

3A. Continuum of Care (CoC) System Performance

Instructions

For guidance on completing this application, please reference the FY 2018 CoC Application Detailed Instructions and the FY 2018 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

3A-1. First Time Homeless as Reported in HDX. In the box below, applicants must report the number of first-time homeless as reported in HDX.

Number of First Time Homeless as Reported in HDX.	1,801
---	-------

3A-1a. Applicants must:

- (1) describe how the CoC determined which risk factors the CoC uses to identify persons becoming homeless for the first time;**
- (2) describe the CoC’s strategy to address individuals and families at risk of becoming homeless; and**
- (3) provide the name of the organization or position title that is responsible for overseeing the CoC’s strategy to reduce the number of individuals and families experiencing homelessness for the first time. (limit 2,000 characters)**

1 FL-510 regularly reviews community indicators and HMIS data to identify trends and risk factors. Currently, the greatest risk factors are the lack of flexible diversion funding and the lack of affordable housing.

2 The FL-510 Continuum of Care Standards defines the strategies we use to address first-time homelessness as follows:

- Prevention and Diversion – Through Coordinated Entry, we screen clients immediately to ensure access to case management and rental subsidies so that emergency beds are available to those people without alternatives.
- RRH – rapid re-housing assists eligible participants quickly obtain and sustain stable, permanent housing including case management and financial assistance, housing search and locations services. We utilize the “Progressive Engagement” methodology and if the RRH intervention is insufficient or inappropriate, we work to find a more suitable program.
- Housing and/or more intensive program referral - Consumers needing more than prevention, diversion, RRH or those fleeing domestic violence will most likely need PSH.

To further gauge our performance, we contracted with Focus Strategies to conduct a feasibility study. The following strategies are being considered.

- Changes to Coordinated Entry System policies. To ensure unsheltered people have priority access to existing resources.
- Removal of Program Barriers. Increasing the number of unsheltered and chronically homeless households accessing RRH and PSH will require that these programs remove entry barriers.
- Training and Capacity Building for RRH Providers. Not all RRH program providers have expertise or capacity to work with higher need households, or by using a progressive engagement model.

- System-wide Diversion. Developing a robust shelter-diversion or system-diversion strategy and practice for households who are not experiencing unsheltered homelessness.
- 3. Changing Homelessness in partnership with the CoC Governance Board.

3A-2. Length-of-Time Homeless as Reported in HDX. Applicants must:
(1) provide the average length of time individuals and persons in families remained homeless (i.e., the number);
(2) describe the CoC’s strategy to reduce the length-of-time individuals and persons in families remain homeless;
(3) describe how the CoC identifies and houses individuals and persons in families with the longest lengths of time homeless; and
(4) provide the name of the organization or position title that is responsible for overseeing the CoC’s strategy to reduce the length of time individuals and families remain homeless.
(limit 2,000 characters)

1. Length-of-Time Homeless

ES- 114 days

ES & TH- 132 days

It is important to note - our largest ES provider was offline for nine months in FY 2016 while developing a new site, which impacted our data as we only had four months of good data. Then in FY 2017, the shelter was back online for a full-year which showed an increase in length-of-time homeless, and a more accurate representation of the year's data. Also, HUD made a change to the calculation of metric 1.2 which impacted our data as well.

2. FL-510’s primary strategy to reduce the length-of-time homeless is to seek and obtain more funding for RRH, as well as reduce first-time homelessness utilizing the strategies in place/being updated to address current risk factors. In fact, we have several new CoC projects, which will increase opportunities for youth and victims of domestic violence, adding more than 100 RRH beds for these vulnerable populations. Additionally, FL-510 has submitted multiple funding applications to increase RRH beds. The funders we are awaiting announcements from The United Way of Northeast Florida, Florida Blue Foundation and the Mayo Foundation. We continue to work with our CoC stakeholders to identify and encumber funding to support community RRH needs.

3. FL-510 implemented a By-Name List representing all homeless categories such as veteran, chronic, active/inactive, homeless/housed, and more. Through the list, we know every person experiencing homelessness and are able to assess and prioritize by vulnerability and length-of-time homeless to ensure the individuals with the most urgent need are the first to receive services.

