voucher Program).
- 62 Clients are housed. (Remaining matches are still pending in the housing process.)

# Coordinated Access

Year One Report: July 2014 – July 2015

## Goals Remaining

- Transition the current (free) data platform into HMIS. (Announcement!)
- Integrate other program types into the system (RRH, TH, ES, etc.)
- Streamline processes to decrease the time between Match and Lease-up.
- Continue to expand access points to the system by recruiting more medical and behavioral health organizations to navigate clients.
- Continue to develop standardized forms and procedures to simplify intake procedures for housing programs and clients.
- Continue to improve system-wide adherence to the Housing First model.
- **Advocate for more supportive services capacity!** – navigators and post-placement case management.
- **Advocate for more housing resources!**



# BALTIMORE HOUSING



## **DIVISION OF RENTAL & ASSISTED HOUSING**

### **HOUSING CHOICE VOUCHER PROGRAM**

Paul T. Graziano, Executive Director  
Anthony Scott, Deputy Executive Director  
Nicholas Calace, Special Deputy for Operations  
Corliss Alston, Associate Deputy Director, HCVP



# Mission Statement

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The Housing Choice Voucher Program is a federally funded, locally administered rental assistance program that helps low-income families, the elderly and the disabled afford decent, safe housing in the private market.



# Housing Choice Voucher Program

Housing Choice Voucher Program Inventory Under Lease as of 07/20/15	Leased	Vouchers on the Street	Pending (Background, Verification, Eligibility)	Referrals Received	Potential Available Vouchers
<b>MTW Tenant Based Vouchers (Non-Consent Decree)</b>	9,181	565	71		
<b>MTW Project Based Vouchers</b> (includes Bailey Consent Decree, Total Under Contract: 1675)	1,641				
<b>MTW Tenant Based Set-Asides</b>	-				
Bailey Consent Decree (850 vouchers)	914				
Re-Entry (200 vouchers)	176	19	3	0	2
Lead (250 vouchers)	178	1	2	0	69
Housing First - Homeless (650 vouchers)	432	112	58	4	44
<b>MTW Tenant Based - HUD Special Funding</b>	-				
Family Unification Program (FUP) (100 vouchers)	92	0	0	0	8
NED Category II (40 vouchers)	39	0	0	0	1
Homeownership (includes 42 Thompson)	111				
<b>Sub-Total</b>	<b>12,764</b>	<b>697</b>	<b>134</b>	<b>4</b>	
<b>Portability Vouchers</b> (includes VASH port-ins)	246				
<b>Sub-Total</b>	<b>13,010</b>				
<b>MTW Tenant Based Vouchers - Thompson Consent Decree</b>	1,776				
<b>MTW Remedial (PB) Vouchers - Thompson Consent Decree</b>	932				
<b>Sub-Total</b>	<b>2,708</b>				
<b>TOTAL MTW INVENTORY</b>	<b>15,718</b>				
<b>Non-MTW VASH Vouchers</b> (360 vouchers)	329	23	0	0	8
<b>Non-MTW Section 8 Moderate Rehab</b> (Total Inv: 418)	282				
<b>Non-MTW Section 8 New Construction/Substantial Rehab</b>	596				
<b>Sub-Total</b>	<b>1,207</b>				
<b>TOTAL INVENTORY</b>	<b>16,925</b>	<b>720</b>	<b>134</b>	<b>4</b>	
<i>Total for all MTW and VASH Vouchers (excludes Thompson and Portability Vouchers)</i>	13,093				



