



2018 COMMUNITY ACTION PARTNERSHIP ANNUAL CONVENTION

AUGUST 28-31 • DENVER, CO

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**Community Action:
A Source of Strength**

#CAPCON18





CAP Agencies and Balance of State CoCs: Ending Homelessness through Collaboration

August 8, 2018: 2 PM ET



Decreasing Homelessness



Learning Communities Resource Center

The Promise of Community Action

*Community Action changes people's lives,
embodies the spirit of hope,
improves communities, and
makes America a better place to live.*

*We care about the entire community and
we are dedicated to helping people
help themselves and each other.*



COMMUNITY ACTION PARTNERSHIP

THE LEARNING COMMUNITY

Building Capacity to Increase Impact

***Purpose:** The purpose of the LCRC is to analyze Community Action outcomes and identify effective, promising, and innovative practice models that alleviate the causes and conditions of poverty.*

BUILD CAA CAPACITY TO FIGHT POVERTY!

The National Community Action Network Theory of Change

Community Action Goals

Goal 1: Individuals and families with low incomes are stable and achieve economic security.

Goal 2: Communities where people with low incomes live are healthy and offer economic opportunity.

Goal 3: People with low incomes are engaged and active in building opportunities in communities.



Services and Strategies

Employment



Education & Cognitive Development

Income, Infrastructure & Asset Building



Housing

Health/Social

Behavioral Development



Civic Engagement & Community Involvement

Core Principles

- Recognize the complexity of the issues of poverty
- Build local solutions specific to local needs
- Support family stability as a foundation for economic security
- Advocate for systemic change
- Pursue positive individual, family, and community level change
- Maximize involvement of people with low incomes
- Engage local community partners and citizens in solutions
- Leverage state, federal, and community resources

Performance Management

How well does the network operate?

What difference does the network make?



- Local Organizational Standards
- State and Federal Accountability Measures
- Results Oriented Management and Accountability System

- Individual and Family National Performance Indicators
- Community National Performance Indicators

A national network of over 1,000 high performing Community Action Agencies, State Associations, State offices, and Federal partners supported by the Community Services Block Grant (CSBG) to mobilize communities to fight poverty.

THE LEARNING COMMUNITY

Open LCGs

- Health Intersections
- **Decreasing Homelessness**
- Results at the Community Level
- Cultivating Data Centered Organizations

Intensive LCGs

- Integrated Services to Improve Impact
- Financial Empowerment for Families
- Whole Family Approaches for Economic Mobility from Poverty 1.0

