

Blue Ridge Continuum of Care

2017 - 2018
Business Plan



**Blue Ridge
Continuum of Care**
A Place to Call Home

Local Community Making Homelessness Brief and One-Time

The Blue Ridge Continuum of Care is the region's local planning group working to end homelessness. The lead entity for the Blue Ridge Continuum of Care planning process is the Blue Ridge Interagency Council on Homelessness (BRICH). This leadership group includes twenty-one members, drawn from the general public, three local governments, mental health programs, state and federal programs, nonprofit organizations, businesses, and colleges/universities throughout the Roanoke region, including a formerly homeless person. BRICH serves as the facilitator and coordinator of our community's efforts to prevent, treat, and end homelessness.

The causes of homelessness are many and varied, but the single most significant challenge to ending homelessness is the severe shortage of affordable housing options for households with extremely low incomes.

The BRICH ensures the planning, coordination and implementation of an effective and efficient system-wide response to homelessness within the Roanoke region; promotes community-wide planning and commitment to the goal of ending homelessness; coordinates funding for efforts to rapidly rehouse homeless individuals and families; promotes access to and strategic use of mainstream resources; optimizes self-sufficiency among persons experiencing

homelessness; and analyzes community performance by data collection and measurement. BRICH oversees and coordinates the delivery of prevention and homeless services, and the implementation of the strategic plans.

Introduction

The Blue Ridge Interagency Council on Homelessness is the HUD designated decision making group and oversight board of the Blue Ridge Continuum of Care (CoC). As the designated board for the Continuum of Care geographic area, the BRICH ensures that the CoC develops an annual strategic and business plan that meets the needs of the homeless individuals and families residing in its geographic area.

The plan on the following pages was developed by the BRICH and members of the Continuum of Care in consultation with the City of Roanoke, the designated CoC collaborative applicant for HUD funding. It sets forth four strategic goals with related strategies, clearly defined metrics, action steps and timelines for the 17 month period beginning February 1, 2017 and ending June 30, 2018. The document is the result of multiple planning sessions with representatives from the Blue Ridge Continuum of Care and the Blue Ridge Interagency Advisory Council.

Four goals outlined in the plan focus on:

-) Reducing the number of homeless people and the number who become homeless for the first time
-) Reducing the average time persons are enrolled in emergency shelter
-) Increasing the success rate of permanent housing placement and retention for homeless people
-) Increasing the percent of homeless adults who increase their employment and non-employment income

The above goals represent an intentional merger of federal, state and local priorities aimed at reducing and ending homelessness in the Blue Ridge area. The Blue Ridge Interagency Council on Homelessness and the Blue Ridge Continuum of Care are dedicated to creating a seamless system of services leading to safe and affordable housing for all who reside in its communities.

2017 – 2018 Strategic Goals

Goal One:

Demonstrate a 12% overall reduction in the number of homeless people and the number who become homeless for the first time (as measured through the 2017 and 2018 Point in Time counts), and the change in annual counts of sheltered homeless persons in HMIS

Metrics:

1. Change in annual point in time counts of unsheltered and HMIS data of sheltered
2. Change in the number of homeless persons sheltered and unsheltered with no prior enrollment in HMIS in the previous year
3. Utilize annual Point in Time data as benchmark

<i>Strategy</i>	<i>Action Steps</i>	<i>Person/ Organization Responsible</i>
1. Build capacity of BRICH and CoC through committees, meetings, and performance development	A. Conduct regular monthly meetings of CoC and BRICH	CoC and BRICH Chairs
	B. Continue regular BRICH Marketing Committee meetings - Review HMIS policies and procedures annually	Debbie Brown, BRICH Data Collection and Assessment
	C. Reactivate Data Quality Committee and conduct regular meetings	Chair
	D. Continue regular HELPS Committee meetings (bi-monthly)	Matt, Ben
	E. Continue regular By-Name (family, youth, veteran, chronic) Committee meetings	Chair
	F. Continue regular Ranking Committee meetings	Brenda Thornton
	G. Establish Coordinated Entry Committee and meeting schedule	Carol Tuning, CoC
	H. Conduct quarterly business plan updates	Matt, Alison
	I. Continue grant writing committee	Planning agency, CoC Chair, BRICH Chair
	J. Monitor financial expenditures of HUD and DHCD grantees; report results quarterly	CCS
	K. Conduct bi-annual program monitoring visit of CoC and DHCD grantees	CCS

Goal Two:

Demonstrate an annual reduction of the average time persons are enrolled in emergency shelter

Metrics:

