



# Contra Costa Council on Homelessness

## 2015 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 2015. 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	2015 ACTIVITIES	2015 ACCOMPLISHMENTS
<b>PERFORMANCE STANDARDS</b>	Established Performance Measurement Committee tasked with developing outcome measures that track the community’s performance in preventing and ending homelessness.	<ul style="list-style-type: none"> <li>• Developed and began tracking system-wide and project-level performance measures by program component to meet HUD’s local strategic objectives in conjunction with coordinated entry and referral system implementation.</li> <li>• Implemented the Council’s coordination and alignment efforts with the Strategic Plan Update: Forging Ahead, Consolidated Plans, HUD Strategic Plan, and similar plans.</li> </ul>
	Updated HMIS Governance Charter, Policies & Procedures and Plans.	<ul style="list-style-type: none"> <li>• Established shared understanding of performance standards around client data and privacy, data quality, and data security.</li> <li>• Added new partner agencies, including AB109, AOD, HOPWA, NCFC, and Mt. Diablo School District.</li> </ul>
	Launched Zero:2016 Initiative.	<ul style="list-style-type: none"> <li>• Participated in national initiative to receive hands-on coaching, data tools, and peer-to-peer learning network.</li> <li>• Engaged partners around four key areas of work: closing the research-to-practice gap; real-time data and performance management; local systems redesign; local leadership development.</li> <li>• Completed gap analysis to establish housing placement targets for chronically homeless and veteran populations.</li> </ul>
<b>COORDINATED ENTRY</b>	Established Coordinated Entry Committee, tasked with planning and implementation of a coordinated entry, assessment, and referral	<ul style="list-style-type: none"> <li>• Engaged and built relationships with stakeholders, including provider agencies, community resource centers, housing organizations, funders / foundations, and other social service providers.</li> </ul>

STRATEGY	2015 ACTIVITIES	2015 ACCOMPLISHMENTS
	<p>system in compliance with federal regulations and alignment with the 2014 Strategic Plan Update.</p>	<ul style="list-style-type: none"> <li>• Researched system best practices and assessment tool models and determined feasibility for local implementation.</li> <li>• Educated the Council on strategies for local implementation of coordinated entry system.</li> <li>• Planned, implemented, and evaluated multi-phase pilot of VI-SPDAT assessment tool.</li> <li>• Designed client flow and referral process, and launched PSH pilot with Housing Placement Committee.</li> <li>• Evaluated pilots and refined system design based on lessons learned, choosing a system design that utilizes drop-in centers, call-in centers, and outreach teams, with diversion, assessment, and supportive services.</li> <li>• Identified need for housing navigators and housing locators to ensure successful placements.</li> </ul>
	<p>Explored a homeless preference with the Housing Authority of Contra Costa County.</p>	<ul style="list-style-type: none"> <li>• Began to develop PSH graduation strategy using Housing Choice Vouchers to increase PSH turnover by providing housing subsidies to clients who are ready to graduate to less intensive services, using coordinated entry as mechanism to identify clients.</li> </ul>
<p><b>COMMUNICATION</b></p>	<p>Established new naming conventions and branding.</p>	<ul style="list-style-type: none"> <li>• Rebranded from Contra Costa Interagency Council on Homelessness to Contra Costa Council on Homelessness.</li> <li>• Adopted new logo and rolled out consistent branding and colors across all Council documentation for easy recognition.</li> </ul>
	<p>Established ad hoc committees: HUD Grantees/NOFA; Governance Charter; Point-in-Time Count Planning.</p>	<ul style="list-style-type: none"> <li>• Established community process to prepare for applications for funds administered by HUD under the HEARTH Act.</li> <li>• Updated Council on Homelessness Governance Charter and By-Laws to ensure alignment with 2014 Strategic Plan regarding responsibilities, membership, committees, and conflicts</li> <li>• Engaged community stakeholders in improvements to PIT Count methodology and day-of coordination of volunteers.</li> </ul>
	<p>Joined national efforts around Homelessness Awareness Month.</p>	<ul style="list-style-type: none"> <li>• Launched annual toolkit to support community in education, advocacy, and service opportunities.</li> </ul>