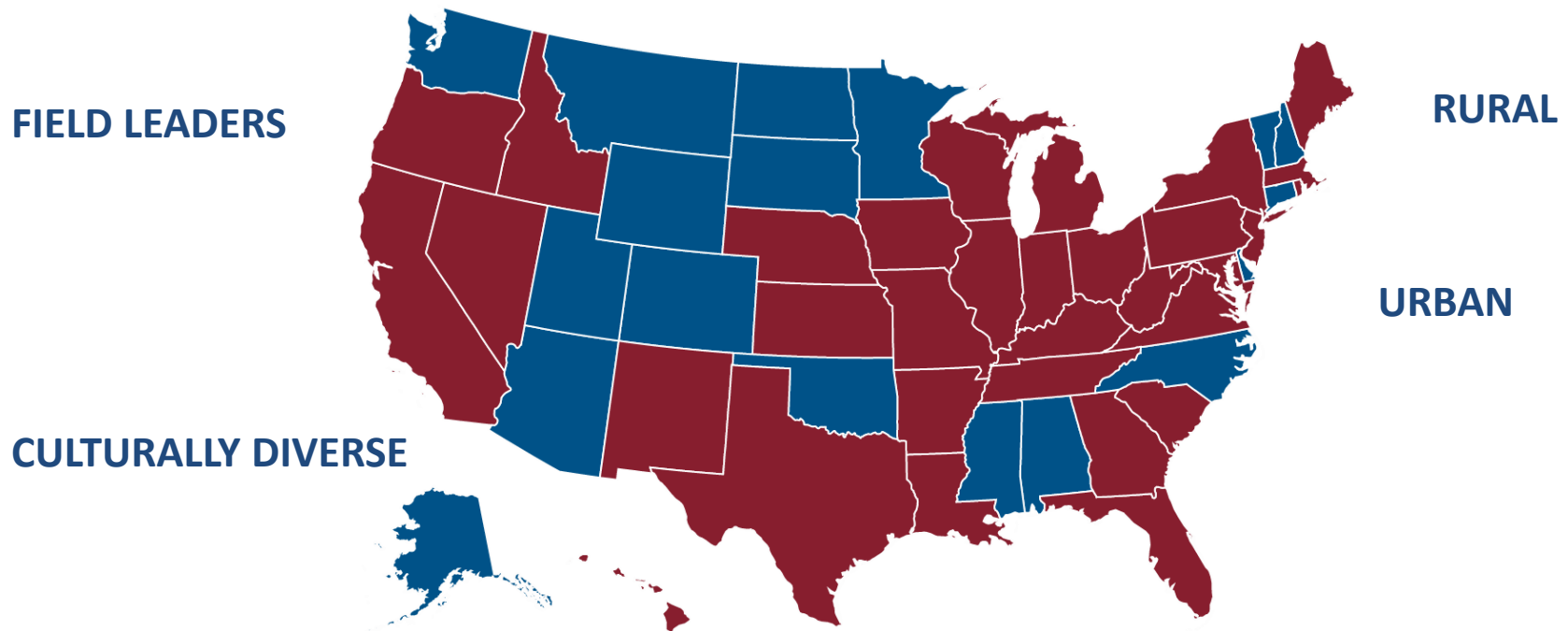
Communities of Practice

- Rural Integration Model for Parents and Children to Thrive (IMPACT)
- Whole Family Approaches for Economic Mobility from Poverty 2.0

SMALL ACTIONS
X LOTS OF PEOPLE
= BIG CHANGE!

THE LEARNING COMMUNITY

All 11 Regions - 33 States - 407 Counties
are Represented in the Learning Community



Total individuals served: 1,640,775

LCRC TEAM



SUBJECT MATTER EXPERTS



The National Alliance to End Homelessness

TODAY'S FACILITATOR



Mary Gable

Program and Policy Analyst
**National Alliance to End Homelessness
(NAEH)**



National Alliance to
END HOMELESSNESS

2018 NAEH Community Action Partnership Learning Community

CAP Agencies & Balance of State CoCs:
Ending Homelessness through
Collaboration

August 8, 2018



WELCOME, HOUSEKEEPING, & INTRODUCTION

Mary Gable, Program and Policy Analyst



Today's Agenda

- Welcome, housekeeping, and introduction
 - Mary Gable, Program and Policy Analyst
- CAP agency and Balance of State CoC partnerships in ending rural homelessness
 - Ledger Parker, Mississippi United To End Homelessness, MS BOS CoC
 - Rebecca Hickom, Coordinated Entry System Coordinator, GA Department of Community Affairs, GA BOS CoC
- Lessons and Q&A
 - Community lesson sharing and Q&A

CoCs and CAP Agencies

Working to End Homelessness
in Mississippi

LEDGER PARKER, EXECUTIVE DIRECTOR, MUTEH,
INC.

MS Balance Of State (BOS) & Mississippi United To End Homelessness (MUTEH)



MISSISSIPPI
BALANCE OF STATE
CONTINUUM OF CARE



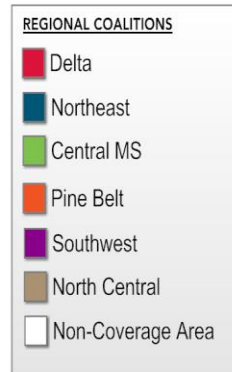
Overview of MUTEH & MS BOS

MUTEH is the leading agency in the MS BOS

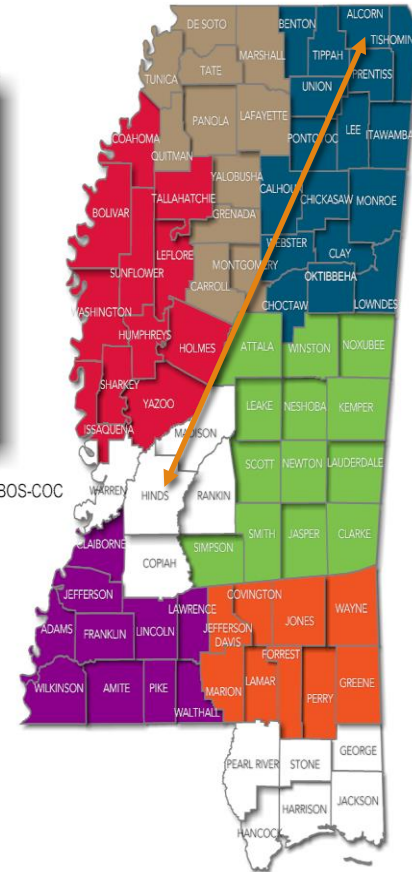
- Staff 30
- Serve 71 rural counties
- Farthest distance from the central office 244 miles
- Yearly