1. Decrease in the length of time persons spend in emergency shelter by 10% annually

<i>Strategy</i>	<i>Action Steps</i>	<i>Person/ Organization Responsible</i>
1. Increase permanent supportive housing resources	A. Develop mutually beneficial relationship between homeless services and Roanoke Redevelopment and Housing Authority for use of public housing units	Jessica Farmer
	B. Research utilization of mainstream funding to pay for supportive services	DSS Representative
	C. Research utilization of private funding to invest in affordable housing	Dan, Carol, Dave Prosser
2. Increase rapid re-housing resources	A. Adhere to HomeLink Community Policy Manual to reduce time families spend in emergency shelter	CoC Members
	B. Work with landlords to increase availability of affordable housing to high barrier placements	Rapid Re-housing and Permanent Supportive Housing Agencies
3. Standardize referral and assessment forms	A. Standardize and adopt common referral and assessment forms	Coordinated Entry Committee
	B. Expand HMIS capacity management of By-Name lists	Ben, Matt
	C. Design web-based entry portal with seamless entry into HMIS	Ben, Matt
	D. Develop CoC-wide landlord referral list to be housed in web-based HMIS portal	Coordinated Entry Committee
4. Community Education	A. Partner with Community Housing Resource Center and Blue Ridge Legal Services to provide education on landlord/tenant rights and responsibilities (with possible break out session for PSH clients)	Matt
	B. Plan and conduct annual CoC Best Practices conference	Matt, Ali, Carol, Paula

Goal Three:

Demonstrate an increased success rate of permanent housing placement and retention for homeless people

Metrics:

Returns to Emergency Shelter from any Permanent Supportive Housing or Rapid Re-Housing project who exited to permanent housing destinations

1. Data Quality Committee to set baseline for housing retention at 12 and 24 months
2. ***Set baseline for permanent housing placement rate***

Strategy	Action Steps	Person/ Organization Responsible
1. Develop and adopt programs system performance model	A. Work with Data Quality Committee to establish HMIS data to set baseline for housing retention at 12 and 24 months	Data Quality Committee
	B. Establish baseline for permanent housing placement rate	Data Quality Committee
	C. Include appropriate metrics under Goal 3 in business plan	Data Quality Committee
	D. Report quarterly progress against goals and metrics as stated in the Business Plan	Matt
2. Work with new Rescue Mission leadership to improve data quality and use of HMIS	A. Meet with Rescue Mission CEO	Dan, Carol
	B. Work with Rescue Mission leadership to reduce barriers to HMIS utilization	Dan, Carol, Matt
	C. AHAR? System Performance?	
3. Work with 211 Virginia to develop a community-wide list of resources for supportive services	A. Planning agency will coordinate work with 211 Virginia on list of resources	Dan, Planning Agency
	B. Define keywords/service categories and service area for inclusion in resource list	CoC
	C. Present resource list to Coordinated Entry Committee	CoC
	D. Develop wider network of mental health/substance abuse providers	

	E. Increase partnerships with employment agencies	
	F. Coordinate relationships with child care providers (Smart Beginnings)	
4. Coordinate CoC, United Way, and Roanoke City Public Schools efforts to reduce youth and family homelessness	A. Update at BRICH from Roanoke City Public Schools and RYSE	Malora Horn, Kristen Adkins
	B. Continue to include RYSE and Roanoke City Public Schools data efforts into By-Name Committee list structure	
	C. Homeless Liaison for Roanoke City Public Schools to work with planning agency to develop monthly, unduplicated reports of DOE defined homeless youth	Malora, Ben

Goal Four:

Demonstrate an increase in the percent of homeless adults who increase their employment and non-employment income

Metrics:

Review HUD percentages

1. Change in employment income during the reporting period
2. Change in non-employment cash income during the reporting period
3. Change in employment income from entry to exit for system leavers
4. Change in non-employment cash income from entry to exit for system leavers

Strategy	Action Steps	Person/ Organization Responsible
1. Improve data input/collection related to income, including baseline data	A. Develop data quality standards related to income	Data Quality Committee
	B. Provide ongoing data quality training	Data Quality Committee/Ben
	C. Develop and implement ongoing data quality checks as related to income	Data Quality Committee/Ben/Matt
	D. Use HMIS to determine past performance in relation to positive change in employment income	Data Quality Committee
	E. Recommend specific percent change in employment income for inclusion in business plan	Data Quality Committee
	F. Provide training to HMIS agency users to improve employment income data quality	Ben/Matt
2. Improve access to and evaluations of available non-employment benefits	A.	
	B.	
	C.	

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Blue Ridge Continuum of Care Homelessness Services