4. Mental Health Resource Center and Changing Homelessness.

3A-3. Successful Permanent Housing Placement and Retention as Reported in HDX. Applicants must:
(1) provide the percentage of individuals and persons in families in emergency shelter, safe havens, transitional housing, and rapid rehousing that exit to permanent housing destinations; and

(2) provide the percentage of individuals and persons in families in permanent housing projects, other than rapid rehousing, that retain their permanent housing or exit to permanent housing destinations.

	Percentage
Report the percentage of individuals and persons in families in emergency shelter, safe havens, transitional housing, and rapid re-housing that exit to permanent housing destinations as reported in HDX.	33%
Report the percentage of individuals and persons in families in permanent housing projects, other than rapid re-housing, that retain their permanent housing or exit to permanent housing destinations as reported in HDX.	92%

3A-3a. Applicants must:

(1) describe the CoC’s strategy to increase the rate at which individuals and persons in families in emergency shelter, safe havens, transitional housing and rapid rehousing exit to permanent housing destinations; and (2) describe the CoC’s strategy to increase the rate at which individuals and persons in families in permanent housing projects, other than rapid rehousing, retain their permanent housing or exit to permanent housing destinations.

(limit 2,000 characters)

1. FL-510 relies on following the Built for Zero model - reduce the time from the first encounter to program enrollment and length of time from enrollment to lease up. To increase coverage and identification of first time homeless, we have added monthly downtown volunteer outreach and a Summer Surge. Both activities focus on the unsheltered and people who are experiencing homelessness for the first time.

2. To increase the housing retention rate, FL-510 focuses on community and agency collaboration and communication to ensure all programs have access and better connections to mainstream resources, job, and educational opportunities, SSI/SSDI Outreach Access and Recovery (SOAR) case managers and benefits, and a thorough understanding of Housing First with an emphasis on keeping people housed. Additionally, FL-510 continues to seek funding to increase funding for prevention/diversion.

3A-4. Returns to Homelessness as Reported in HDX. Applicants must report the percentage of individuals and persons in families returning to homelessness over a 6- and 12-month period as reported in HDX.

	Percentage
Report the percentage of individuals and persons in families returning to homelessness over a 6- and 12-month period as reported in HDX	3%

3A-4a. Applicants must:

(1) describe how the CoC identifies common factors of individuals and persons in families who return to homelessness; (2) describe the CoC’s strategy to reduce the rate of additional returns to homelessness; and (3) provide the name of the organization or position title that is responsible for overseeing the CoC’s strategy to reduce the rate individuals and persons in families returns to homelessness.

(limit 2,000 characters)

1. FL-510 Coordinated Entry and By-Name Lists help to identify individuals returning to homelessness. To date, we have not identified a specific cause for returns but are continuing to evaluate project data.

2. Currently, FL-510 is seeing a small percentage of individuals who return to homelessness, however, we have not found data trends telling us why and we continue to work through each individual's situation.

3A-5. Job and Income Growth. Applicants must:

- (1) describe the CoC’s strategy to increase access to employment and non-employment cash sources;**
 - (2) describe how the CoC works with mainstream employment organizations to help individuals and families increase their cash income; and**
 - (3) provide the organization name or position title that is responsible for overseeing the CoC’s strategy to increase job and income growth from employment.**
- (limit 2,000 characters)**

1. FL-510 strategies to assist CoC program participants include an Employment Specialist, partnerships with local employment workforce partners such as CareerSource, Goodwill Job Junction and Catholic Charities and funding community-wide SSI/SSDI Outreach Access and Recovery (SOAR) processors. The Employment Specialist coordinates workforce efforts throughout the continuum organizing events, training classes and career services. The Employment Specialist also receives a limited number of referrals for RRH clients that need additional support in their employment search. Clients are referred for SOAR by Coordinated Intake. Through these initiatives, 7% of the adult system stayers increased total income.

2. All three primary mainstream employment organizations accept community referrals for clients, connect local employers to job seekers, and assist applicants in developing skills needed to be hired.

3. CoC and workforce partners

3A-6. System Performance Measures Data Submission in HDX. Applicants must enter the date the CoC submitted the System Performance Measures data in HDX, which included the data quality section for FY 2017 (mm/dd/yyyy) 05/31/2018

3B. Continuum of Care (CoC) Performance and Strategic Planning Objectives

Instructions

For guidance on completing this application, please reference the FY 2018 CoC Application Detailed Instructions and the FY 2018 CoC Program Competition NOFA. Please submit technical questions to the HUD Exchange Ask A Question.