COALITION COVERAGE MAP (BY COUNTY)



MISSISSIPPI BALANCE OF STATE CONTINUUM OF CARE | MUTEH.ORG/#BOS-COC



MUTEH's Team



Why CAP Agencies Are Good CoC Partners

- Built-in staffing through CSBG grants
- Match resource through CAP's diverse funding streams
- Needs assessment can guide CoC involvement
- Governance Structure
 - Great, diverse representation from community
 - Capacity within the organization
- CHDO / Development
- Head Start offers strategic leverage in addressing family homelessness with CoC programming (i.e., Match)
- Cover large rural geographies – when there is no resource, there is a CAP agency

How We Partner with CAP Agencies

Outreach

- Base of Operations for PIT Counts throughout the CoC
- Launch sites for Outreach Taskforces across the State
- Provide direct referral from community outreach to Coordinated Entry System (CES)
- Outreach conducted monthly



Housing and Emergency Shelter

- Emergency Shelter
- Rapid Rehousing
- Utility Assistance
- Case Management Services



Why It Makes Sense for CAP Agencies

- Community Action Agencies can write a small CoC grant that offers a big impact in their community
- It connects the homeless population to other services of the Agency
- It brings new resources to the Agency from CoC providers
- Demonstrates the Agency's ability to work with other service providers

Why It Makes Sense for CAP Agencies

TUPELO, NORTH MISSISSIPPI

Daily Journal



DJOURNAL.COM

Tupelo continues efforts to help homeless find their place

TUPELO – Perry Burkart has an office, but he tries to keep out of it.

DELTA, MISSISSIPPI

Delta Democrat-Times



Ending homelessness: Outreach team helping to find, count city's homeless population in effort...

ddtonline.com

Potential Problems

**Many providers have these issues*

- Community Action Agencies apply for CoC programs without fully understanding (or adhering to) the goals of the CoC
 - Wrong population
 - Not utilizing housing first
 - Wrong prioritization
 - Wrong Staff
- Lackluster Outreach – “If everyone comes to us, why should we go out?”
- CoC program becomes a thorn in the side of the agency

*“I have not failed. I’ve just found
10,000 ways that won’t work.”*

Thomas Edison



Lparker@muteh.org

Ledger Parker

Executive Director

MUTEH, Inc.

Muteh.org

601-960-0557 ext. 304

2018 NAEH
Community Action Partnership
Learning Community Webinar
CAP Agencies and Balance of State CoCs:
Ending Homelessness through Collaboration



8/8/2018

Rebecca Hickom, Coordinated Entry System Coordinator
Michael Thomas, CoC Program Manager

Homeless and Special Needs Housing Programs



What is DCA's role?

- Funds agencies throughout the state to provide housing and services
- Manages contracts and reimbursements
- Monitors program performance
- Provides training and technical assistance to project sponsors
- Helps link consumers to services where they live

GA BoS CoC

- 1 of 9 CoCs in the state of GA
- 152 Counties, 2nd largest CoC
 - Largely rural, some suburban, a few urban areas
- Resource deserts in the most rural parts of the state
- DCA is the collaborative applicant
- No local leadership or clearly defined regions

CoC Competition

2017-2018 CoC Competition

- 17 Million
 - 56 PSH
 - 17 RRH
- Planning: \$400K
- Coordinated Entry: \$189K
- HMIS: \$100K

Down to the Numbers

- 2017 PIT
 - 3,716 Literally Homeless
 - Unsheltered: 1,843
 - Sheltered: 1,873
- 2018 HIC- Total 6,159
 - ES: 1,651
 - TH: 815
 - RRH: 1,229
 - PSH: 2,464
- 55% of beds funded by HUD McKinney-Vento funds

Emergency Solutions Grant (ESG)

Program Purpose

□ The Emergency Solutions Grants (ESG) program:

“...maintains support for a crisis response system through emergency shelters, but places an emphasis on identifying and preventing homelessness and returning those who experience homelessness back into the community as quickly as possible.”