# Housing Choice Voucher Program

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- Tenant-Based Voucher Programs that target the homeless population include:
  - **Housing First Initiative** – 650 vouchers set aside for chronically homeless  
*Referring Agency – Mayor’s Office of Homeless Services*
    - ✦ December 14, 2007, as part of HABC’s commitment to the 10 Year Plan to End Homelessness, 500 Housing Choice Vouchers were set aside for issuance to eligible chronically homeless households as determined and referred by the Mayor’s Office of Human Services/Homeless Services (MOHS).
    - ✦ MOHS will coordinate with providers and advocates to provide supportive and stabilization services to persons referred for housing assistance from application process and after finding housing.
  - **Veterans Affairs Supportive Housing (VASH)** (Non-MTW) – 360 vouchers dedicated to homeless veterans and their families.  
*Referring Agency – Veteran Administration*
    - ✦ Joint effort between HUD and the Veteran’s Administration (VA) to move Veterans and their families out of homelessness and into permanent housing through a HUD special funded program.
    - ✦ Combines HUD HCV rental assistance for homeless Veterans’ with case management and clinical services provided by the VA at its medical centers and in the community.
    - ✦ Referrals from the VA to HABC initiate the housing assistance process.
    - ✦ Effective August 1, 2015, HCVP will be awarded an additional (66) VASH vouchers.



# Housing Choice Voucher Program

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- Other Special Programs instrumental in housing the hard-to-house populations:
  - **Re-Entry Program – 200 vouchers set aside**
    - Referring Agency – Mayor’s Office on Criminal Justice*
    - ✦ To assist ex-offenders in making a successful transition to community life and long-term employment.
    - ✦ Operated and referred by the Mayor’s Office of Criminal Justice (MOCJ) as determined by the coordinator of this program.
    - ✦ A prevention program, offering transitional housing to ex-offenders who are at high risk of becoming homeless.
  - **Families with Children with Elevated Blood-Lead Levels – 250 vouchers set aside**
    - Referring Agency – Green and Health Homes Initiative (GHHI)*
    - ✦ For issuance to families with children with elevated blood-lead levels as determined by the coordinating agencies or their agents.
    - ✦ Referrals from the Baltimore City Health Department, the Maryland Department of the Environment or other appropriate agencies or their agents.

# Housing Choice Voucher Program

## ➤ Other Special Programs continued:

- **Family Unification Program (FUP)** – 100 vouchers through a HUD special funded program

*Referring Agency – Department of Social Services*

- ✦ Families for whom lack of inadequate housing is a primary factor in the imminent placement of the families child(ren) in out-of-home care, or the delay in the discharge of the child(ren) to the family from out-of-home care.
  - ✦ There is no time limit on FUP Family Vouchers.
- ✦ For youths at least 18 years old and not more than 21 years old who left foster care at age 16 or older, and who lack adequate housing.
  - ✦ FUP Youth Vouchers are limited, by statute to 18 months of housing assistance.
- ✦ Referrals from the Baltimore City Department of Social Services Child Welfare Agency



# Housing Choice Voucher Program

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## ➤ Other Special Programs continued:

- **Non-Elderly/Disabled Category II** – 40 vouchers through a HUD special funded program

*Referring Agency – The Coordinating Center*

- ✦ Program enables non-elderly persons with disabilities to transition from nursing homes and other healthcare institutions into the community. Families must be:
  1. Transitioning from a nursing home and/or other healthcare institution; and
  2. Providing the services that are needed to live independently in the community.
- ✦ There is a structured partnership between HCVP and a non-profit resource agency, The Coordinating Center, who is responsible for transitioning people from institutional settings into the community.



# Housing Choice Voucher Program

## Responsibilities Within The Section 8 Program

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Tenant Obligations	Landlord Obligations	PHA Obligations
No unauthorized household members.	Provide decent, safe, sanitary housing at a reasonable rent.	Determine applicant eligibility.
No criminal activity.	Tenant screening (background and credit check)	Issue Vouchers
Comply with the lease.	Pass PHA housing quality standards and maintain those standards by making repairs in a timely manner.	Approve the unit, owner, and rent.
Comply with program requirements.	Comply with the terms of the Housing Assistance Payments Contract with the PHA.	Provide on-time payments to owners.
Pay rent portion on time.	Collect the rent due by the tenant.	Ensure that owners and families comply with program rules.
Maintain unit in good condition.	Enforce the lease.	Ensure through inspections that units are decent and safe in accordance with HUD regulations.
Respond to PHA correspondence.	Participating HCV landlords are required to comply with all City Property Registration and Maryland Lead Risk Reduction.	
Attend required PHA appointments.		
Provide PHA with required information.		
Allow HUD mandated unit inspections.		



