

CHICAGO'S PLAN 2.0

A Home for Everyone



ANNUAL PROGRESS REPORT

2017



INTRODUCTION

Since Plan 2.0 was launched in 2012, our vision to secure stable homes for all our neighbors has come closer into view. From implementing the Coordinated Entry System to connecting housing with the health, education, and employment sectors, Chicago's homeless system worked collaboratively throughout 2017 to achieve the goals set in Plan 2.0. Highlights from 2017 include:

- According to the 2017 Point-in-Time Count, homelessness decreased by four percent since 2016.
- By rolling out the Coordinated Entry System, Chicago fully implemented a streamlined process that assesses, prioritizes, and matches people experiencing homelessness to housing and services.
- The Chicago Public Schools Families in Transition Program, a partnership between Chicago Public Schools and non-profit and government partners, began to connect 100 families in high-need areas with permanent housing.
- Chicago's Dashboard to End Homelessness harnessed data from the Homeless Management Information System (HMIS) to provide a comprehensive look at Chicago's progress in connecting people experiencing homelessness to housing and services.
- The Chicago Continuum of Care brought in an additional \$5,116,327 to the homeless system through the 2017 HUD CoC Program Competition.

Reaching these milestones has taken the hard work of stakeholders from nonprofits, government agencies, people with the lived experience of homelessness, private sector workers, and more. It will take continued commitment and engagement from these diverse stakeholders to continue to make progress toward the strategic priorities set forth in Plan 2.0.

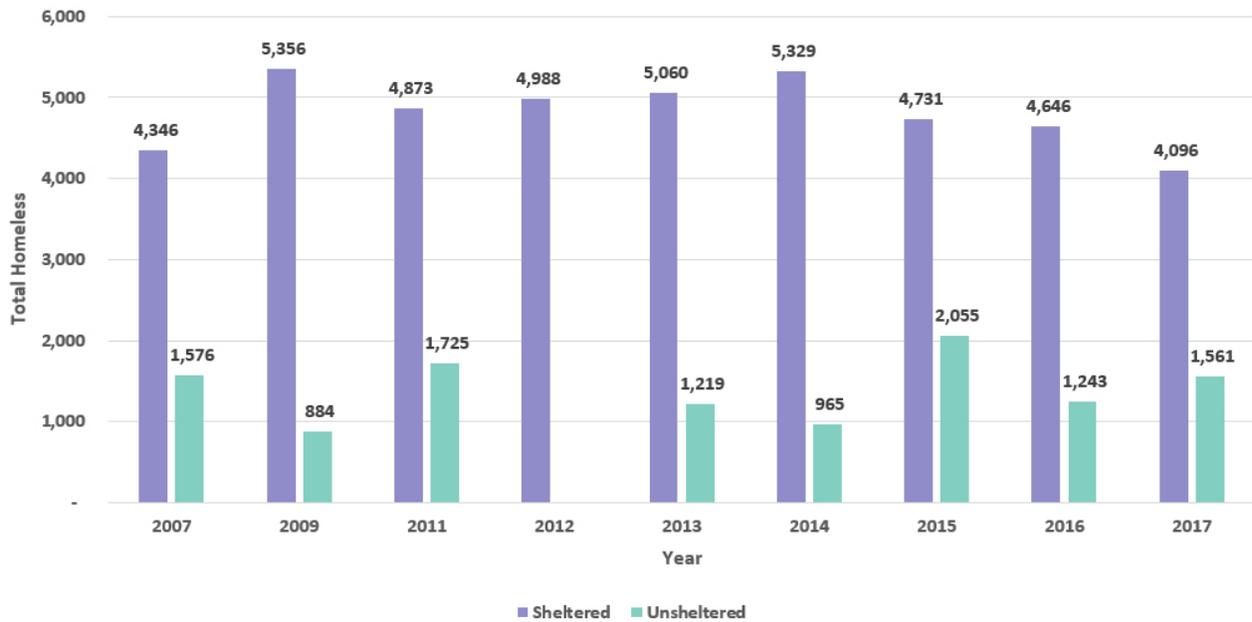


Community members discuss strategies to strengthen the Continuum of Care at a Community Conversation led by national Corporation for Supportive Housing consultants in March.