- 3B-1. DedicatedPLUS and Chronically Homeless Beds. In the boxes below, applicants must enter:**
- (1) total number of beds in the Project Application(s) that are designated as DedicatedPLUS beds; and**
 - (2) total number of beds in the Project Application(s) that are designated for the chronically homeless, which does not include those that were identified in (1) above as DedicatedPLUS Beds.**

Total number of beds dedicated as DedicatedPLUS	0
Total number of beds dedicated to individuals and families experiencing chronic homelessness	334
Total	334

3B-2. Orders of Priority. Did the CoC adopt the Orders of Priority into their written standards for all CoC Program-funded PSH projects as described in Notice CPD-16-11: Prioritizing Persons Experiencing Chronic Homelessness and Other Vulnerable Homeless Persons in Permanent Supportive Housing? Attachment Required. Yes

3B-2.1. Prioritizing Households with Children. Using the following chart, applicants must check all that apply to indicate the factor(s) the CoC currently uses to prioritize households with children during FY 2018.

History of or Vulnerability to Victimization (e.g. domestic violence, sexual assault, childhood abuse)	<input checked="" type="checkbox"/>
Number of previous homeless episodes	<input checked="" type="checkbox"/>
Unsheltered homelessness	<input checked="" type="checkbox"/>
Criminal History	<input type="checkbox"/>
Bad credit or rental history	<input type="checkbox"/>
Head of Household with Mental/Physical Disability	<input checked="" type="checkbox"/>

3B-2.2. Applicants must:

- (1) describe the CoC’s current strategy to rapidly rehouse every household of families with children within 30 days of becoming homeless;**
- (2) describe how the CoC addresses both housing and service needs to ensure families successfully maintain their housing once assistance ends; and**
- (3) provide the organization name or position title responsible for overseeing the CoCs strategy to rapidly rehouse families with children within 30 days of becoming homeless.**
(limit 2,000 characters)

1. FL-510’s system is focused on providing a continuum of care including prevention, diversion, and rapid re-housing approaches. The Plan requires each Navigator to assess household’s eligibility for services. Prevention services target families with children at imminent risk of homelessness, while diversion services target families as they are applying for entry into a shelter, and rapid re-housing services target families who are already homeless. FL-510 has multiple years’ experience with Coordinated Entry and By-Name Lists (BNL). The BNL gives better insight into the monthly inflow of families, the percentage that self-resolve, and where best to target our efforts to house families in less than 30 days. For HUD-funded RRH and FL-510 funded diversion no family is screened out, rather they are screened in based on acuity and available program capacity.

2. FL-510’s strategy once services end includes wrap-around support programming and focusing on education, jobs, and income opportunities.

3. Coordinated Entry Committee and By Name List Committee

3B-2.3. Antidiscrimination Policies. Applicants must check all that apply that describe actions the CoC is taking to ensure providers (including emergency shelter, transitional housing, and permanent supportive housing (PSH and RRH) within the CoC adhere to antidiscrimination policies by not denying admission to or separating any family members from other members of their family or caregivers based on age, sex, gender, LGBT status, marital status, or disability when entering a shelter or housing.

CoC conducts mandatory training for all CoC and ESG funded service providers on these topics.	<input type="checkbox"/>
CoC conducts optional training for all CoC and ESG funded service providers on these topics.	<input checked="" type="checkbox"/>
CoC has worked with ESG recipient(s) to adopt uniform anti-discrimination policies for all subrecipients.	<input type="checkbox"/>
CoC has worked with ESG recipient(s) to identify both CoC and ESG funded facilities within the CoC geographic area that may be out of compliance, and taken steps to work directly with those facilities to come into compliance.	<input checked="" type="checkbox"/>
CoC has sought assistance from HUD through submitting AAQs or requesting TA to resolve non-compliance of service providers.	<input type="checkbox"/>

3B-2.4. Strategy for Addressing Needs of Unaccompanied Youth Experiencing Homelessness. Applicants must indicate whether the CoC’s strategy to address the unique needs of unaccompanied homeless youth includes the following:

Human trafficking and other forms of exploitation	Yes
LGBT youth homelessness	Yes

Exits from foster care into homelessness	Yes
Family reunification and community engagement	Yes
Positive Youth Development, Trauma Informed Care, and the use of Risk and Protective Factors in assessing youth housing and service needs	Yes

3B-2.5. Prioritizing Unaccompanied Youth Experiencing Homelessness Based on Needs. Applicants must check all that apply from the list below that describes the CoC’s current strategy to prioritize unaccompanied youth based on their needs.