# Housing Choice Voucher Program

## Responsibilities Within The Section 8 Program

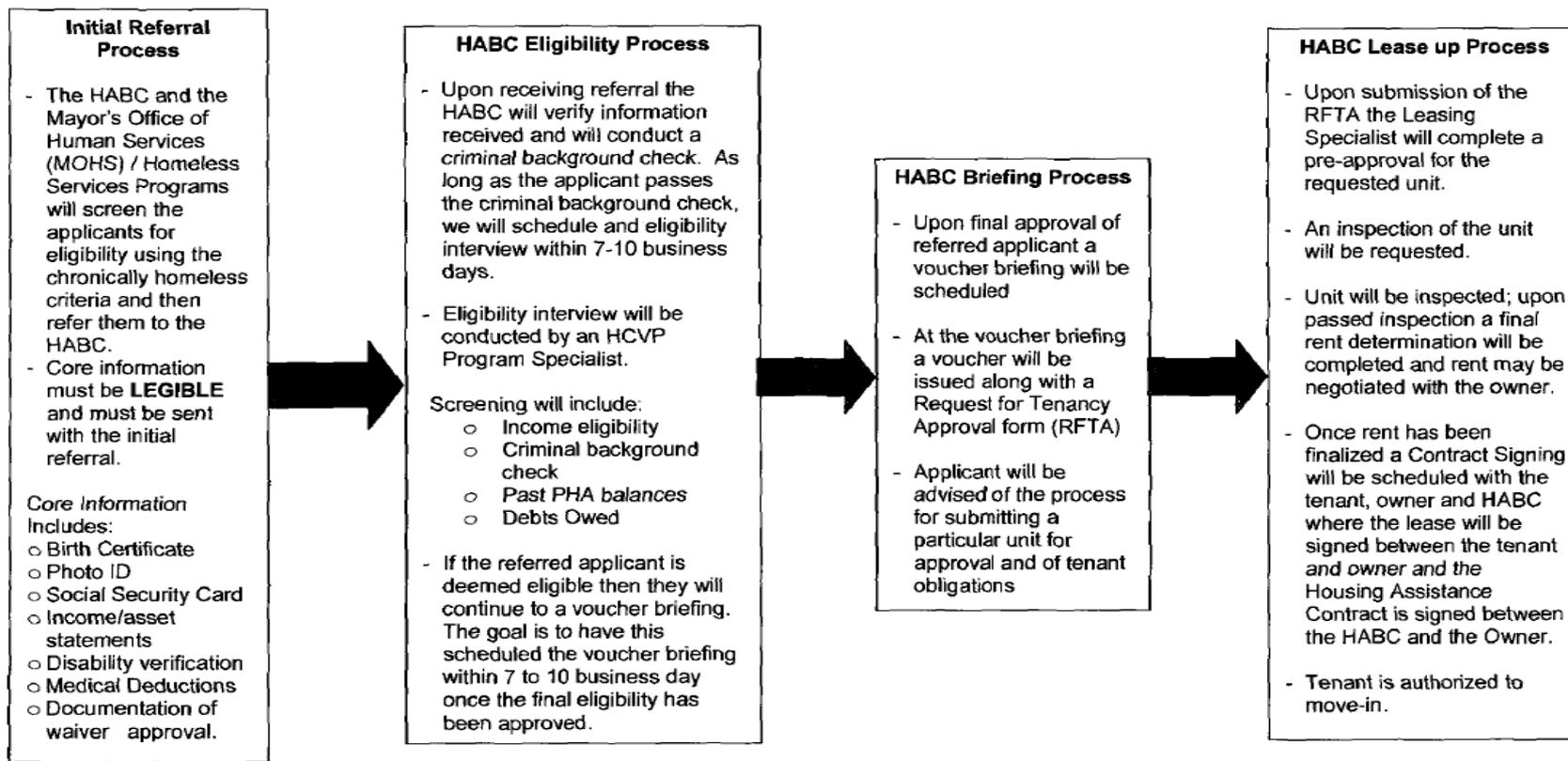
### New Homeless Referral Form

HOUSING AUTHORITY OF BALTIMORE CITY HOUSING CHOICE VOUCHER PROGRAM							
HOUSING INITIATIVE REFERRAL FORM							
Referral #:				Referral Date:			
Referral Type: <input type="checkbox"/> Homeless Referral <input type="checkbox"/> NED/Homeless Referral							
Household:							
Relationship	Last Name	First Name	MI	Soc Sec No.	DOB	Age	CBC*
HOH							
Relationship: HOH – head of household S – Spouse M – minor O – other adult				*CBC – Criminal Background Check is required for all household members 14 years of age or older.			
HOH Current Address:				Phone Number:			
HOH Email Address:				Outreach/Case Worker Email:			
Supporting Agency							
Name:		Contact:		Phone:			
<input type="checkbox"/> This household is currently residing in a shelter:							
_____							
_____							
I certify that the above household meets the definition of a Chronically Homeless Household: An individual or family who is homeless continuously for at least one (1) year or has been homeless on at least four (4) occasions in the last three (3) years.							
Signature: _____ Title: <b>President, Mayor's Office of Human Services</b>							
Date: _____							
Return the completed form to: <i>HABC, Housing Choice Voucher Office, 1225 W. Pratt St, Baltimore, MD, 21223, Attn: Applications and Waiting List Team</i>							
For HCVP Office Use Only:							
Date Referral Received: _____							
Action:							
Date of Action: _____							
<input type="checkbox"/> Referral Accepted							
<input type="checkbox"/> Referral Rejected (enter reason for rejection): _____							
_____							
Date Returned to Office of Homeless Services: _____							

# Housing Choice Voucher Program Responsibilities Within The Section 8 Program

## Homeless Referral Process

### Flow Chart for Housing the Homeless



# HMIS Meeting Announcements

- **New User Training**
  - Friday 7/31