POINT-IN-TIME COUNT

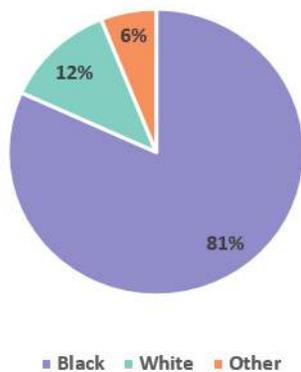
Chicago’s Department of Family & Support Services (DFSS) conducted the annual Point-in-Time (PIT) Count of people experiencing homelessness in shelters and on the street on January 26, 2017. The PIT Count identified **5,657 people** experiencing homelessness—a four percent decrease from 2016 and a 17 percent decrease from 2015.

Sheltered and Unsheltered People Experiencing Homelessness

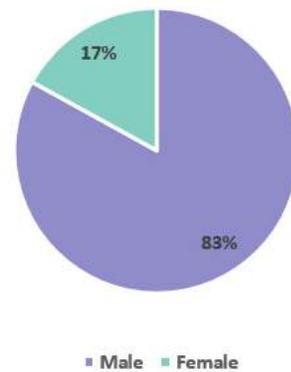


From 2016 to 2017, there was a 12 percent decrease in the sheltered population and a 26 percent decrease in the unsheltered population.

Sheltered Population by Race



Unsheltered Population by Gender



Other highlights from the PIT Count include:

- Due to HUD’s change in the definition of chronic homelessness, the number of people experiencing chronic homelessness more than doubled, with 863 people experiencing chronic homelessness.
- Veteran homelessness decreased by 10 percent since 2016, with veterans making up just 7 percent of the sheltered population and 16 percent of the unsheltered population.
- The hours of the youth count were extended, and youth-led teams helped identify homeless youth. They found a 10 percent decrease in unaccompanied homeless youth since 2016.
- There were 570 families with children living in shelters – a 13 percent decrease from 2016.

For more information, read DFSS’s PIT Count Report.

THE CRISIS RESPONSE SYSTEM

STRATEGIC PRIORITY #1

Create an effective crisis response system that prevents homelessness whenever possible and rapidly returns people who experience homelessness to stable housing.

Coordinated Entry System Rollout Completed

The Coordinated Entry System (CES) creates an accessible, efficient path to housing and services for people experiencing homelessness. In January of 2017, the U.S. Department of Housing and Urban Development (HUD) mandated that all CoCs be in compliance with Coordinated Entry requirements by January of 2018, so the Chicago CoC worked throughout 2017 to implement this new system.

To prepare for CES implementation, the CoC's Coordinated Access Steering Committee and CSH created a standardized housing assessment tool to evaluate the needs of people experiencing homelessness. To be in compliance with HUD, the CoC also developed prioritization standards that determined in what order to match people experiencing homelessness to housing. The CoC decided to prioritize youth, families, veterans, and people experiencing chronic homelessness.

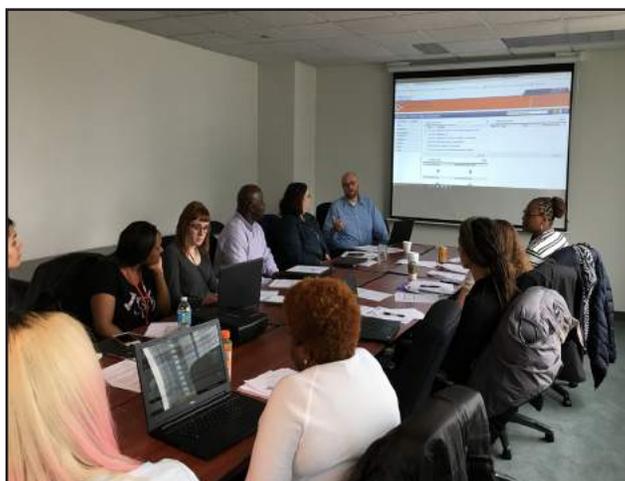
In April 2017, youth experiencing homelessness were the first population to be assessed for housing and services through the CES. Single adults started to get assessed through the CES in May, and families were added in July. By September, CES was used for all populations, and the Central Referral System was replaced by the Homeless Management Information System (HMIS). By using HMIS for the CES, HMIS was able to produce a "One List," a by-name list of everyone experiencing homelessness.

