

# Continuum of Care Action Plan

Ada County and Boise City

September • 2017

## VISION: End homelessness in Ada County.

An end to homelessness means that every community will have a systematic response in place that ensures homelessness is prevented whenever possible, and is otherwise a rare, brief and non-recurring experience.

The Continuum of Care Action Plan is designed to work with and serve all people experiencing homelessness, including:

- Individuals
  - Families
  - Youth
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- Veterans
  - People experiencing domestic violence

| SYSTEMS GOAL   |  |   |  | HOUSING GOAL   |   |  |  |  |
|--|--|---|--|--|---|--|--|--|
| Increase ability to strategically respond and manage changes in our policy, funding and housing environment. |  |   |  | Reduce and eliminate incidence of homelessness by providing timely, appropriate housing interventions.   |   |  |  |  |
| TIMEFRAME: complete all actions by December, 2018  |  |   |  |  |   |  |  |  |
| Governance and Capacity Building   | Data Management and Performance Measures   | Funding Strategy  | Community and Stakeholder Engagement   | Our Path Home (Coordinated Entry)  | Prevention  | Outreach, Assessment, Navigation and Case Management   | Permanent Supportive Housing   | Rapid Rehousing  |
| Review and revise CoC Working Groups' tasks; recruit new members, as needed                                  | * Improve HMIS data quality and system responsiveness  | Engage expanded group of community funders in understanding homelessness and housing        | Increase landlord outreach forums and collaboration                                      | * Increase number of qualified assessment staff  | Evaluate and streamline existing programs and create efficiencies: <ul style="list-style-type: none"> <li>• Intervene sooner</li> <li>• Publicize assistance more broadly</li> <li>• Increase staff capacity</li> <li>• Ensure available funding is used</li> </ul> | Assess incidence and needs of youth experiencing homelessness  | * Increase the number of Permanent Supportive Housing units in every community   | All organizations utilize progressive engagement approach to increase people served, annually, and best use resources        |
| Provide CoC training to providers on working with youth (18-to-24-year-olds)                                 | Track system performance measures  | Identify CoC funding priorities, and potential sources for funding (strategic funding plan) | Provide community resources – information, training, public forums and events            | * Hire and train a housing specialist team to connect people to housing and service organizations  |   | Increase the number of case managers to support Permanent Supportive Housing and Rapid Rehousing                 | <ul style="list-style-type: none"> <li>• By implementing scattered site model</li> <li>• By constructing additional single-site housing</li> </ul> | * Increase available funding for tenant-based rental assistance  |
| Continue to connect with other networks, e.g., Housing & Homelessness Roundtable                             | Institute project performance measures   | Increase local funding contributions  | Continue collaboration with Housing & Homelessness Roundtable                            | * Create fund that allows for removal of low-level barriers to placing people in available housing, such as: <ul style="list-style-type: none"> <li>• Credit check/application fees</li> <li>• Security deposits</li> <li>• Outstanding utilities</li> <li>• Court records or driver's license fees</li> </ul> | * Increase funding to cover prevention program gaps – for individuals and for families outside of Boise School District   |  | Actions listed under "Our Path Home" as funding priorities also support this area  | Seek additional input from Rapid Rehousing providers on system needs, and match with data from Coordinated Entry assessments |
|  | Build data dashboard   | Increase share of federal funding by improving performance measures                         | Educate communities about affordable housing facts                                       |  | Increase amount of available affordable housing   |  |  | Actions listed under "Our Path Home" as funding priorities also support this area  |
| IMPACTS  |  |   |  |  |   |  |  |  |
| Increased system responsiveness, efficiency and degree of collaboration                                      | Improved data support and access for providers; increase in system's ability to respond to change and correct reporting errors | Ability to fund critical programs and initiatives   | Strengthen ability to collaborate and increase community support for housing initiatives | Expand Coordinated Entry reach, responsiveness, effectiveness and buy-in   | Prevent homelessness for more people, increase system responsiveness, potential federal funding increase  | Ability to understand/respond to youth homelessness; increase ability of people to stay housed, receive services | Immediate reduction in chronically homeless; correlated reduction in community costs; potential federal funding increase                           | Increase in number of people housed from homelessness and increased system capacity to rapidly re-house                      |

\* Funding priorities

**WHO WE ARE:** The Boise City/Ada County Continuum of Care is a coordinated community-based approach to end homelessness. We plan for and provide a system of services that works effectively and compassionately with and for people experiencing homelessness or at risk of homelessness to gain, maintain and stabilize their existing housing. We are composed of representatives from relevant organizations throughout Ada County.