

4A. Continuum of Care (CoC) Project Performance

Instructions

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

4A-1 How does the CoC monitor the performance of its recipients on HUD-established performance goals? (limit 1000 characters)

The Performance and Outcomes Committee monitors program performance on a quarterly basis. The HMIS Lead produces quarterly reports for the HUD-established performance goals, showing data for the quarter and the year-to-date.

The Performance and Outcomes Committee provides a summary report on performance to the CoC Board of Directors.

4A-2 How does the CoC assist project recipients to reach HUD-established performance goals? (limit 1000 characters)

The CoC provides recipients with the quarterly performance reports so that recipients can understand their own performance.

Where recipients are not meeting performance expectations, the CoC provides technical assistance, training, and peer support from agencies that serve a similar population.

The CoC has recognized that it is weak overall in increasing employment and non-employment income. The CoC will hold a series of training events throughout 2014 that will provide information and best practices to recipients.

4A-3 How does the CoC assist recipients that are underperforming to increase capacity? (limit 1000 characters)

The City of Springfield operates as grant manager for the CoC and enters into a subrecipient agreement with each provider. The City incorporates these grant management tasks into a division that provides grant management for multiple federal grants, including ESG, HOPWA, CDBG and HOME. Through this grant management office, the City monitors capacity on behalf of the CoC.

The City's capacity monitoring consists of annual review of relevant policies and procedures, monthly oversight of fiscal reports and draws, and annual on-site monitoring that encompasses review of program, fiscal, and HMIS policies.

Where monitoring identifies areas where an agency is underperforming, City staff identify problem areas and provide steps that the agency must take to improve performance. The City provides technical assistance to the agency while it takes the required steps. In at least two instances in recent years, the City has also requested that HUD provide technical assistance to assist agencies in increasing capacity and overall performance, which HUD has done.

**4A-4 What steps has the CoC taken to reduce the length of time individuals and families remain homeless?
(limit 1000 characters)**

The CoC uses HMIS to monitor length of stay for all emergency shelter and transitional housing programs that contribute HMIS data. LOS stay information is produced quarterly for individual programs and for the system as a whole and reported to the CoC Board of Directors.

**4A-5 What steps has the CoC taken to reduce returns to homelessness of individuals and families in the CoC's geography?
(limit 1000 characters)**

The CoC uses HMIS to identify rates at which individuals and families exit existing programs directly into repeat homelessness, and has worked to implement specific strategies to reduce this occurrence. Strategies depend upon program type. For TH projects with limited success in moving participants to permanent housing, the CoC has eliminated programs or assisted the provider to convert to PSH. For PSH where participants fail and return to homelessness, the CoC has assisted providers in recognizing how additional program rules can lead to repeat homelessness and to make the transition to a Housing First model. With rapid rehousing, the CoC is making resources under its control (CoC and ESG funds) as flexible as possible, in order that that assistance may be tailored to each family's unique needs.

The CoC is working with its HMIS provider to be able to produce HMIS reports that show returns to homelessness which do not happen immediately at program exit but at a later date. The CoC expects to use this data to identify further interventions that will prevent repeat homelessness.

**4A-6 What specific outreach procedures has the CoC developed to assist homeless service providers in the outreach efforts to engage homeless individuals and families?
(limit 1000 characters)**

The CoC has two separate systems, one for families with children, and the other system for all others.

For families with children, the state's serves as the front door for all homeless assistance, and within the CoC's jurisdiction, the state has 3 intake locations for this system. The system is well-publicized, has an online presence, and is well-known to all types of referral agencies, including police, schools, community agencies, hospitals and housing court. Intake and services are available on site in Spanish, and translation service is available for all other languages. The state's offices are physically accessible to persons with disabilities and make accommodations to ensure that people with disabilities can access services. For individuals, the CoC engages in street outreach throughout the CoC's geographic jurisdiction, and services are available in Spanish. Providers make accommodation to be able to serve individuals with disabilities.

The jurisdiction has a 211 line with an online presence. The 211 line provides assistance in any language and TTY, and provides accommodations to ensure that it is accessible to persons with disabilities.

4B. Section 3 Employment Policy

Instructions

*** TBD ****

4B-1 Are any new proposed project applications requesting \$200,000 or more in funding? No

4B-1.1 If yes, which activities will the project(s) undertake to ensure employment and other economic opportunities are directed to low or very low income persons? (limit 1000 characters)

4B-2 Are any of the projects within the CoC requesting funds for housing rehabilitation or new constructions? No

4B-2.1 If yes, which activities will the project undertake to ensure employment and other economic opportunities are directed to low or very low income persons:

4C. Accessing Mainstream Resources

Instructions:

For guidance on completing this form, please reference the FY 2013 CoC Application Detailed Instructions and the FY 2013 CoC Program NOFA. Please submit technical question to the OneCPD Ask A Question at <https://www.onecpd.info/ask-a-question/>.

4C-1 Does the CoC systematically provide information about mainstream resources and training on how to identify eligibility and program changes for mainstream programs to provider staff? Yes

4C-2 Indicate the percentage of homeless assistance providers that are implementing the following activities:

* Homeless assistance providers supply transportation assistance to clients to attend mainstream benefit appointments, employment training, or jobs.	100%
* Homeless assistance providers use a single application form for four or more mainstream programs.	0%
* Homeless assistance providers have staff systematically follow-up to ensure mainstream benefits are received.	100%

4C-3 Does the CoC make SOAR training available for all recipients and subrecipients at least annually? No

4C-3.1 If yes, indicate the most recent training date:

4C-4 Describe how the CoC is preparing for implementation of the Affordable Care Act (ACA) in the state in which the CoC is located. Response should address the extent in which project recipients and subrecipients will participate in enrollment and outreach activities to ensure eligible households are able to take advantage of new healthcare options. (limit 1000 characters)

The state of Massachusetts has had expanded health insurance coverage since 2006. The impact of the ACA in this state will be to expand that coverage even further, but, in addition, residents who were covered under the existing Massachusetts law will need to re-enroll under the ACA. The CoC's Health Care for the Homeless provider, Mercy Hospital, is working with homeless service providers throughout the entire CoC to raise awareness of the need for re-enrollment. Mercy is providing information to all providers, and is also holding events for program participants. Within our community, there are lower-than-expected enrollment rates due to limited English proficiency and low literacy rates, Mercy's outreach events are designed specifically to address these barriers.

**4C-5 What specific steps is the CoC taking to work with recipients to identify other sources of funding for supportive services in order to reduce the amount of CoC Program funds being used to pay for supportive service costs?
(limit 1000 characters)**

The CoC is focusing specifically on expanding Medicaid/Medicare coverage for program participants in 2014. Even though Massachusetts has had expanded medical insurance coverage since 2009, implementation of the Affordable Care Act provides further expansion. As part of this effort, the CoC is working to provide information to recipients about the ways that expanded health coverage can pay for supportive services, especially supportive services necessary for housing stability.