  - Email [hmis@baltimorecity.gov](mailto:hmis@baltimorecity.gov) by tomorrow (7/24) with any additional users
  
- **Refresher Training**
  - September-November
  - Organizations will be invited as a whole to training
  
- **User Group Meeting**
  - Thursday, 8/13

# HMIS Services Plan

- **HMIS Service entry has been delayed**
  - Entry will begin in the Fall in connection with training
  
- **Auto Exit plan has been delayed**
  - Will be implemented in connection with Service entry

# Provider Announcements

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- Continuum of Care Role
- Provider Introductions
- Project Homeless Connect
- Medicaid ReEnrollment Overview
- Upcoming Trainings

# Upcoming Trainings

- **Continuum of Care Trainings**
  - September 22 – Motivational Interviewing II
  - September 23 – Non-Coercive Approaches to Conflict Management
  - October 14 – Effective Staff Supervision
  - October 15 – From Incarceration to the Community
  - For all: \$50 early bird registration, \$75 regular registration
  
- **Trauma-Informed Care Training (provided by Health Dept)**
  - One-day training free to city employees and service providers
  - Registration link will be sent out to CoC listserv tomorrow
  - Training Dates:
    - July 27, 30
    - August 10, 14, 20, 21, 24
    - September 1

# Transitional Housing

- **If your transitional housing program is funded with project-based vouchers that can convert to tenant-based vouchers when client exits program:**
  - You may refer a client to HABC for a conversion voucher after the client has been enrolled 10 months (to allow 2 months for voucher processing, locating a unit, and inspections)
  - Refer clients to HABC not later than when client reaches 18 months in the program
    - This is not an HABC regulation
    - CoC program funding caps transitional housing stays at 24 months, except for “extenuating circumstances” – these should be few and far between
  - “Good standing” for transitional housing programs may be, and probably is, a different set of criteria for HABC. When in doubt, refer!