From March 28, 2017 to December 31, 2017, 5,405 people were assessed through the CES. From April 19, 2017 to December 31 2017, 1,709 people were matched to housing through the CES. The CoC is on track to be in compliance with HUD Coordinated Entry mandates by January 2018.

State Homeless Prevention Funds Increase

After a year without State Homeless Prevention Funds, the Illinois Department of Human Services offered the funds again in 2017. This year, the amount of one-time assistance increased from \$1500 to \$2500. Between November 1, 2016 and June 30, 2017, 787 households in imminent risk of homelessness received \$932,050.52 to stabilize their housing.

The State Homeless Prevention Program provides financial assistance for security deposits, rent, mortgages, and utilities for households in danger of eviction, homelessness, or foreclosure. Households may receive assistance once during a 24-month period. All Chicago works with eight partners agencies to disburse funds, including A Safe Haven, Catholic Charities, Heartland Human Care Services, La Casa Norte, Phalanx Family Services, Primo Center for Women and Children, Renaissance Social Services, and San Jose Obrero Mission.



All Chicago's HMIS team leads a training for partners on completing Coordinated Entry System assessments in March 2017.

ACCESS TO STABLE AND AFFORDABLE HOUSING

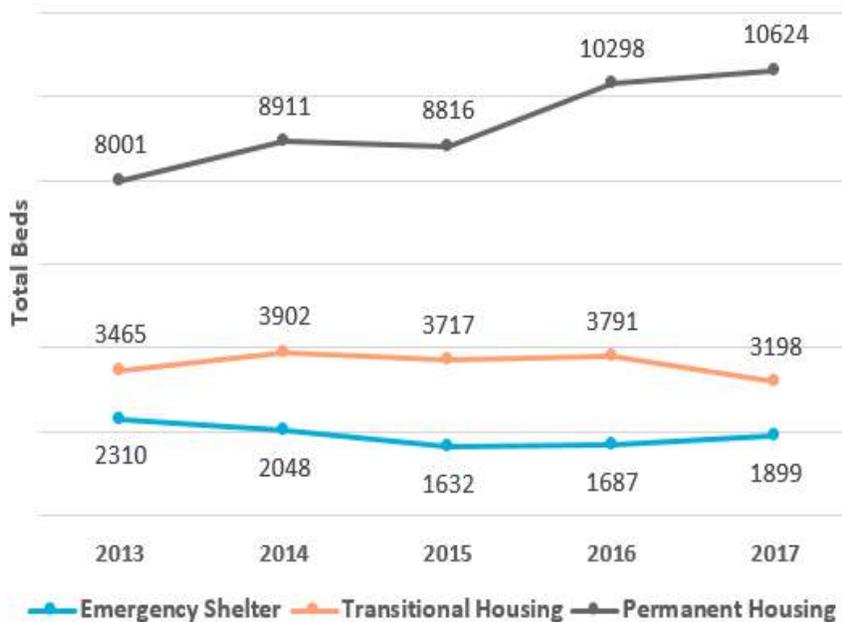
STRATEGIC PRIORITY #2

Create and maintain stable and affordable housing for households who are experiencing, or at risk of, homelessness.

2017 Housing Inventory Count Overview

Mandated by HUD, the annual Housing Inventory Count (HIC) provides an overview of the available housing inventory dedicated to individuals, families, and unaccompanied youth experiencing homelessness in Chicago. In 2017, Chicago's housing inventory included 15,725 beds and 282 homeless-dedicated programs. Of the 2017 Permanent Housing Inventory, Permanent Supportive Housing made up 87.7 percent, Rapid Re-Housing made up 10.5 percent, and Other Permanent Housing made up 1.8 percent.

Change in Housing Inventory from 2013 - 2017



Emergency Solutions Grant Rapid Re-Housing

As of December 31, 2017, the Emergency Services Grant (ESG) Rapid Re-Housing program provided financial assistance to 334 households. The program placed 130 individuals and 49 families into Bridge or Permanent housing. From the time they were enrolled in the program, non-Veterans were placed into housing in an average of 63.6 days, and Veterans were placed in an average of 66.6 days. Twenty-three percent of non-Veteran households who moved to permanent housing were placed within 30 days of being referred to the program. Twenty-nine percent of Veteran households moved to permanent housing within 30 days of being referred.