History or Vulnerability to Victimization (e.g., domestic violence, sexual assault, childhood abuse)	<input checked="" type="checkbox"/>
Number of Previous Homeless Episodes	<input checked="" type="checkbox"/>
Unsheltered Homelessness	<input checked="" type="checkbox"/>
Criminal History	<input checked="" type="checkbox"/>
Bad Credit or Rental History	<input checked="" type="checkbox"/>

3B-2.6. Applicants must describe the CoC's strategy to increase: (1) housing and services for all youth experiencing homelessness by providing new resources or more effectively using existing resources, including securing additional funding; and (2) availability of housing and services for youth experiencing unsheltered homelessness by providing new resources or more effectively using existing resources. (limit 3,000 characters)

The strategies used to increase housing services and the availability of housing services began with a 2015 Challenge grant to a local youth provider – Jacksonville Area Sexual Minority Youth Network (JASMYN). At the completion of the program, FL-510 contracted with Org. Code to evaluate the program. The program results determined a lack of youth services tailored to their needs. During this time we also noticed an increase in youth who were homeless and have since shifted our focus to this vulnerable population.

To support funding, FL-510 has submitted two rounds of the YHDP application (2016 and 2018). While not funded, we have formed new relationships with local funders who supported us in the 2018 proposal with a small portion of the match funding “not contingent” on the award. We have also strengthened relationships with local youth providers JASMYN and Youth Crisis Center (YCC). Through a partnership with these organizations, YCC is developing an LGBTQ Youth shelter slated to open in 2018/2019 and JASMYN is in process of creating a Safety Net Resource center.

To further support and complement youth-related services, FL-510 has submitted multiple funding applications during the spring of 2018, which included United Way of Northeast Florida and Florida Blue Foundation Innovation Grant. We have yet to learn the outcome of the funding proposals but are hopeful.

3B-2.6a. Applicants must:

- (1) provide evidence the CoC uses to measure both strategies in question 3B-2.6. to increase the availability of housing and services for youth experiencing homelessness;**
 - (2) describe the measure(s) the CoC uses to calculate the effectiveness of the strategies; and**
 - (3) describe why the CoC believes the measure it uses is an appropriate way to determine the effectiveness of the CoC’s strategies.**
- (limit 3,000 characters)**

1. The evidence that the strategies implemented in 3B-2.6 are stronger community relationships and more awareness include a number of initiatives. In 2016 and 2018, FL-510 partnered with youth organizations and completed Youth Demonstration Grants, while not funded, these applications ultimately led to partnerships and MOUs with JASYMN and YCC to develop an LGBTQ Youth Shelter – House of Hope, which is slated to open in 2018/2019. House of Hope will be an emergency shelter that will provide life skills and mental health counseling primarily to LGBTQ young adults 18-24 years old. In 2018/2019, JASMYN is planning to open a Safety Net Resource Center on their campus to provide a more comprehensive outreach and drop-in center for youth experiencing homelessness. The center will provide a point of entry for youth with mailboxes, showers, hot meals and access to case managers ready to identify and engage youth experiencing homelessness.

2. The measures the CoC will be using is based on Org. Code's review & recommendations and aligns with HUDs seven performance measures.

- Client demographics
- #of clients served by housing type
- Program exits by housing outcome
- Info on PH destinations of clients served
- PH success rates by monthly income
- Length of stay by assistance type
- PH success rate of youth exited by monthly income at entry & length of Participation
- Changes in median monthly income - entry to exit by housing assistance type
- Post-program review of housing stability
- Overall program efficiency
 - Comparison of outcomes between youth and similar housing projects
 - Comparison of caseloads

3. FL-510 is confident in the measures we will use as these were recommended by Org. Code a nationally recognized authority as well as HUD’s guidance.