# Standards of Care

- **Standards of Care are created and adopted by Continuums of Care to:**
  - Establish local priorities, vision, and mission for homeless services
  - Increase accessibility of services and decrease barriers to housing
  - Identify and support the use of evidence-based best practices
  - Implement standard policies and procedures for each project type
  - Set performance targets and benchmarks for each project type

# Standards of Care

- **Why the Standards of Care are needed:**
  - Implement specific strategies to support long-term goals and objectives that will make homelessness rare and brief
  - Ensure persons experiencing homelessness receive high-quality, reliable, fair, equitable, and consistent services across all programs
  - Reduce barriers to housing and increase accessibility
  - Drive excellence and high performance both at the project-level and system-wide
  - Maximize bed utilization and support strategic allocation of resources
  - Consolidate policies and procedures into one unified document
  - Meet local, state, and federal funding requirements

# Standards of Care

- **How the Standards will be used:**
  - **Federal & State Requirements** – Standards will serve dual-purpose as ESG Written Standards and Continuum of Care Written Standards
  - **Competitive Funding Applications** – Performance targets and best practices set in Standards inform rating and ranking criteria for CoC Program Competition and Consolidated Funding Application
  - **Program Compliance & Monitoring** – Integrated into annual monitoring, program design, and fiscal procedures

# Standards of Care

## ■ **Universal Standards**

- Principles of Care/Best Practices
- Health and Safety Regulations
- Fair Housing Policy
- Transgender Policy
- Non-Discrimination Policy
- Grievance Policy and Procedures
- Coordinated Access Utilization/Referral Procedures
- Discharge/Termination of Assistance Procedures
- Client Record-Keeping Requirements
- Standard Required Forms (homeless verification, disability verification, etc)

# Standards of Care



## ■ **Standards for Each Project Type**

- Eligibility criteria
- Intake/access procedures
- Length of stay
- Standards for determining financial assistance, duration, and when adjustments will take place
- Core services that must be provided
- Client participation policies/mandated services review
- Program performance targets/benchmarks
- Other areas as needed

# Standards of Care

- **Project Type Workgroups (all open to public)**
  - Street Outreach (Existing)
  - Supportive Services Only/Drop In (New)
  - Emergency Shelter – Family (New)
  - Emergency Shelter – Individual (New)
  - Transitional Housing (Existing)
  - Rapid ReHousing & Eviction Prevention (Existing)
  - Permanent Supportive Housing (Existing)

# Standards of Care

- **Timeline for Development (Tentative):**
  - **July – October:** Workgroups meet
  - **October 30:** First draft of Standards completed and sent to Continuum, HUD, other stakeholders for 30-day review and feedback period
  - **November 19:** Continuum of Care Q&A opportunity at CoC bimonthly meeting
  - **December 16:** Journey Home Board reviews and votes to adopt Standards of Care
  - **December 30:** Final Standards of Care published

# Standards of Care

## □ **Implementation Timeline**

- Elements of Standards already reflected in project's existing funding regulations – immediate, ongoing through monitoring
- July 1, 2016 for all other Standards

## □ **How to Join**

- Email [danielle.meister@baltimorecity.gov](mailto:danielle.meister@baltimorecity.gov) with the project type workgroup you'd like to join