Federal HUD ESG Eligible Activities



- Street Outreach
- Emergency Shelter
- Rapid Re-Housing
- Homelessness Prevention
- Homeless Management Information System (HMIS)

State Housing Trust Fund (HTF) ESG Eligible Activities

- ❑ Hotel/Motel Vouchers (Emergency Shelter)
- ❑ Supportive Services (Employment, Childcare, Transportation, Case Management, SOAR)
- ❑ Performance and Data Evaluation (HMIS)
- ❑ Training for Sub-Grantees

Community Action Agencies – 2018 ESG Grantees

- **Coastal Area Community Action Area, Brunswick, GA**
Homelessness Prevention, Rapid Re-Housing
- **CSRA Economic Opportunity Authority, Augusta, GA**
Homelessness Prevention
- **Macon/Bibb EOC, Macon, GA**
Supportive Services, Hotel/Motel
- **Ninth District Opportunity, Gainesville, GA**
Rapid Re-Housing, Homelessness Prevention, Hotel/Motel, HMIS
- **Overview, Inc., Milledgeville, GA**
Rapid Re-Housing
- **Southwest Georgia Community Action Council, Moultrie, GA**
Rapid Re-Housing, Homelessness Prevention, Street Outreach, Hotel/Motel, HMIS

Funding CAAs in GA

- CAAs in GA will receive around 1 Million in ESG \$ for 2018-2019 from the ESG state entitlement
- 1 CAA received 2017-2018 CoC funds, 1 CAA applying for 2018-2019
- ESG team has worked with CAAs to think creatively about how to meet 100% Match requirement

ESG Targeted Outreach

- During 2017-2018 targeted outreach grants
 - Match-free in 1st year
 - Targeted to most rural, underserved parts of the state
 - Traditionally we don't have a good idea of how many people and who are experiencing homelessness in these areas, no PIT count or no FULL PIT count
- 1 CAP agency applied and was awarded outreach grant
 - South West Georgia Community Action Council
 - Lead agency in South West CES implementation

Coordinated Entry

- ❑ A Coordinated Entry System (CES) is a streamlined system that provides quick access to individuals and families seeking assistance through a coordinated referral and housing placement process
 - ❑ Households are assessed using a **standard** and **objective** tool that identifies their vulnerability and barriers to housing (VI-SPDAT)
 - ❑ Those who are assessed as having the highest vulnerability and housing barriers will be prioritized for access to available housing programs (system wide) as vacancies occur

HUD mandates CoCs to implement a CES. Homeless services funded by HUD must participate in CE and prioritize resources by CoC's set standards

CES in the GA BoS CoC

- As of July 2018- 5 communities have CESs. 4 additional communities are in planning stage. 1 additional community starting later this year. Some cover 1 county, some cover multi-county areas.
- By end of year 2018, 10 sites in full implementation. In early 2019, last 3-5 sites will begin planning.
- Those sites that are initially only covering 1 county will grow to cover a multi-county area
- Assessment, Prioritization, Referral processes managed in HMIS
- Funded 7 CES lead agencies/implementation sites with ESG funds outside of yearly ESG competition
- ALL ESG/CoC-funded agencies currently prioritizing by CoC standards and assessing and referring

CES Planning Process

- ❑ 152 counties, each with different resources, needs, partners. One size does not fit all
- ❑ Community (not just service providers) meets on a regular basis to plan and implement
- ❑ Through the process- questions prompt communities to think through community-level decisions (Model type, vacancy reporting, safety planning with local VSP, system roles, outreach and advertisement, messaging, defining training needs, grievance policies, etc.)
- ❑ Increased collaboration in communities by bringing partners to the table, people want to have a voice
- ❑ CAAs integral part of this planning process and bring lots of best practices and expertise

System Focused Planning Process

- System Mapping
 - Community-wide meeting. How are people moving/not moving through the system
 - Identify what is and isn't working well, perceived gaps
- Model Vision Exercise
 - Walk through each CE model type
 - Talk about resources needed, system roles, HUD requirements
- Lowering Barriers
 - Identify barriers and a few tangible ways the system can move toward eliminating those barriers
 - Frame the conversation to focus on the hardest to serve
 - System-focused. Me vs Us

CAAs and CE

- CAAs are in leadership positions in 2 of the current sites and 1 of the future sites
- CAAs are involved in some way in all of the current and future sites
- CAAs decide their role!
- Points awarded in both CoC and ESG competition for participation in CES

CAAs and CE

- ❑ CAAs generally act as an access point for services already, especially in rural areas, and therefore already serve this population
- ❑ Working as a system means more options for the clients you're already serving
- ❑ CAAs have multiple programs, with multiple funding streams
- ❑ Diversion, diversion, diversion
- ❑ Bridge builders
- ❑ New funding opportunities- CoC, HOPWA, RPH, etc.
- ❑ No more silos!