3B-2.7. Collaboration–Education Services. Applicants must describe how the CoC collaborates with:

- (1) youth education providers;**
- (2) McKinney-Vento State Education Agency (SEA) and Local Education Agency (LEA);**
- (3) school districts; and**
- (4) the formal partnerships with (1) through (3) above.**

(limit 2,000 characters)

1. FL-510's closest ties are with Duval County Public Schools (DCPS), Lutheran Services of Florida (LSF) our local Head Start provider, and the Early Learning Coalition. Each month at least one of these representatives attends our membership meeting. Our Governance Board Chair works for LSF. In the past, we have worked with DCPS to help identify students that are experiencing homelessness. DCPS School Liaisons work closely with all four shelters to identify students and maintain schooling.
2. Three child-serving member agencies have MOUs with Head Start and Changing Homelessness has an MOU with the Early Learning Coalition, which allows homeless children access for daycare and after-school care at no charge.
3. Several years ago, the membership adopted the Coalition Response to Collaboration & Consideration of Educational Needs. This document outlines the educational expectation for all member agencies. The expectations include discussing eligibility for and access to educational services. In 2014, the DCPS System published guidelines for eligibility and access to educational services.

3B-2.7a. Applicants must describe the policies and procedures the CoC adopted to inform individuals and families who become homeless of their eligibility for education services.

(limit 2,000 characters)

FL-510's policy dictates that all member agencies providing emergency shelter, transitional shelter, and/or other services adhere to the following educational guidelines:

1. Students ages 5 to 15 (Kindergarten eligible)
 - a. Must be enrolled in school within 2 business days of entry into a program while school is in session.
 - b. Students joining a program over a holiday period will be enrolled into school within 2 days of school resuming.
 - c. There will be a discussion with the family on:
 - i. Mid to long-term family goals, including educational goals
 - ii. Specific health and/or safety considerations
 - iii. McKinney-Vento services provided by public schools
2. Students ages 16 and older
 - a. Must be enrolled in the most appropriate educational program available within 14 days of program entry
 - b. Prior to enrollment, agency staff will discuss the following programs and their availability:
 - i. Public High School
 - ii. Pathways Academy at FSCJ
 - iii. GED programs
 - c. There will also be a discussion with the student on the following:
 - i. Educational and life goals
 - ii. Specific health and/or safety considerations
 - iii. McKinney-Vento services provided by public schools
3. School of Origin
 - a. School-aged children may not be kept out of school because of lack of proper documentation
 - b. If the child is under an Individualized Education Program (IEP) in another state, an IEP must be implemented in the new state of residence until a new one has been completed

c. All children have the right to continue in their school of origin
 4. Prior to enrolling the child at a specific school, agency staff will inform the parent, guardian, or unaccompanied youth of their eligibility for McKinney-Vento education services. This will include a candid discussion of how local school districts provide these services, specific health and/or safety considerations of the student or family, and the educational goals of the child.

3B-2.8. Does the CoC have written formal agreements, MOU/MOAs or partnerships with one or more providers of early childhood services and supports? Select “Yes” or “No”. Applicants must select “Yes” or “No”, from the list below, if the CoC has written formal agreements, MOU/MOA’s or partnerships with providers of early childhood services and support.

	MOU/MOA	Other Formal Agreement
Early Childhood Providers	No	Yes
Head Start	Yes	No
Early Head Start	Yes	No
Child Care and Development Fund	Yes	No
Federal Home Visiting Program	No	No
Healthy Start	No	No
Public Pre-K	No	No
Birth to 3 years	No	No
Tribal Home Visting Program	No	No
Other: (limit 50 characters)		

3B-3.1. Veterans Experiencing Homelessness. Applicants must describe the actions the CoC has taken to identify, assess, and refer Veterans experiencing homelessness, who are eligible for U.S. Department of Veterans Affairs (VA) housing and services, to appropriate resources such as HUD-VASH, Supportive Services for Veterans Families (SSVF) program and Grant and Per Diem (GPD). (limit 2,000 characters)

As a result of the VA’s SSVF program and a Veteran’s By-Name List that has been in effect since 2015 and is managed weekly, FL-510 has reduced overall veteran’s homelessness by 65% since 2011. Since the 2017 PIT count to the 2018 PIT count, we have realized a 3.2% reduction in veteran’s homelessness. Moreover, in August 2017, we began an annual August Surge to focus on specific subpopulations. In 2017, the Surge focused on veterans. There were 291 people counted, 127 were observed and 164 people agreed to be interviewed. Of the 164 people who were interviewed, we identified and confirmed, through the VA) 11 unsheltered veterans of the total or less than 7% of the total unsheltered population. In addition to our annual PIT and Surge counts, we have recently added a monthly Downtown Street Count which began in April 2018.