THE JOURNEY  
**HOME**

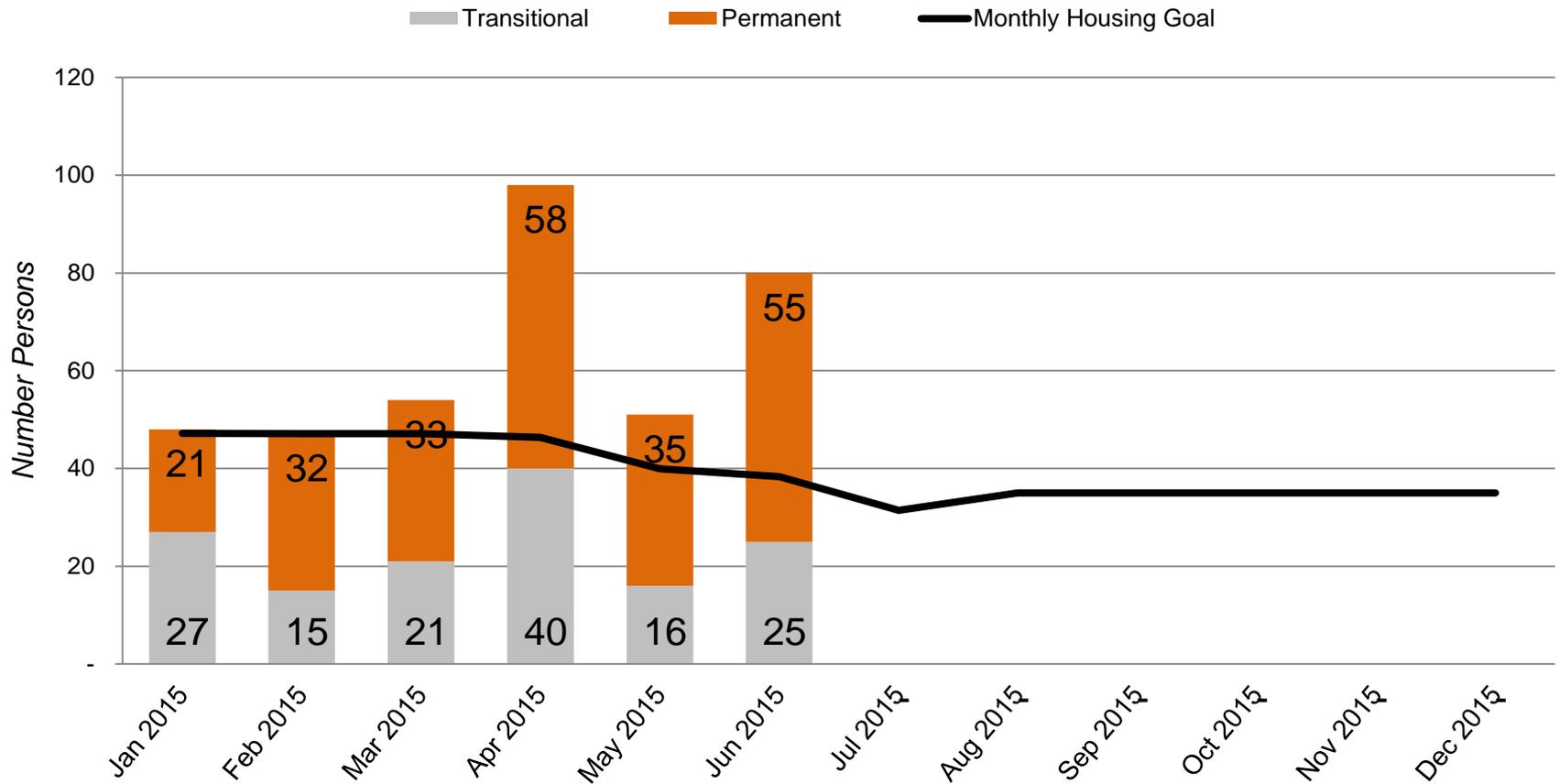
**INITIATIVES**

# Veteran Challenge - Achievements

- VA finalizing security protocols for data-entry into HMIS
- Created by-name list of veterans experiencing homelessness
- Bi-weekly case conferencing & coordination of care with local partners
- Federal partners very excited about progress – Baltimore is one of the leading cities for VA collaboration practices!
- Mayor's Challenge Website is LIVE!  
<http://humanservices.baltimorecity.gov/HomelessServices/MayorsVeteranChallenge.aspx>