PIT Count Methods

- ❑ In the past, we focused on getting as many counties counted as possible. Now, we're focusing on QUALITY over quantity
- ❑ Moved from paper surveys to app
- ❑ Predictive model
- ❑ Providing more TA and training to count coordinators and communities
- ❑ Accurate account of how many people are experiencing homelessness and who those people are helps us right-size our system
- ❑ CAAs play a very important role
 - ❑ Multi-city coverage area
 - ❑ Volunteers/partners, organizing the troops
 - ❑ Know their community and the people experiencing homelessness in their community

Let's talk!

Rebecca Hickom

Coordinated Entry System Coordinator

Rebecca.Hickom@dca.ga.gov

470-423-1432

Tina Moore

Continuum of Care Program Coordinator

Tina.Moore@dca.ga.gov

404-327-6870

Isaac Davis

Coordinated Entry System Coordinator

Isaac.Davis@dca.ga.gov

404-370-2985

Marion Goulbourne

ESG Program Coordinator

Marion.Goulbourne@dca.ga.gov

404-679-5293



Georgia[®] Department of



Community Affairs

CAP LEARNING COMMUNITY LESSONS AND Q&A

Mary Gable, Program and Policy Analyst



Lessons and Q&A

- During the Q&A, please share with us examples of how CAP agencies and Balance of State CoCs are collaborating—or how you would like to partner—in ending homelessness.
- Our contact information for additional questions:

smcdonald@naeh.org; mgable@naeh.org

Open Chat and Questions



CSBG TTA Resource Center



T/TA Submission

Submit a request for training or technical assistance. We will confidentially help you identify issues or areas of improvement, point to resources, and connect you with those that can help.



Consultant Bank

Search through a screened list of consultants who offer T/TA in the CSBG Network.



Discussion Forum

Connect with your peers to ask questions, share experiences, and get announcements.



Resource Bank

Search for resources such as evidence based or informed programs and practices, toolkits and guidebooks, webinar recordings, and more.



Shared Calendar

View a calendar of events in the CSBG Network.



www.csbgtta.org

Webinar Wednesdays!



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<https://www.communityactionpartnership.com/menus/webinars.html>



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Action Academy!

Decreasing Homelessness

Free, online learning hub for the
Community Action Network

1. Go to <https://moodle.communityactionpartnership.com> & create an account.
2. Once the account confirmation is complete (via email), login.
3. In the Course Categories box to the right of the screen, click Learning Communities.
4. Choose Open Learning Community Groups, then *Health Intersections*.

Engage through online discussion, accessing resources, and agency resource sharing!



Meeting Schedule

- ~~May 9, 2018 at 2pm ET~~
- ~~June 20, 2018 at 2pm ET ([Register](#))~~
- ~~August 8, 2018 at 2pm ET ([Register](#))~~
- **September 5, 2018 at 2pm ET**
([Register](#))



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2018
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2018 Annual Convention LCRC Session Offerings

Health Intersections

CAA- Federally Qualified Health Center Roundtable	Our Lost Cousins – Partnering with Federally Qualified Health Centers to Address Client Health Needs	Addressing the Social Determinants of Health
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Racial Equity

Advancing Racial Equity- Practical Steps for CAAs	Facing Race: Designing Programs to Bridge the Racial Wealth Gap	Dr. Manuel Pastor Keynote Speaker
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Results at the Community Level

Looking at Results from the Community Level: A Local Agency Perspective

Whole Family Approach

Whole Family Approach: Sustaining Two-Generation Programs	Understanding the Building Blocks: A Whole Family Approach	A Whole Family Approach: Multilevel Strategies Mini-General
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Integrated Services

Integral Models of Care

Cultivating Data-Centered Organizations

Becoming a Data-Centered Organization

Decreasing Homelessness

Housing Rural Address America: Place-Based Strategies to the Changing Landscape of Homelessness

LCRC Staff Contact Info:

Tiffney Marley, Project Director, LCRC
tmarley@communityactionpartnership.com

Jarle Crocker, Director of Training and Technical Assistance (T/TA)
jcrocker@communityactionpartnership.com

Courtney Kohler, Senior Associate, T/TA
ckohler@communityactionpartnership.com

Hyacinth (Xandy) McKinley, Program Associate, LCRC
hmckinley@communityactionpartnership.com

Liza Poris, Program Associate, T/TA
lporis@communityactionpartnership.com

Jeannie Chaffin, Consultant for CA Economic Mobility Initiative
chaffin.jeannie@gmail.com

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