With dedicated SSVF Outreach teams, FL-510 is divided into 20 zones to ensure zones are canvassed monthly. To screen veterans in – we ask, “Did you

ever serve one day in the military?" Veterans are assessed to determine their eligibility for VA services and housing similarly to all homeless households. All persons experiencing homelessness are assessed with the VI-SPDAT to determine vulnerability and Veteran status. The initial step that is used to refer Veterans is the By Name List (BNL). FL-510 has holds weekly BNL meetings. At the meeting, homeless veterans are identified and the next steps towards housing are determined. This meeting is attended by VA, SSVF, GPD, outreach, ES and PSH staff so there is a mix of VA and non-VA funded agencies. All agencies refer persons identified as veterans to the list. At that point, we assess the veteran and their program eligibility and make the necessary referrals and/or connections.

3B-3.2. Does the CoC use an active list or by name list to identify all Veterans experiencing homelessness in the CoC? Yes

3B-3.3. Is the CoC actively working with the VA and VA-funded programs to achieve the benchmarks and criteria for ending Veteran homelessness? Yes

3B-3.4. Does the CoC have sufficient resources to ensure each Veteran experiencing homelessness is assisted to quickly move into permanent housing using a Housing First approach? Yes

3B-5. Racial Disparity. Applicants must: Yes
(1) indicate whether the CoC assessed whether there are racial disparities in the provision or outcome of homeless assistance;
(2) if the CoC conducted an assessment, attach a copy of the summary.

3B-5a. Applicants must select from the options below the results of the CoC's assessment.

People of different races or ethnicities are more or less likely to receive homeless assistance.	<input checked="" type="checkbox"/>
People of different races or ethnicities are more or less likely to receive a positive outcome from homeless assistance.	<input checked="" type="checkbox"/>
There are no racial disparities in the provision or outcome of homeless assistance.	<input type="checkbox"/>
The results are inconclusive for racial disparities in the provision or outcome of homeless assistance.	<input type="checkbox"/>

3B-5b. Applicants must select from the options below the strategies the CoC is using to address any racial disparities.

The CoC's board and decisionmaking bodies are representative of the population served in the CoC.	<input checked="" type="checkbox"/>
The CoC has identified steps it will take to help the CoC board and decisionmaking bodies better reflect the population served in the CoC.	<input type="checkbox"/>
The CoC is expanding outreach in geographic areas with higher concentrations of underrepresented groups.	<input checked="" type="checkbox"/>
The CoC has communication, such as flyers, websites, or other materials, inclusive of underrepresented groups	<input type="checkbox"/>
The CoC is training staff working in the homeless services sector to better understand racism and the intersection of racism and homelessness.	<input checked="" type="checkbox"/>
The CoC is establishing professional development opportunities to identify and invest in emerging leaders of different races and ethnicities in the homelessness sector.	<input type="checkbox"/>
The CoC has staff, committees or other resources charged with analyzing and addressing racial disparities related to homelessness.	<input type="checkbox"/>
The CoC is educating organizations, stakeholders, boards of directors for local and national non-profit organizations working on homelessness on the topic of creating greater racial and ethnic diversity.	<input type="checkbox"/>
The CoC reviewed coordinated entry processes to understand their impact on people of different races and ethnicities experiencing homelessness.	<input checked="" type="checkbox"/>
The CoC is collecting data to better understand the pattern of program use for people of different races and ethnicities in its homeless services system.	<input checked="" type="checkbox"/>
The CoC is conducting additional research to understand the scope and needs of different races or ethnicities experiencing homelessness.	<input checked="" type="checkbox"/>
Other:	<input type="checkbox"/>