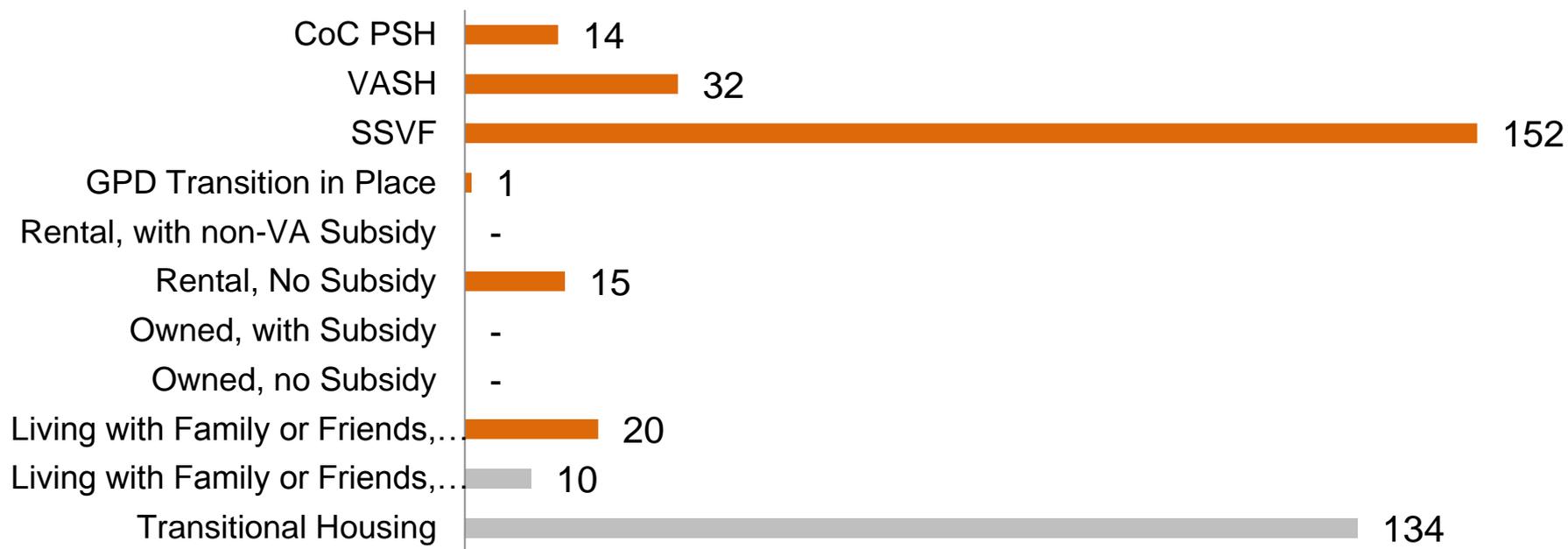
# Veteran Challenge - Outcomes

## Monthly Veteran Housing Placements



# Veteran Challenge - Outcomes

## Overall Veteran Housing Placements (January to June)



# Veteran Challenge – Gov't Partners



**COMMUNITY  
SOLUTIONS**

# Veteran Challenge – Local Partners



# Veteran Challenge – Help Us Out!

**Are you working with a veteran  
that is unsheltered?**

Email [danielle.meister@baltimorecity.gov](mailto:danielle.meister@baltimorecity.gov) with the following information (if available):

- Veteran's first and last name
- Typical sleeping location
- Identifying information: Birthdate, Last four SSN, etc
- Any contact info for the veteran (phone, email)
- Other helpful details

# YouthReach MD

- **Youth REACH MD (Reach out, Engage, Assist, & Count to end Homelessness)** is an effort to obtain accurate, detailed information on the number, characteristics, and needs of unaccompanied homeless youth in Maryland. The project was established in 2014 by the Maryland General Assembly and will consist of two annual counts in 2015 and 2016.
- **2015 Count Timeframe:** Week of September 28 – October 4
- **Six Participating Jurisdictions:**
  - Baltimore City
  - Baltimore County
  - Anne Arundel County
  - Eastern Shore
  - Montgomery County
  - Prince George's County

# YouthReach MD

- **Count Components:**
  - Magnet Event
  - Hotspots/Street Count
  - School System
  - Service Provider Site-Based Count
  - HMIS Administrative Data Count
  
- **Local planning committee started meeting June 2015 – over 10 different homeless providers and youth organizations represented**

# 2015 CONTINUUM OF CARE PROVIDER MEETINGS

September 17, 2015 – 2pm-4pm

November 19, 2015 – 2pm-4pm

Pleasant View Gardens  
201 N. Aisquith Street  
Baltimore, MD 21201

# COMMUNITY CASE CONFERENCING

# Community Case Conferencing

- Opportunity for providers to collectively work towards solutions for specific clients that may be highly vulnerable or challenging to work with
- **Format:**
  - ▣ Confidential description of client's demographics, barriers, and housing history
  - ▣ Description of current situation that needs a solution
  - ▣ Colleague input and feedback, resource sharing
- **Have a client you'd like to share about during case conferencing?** Email [danielle.meister@baltimorecity.gov](mailto:danielle.meister@baltimorecity.gov)