HUD CoC Program Competition Bring in New Units

Through the Fiscal Year 2016 U.S. Department of Housing and Urban Development (HUD) CoC Program competition, Chicago added 136 new units for people experiencing homelessness. A total of 419 beds have been made available and are connected to the Coordinated Entry System thanks to new bonus projects that were added through the funding competition. Through the Fiscal Year 2017 CoC Program competition, the CoC received a total of \$68,304,040 in new and renewal funding-- a \$5,116,327 increase from the previous year.

YOUTH HOMELESSNESS

STRATEGIC PRIORITY #3

Create a comprehensive, developmentally appropriate menu of services for youth who experience homelessness in order to prevent homeless youth from becoming the next generation of homeless adults.

Voices of Youth Count Findings Released

Cook County was selected as one of 22 communities to participate in Voices of Youth Count—an initiative exploring the scope of youth homelessness in the U.S. Led by the University of Chicago’s Chapin Hall and the Chicago Task Force on Homeless Youth, with support from DFSS, the CoC worked closely with Chapin Hall to implement a youth-led count and conduct in-depth interviews with homeless service providers and youth experiencing homelessness.



In November, Voices of Youth Count released *Missed Opportunities: Youth Homelessness in America*, a report on the national scope of youth homelessness and recommend-

ed solutions. According to the study, “one in 10 young adults ages 18-25 experience some form of homelessness unaccompanied by a parent or guardian over the course of a year.”

Chapin Hall also released a detailed report about youth homelessness in Cook County based on in-depth interviews and surveys with 40 young people. According to the report, 45 percent of youth surveyed experienced the death of a parent or caregiver. They recommended that providers may want to expand outreach and access to services for youth who may not be under state care but are going through family transitions.

Youth in Cook County also had a higher levels of high school diploma and GED attainment (70 percent of those surveyed), but many were forced to choose between working low-wage jobs to remain housed or continuing with their education and being unstably housed.

Voices of Youth Count (2017). Cook County Report on Youth Homelessness: Findings from the In-depth Interviews Technical Report. Chapin Hall at the University of Chicago: Chicago, IL.

CoC Task Force on Homeless Youth Aligns Efforts



The Task Force on Homeless Youth held a special meeting on April 24, 2017 to discuss prioritization and to align their goals with two national strategic plans to end youth homelessness. DFSS Commissioner Lisa Morrison Butler, as well as representatives from Chapin Hall were in attendance.

New Mental Health and Substance Abuse Treatment Programs Available for Youth

The Substance Abuse and Mental Health Services Administration, through the Illinois Division of Alcohol & Substance Abuse, awarded two Chicago CoC agencies with funding for youth in 2017:

- Heartland Health Outreach was awarded funding to expand treatment and recovery support services for unaccompanied youth.
- A Safe Haven was awarded funds to expand treatment and recovery support services for homeless families.

EMPLOYMENT

STRATEGIC PRIORITY #4

Increase meaningful and sustainable employment opportunities for people experiencing or most at risk of homelessness.

During 2017, the CoC Employment Task Force spearheaded a number of initiatives to improve access to employment opportunities for people experiencing, or at risk of, homelessness. The Employment Task Force:

- Finalized the inclusion of employment-related questions in the Coordinated Entry Assessment that launched in April 2017. So far, approximately 60 percent of people who complete the Coordinated Entry Assessment indicate that they are interested in work.
- Secured a small grant to help the CoC build a “navigation function” model to test, formally pilot, and move into a permanent systemic solution between the CoC and workforce systems.
- Developed and delivered policy and practice recommendations to the workforce system on how to improve services to job seekers experiencing homelessness.
- Developed and delivered a two-day “Introduction to Employment and Workforce Development” training through All Chicago’s Learning Center.
- Conducted presentations about the Task Force’s work with leaders in the workforce system, at Continuum of Care events and committees, at national conferences, and with local foundation partners.



Community members gathered in All Chicago’s Learning Center for a training called “Securing Housing, Securing Work” on March 14, 2017. Trainers from the Chicago Jobs Council and the National Center on Employment and Homelessness presented resources on workforce development and discussed effective partnerships between housing and workforce organizations.



Chris Warland of Heartland Alliance, and Marlen Perez and Carrie Thomas of the Chicago Jobs Council (L-R) led a training on Aligning Employment and Housing at the December 7 All CoC Meeting.

ADVOCACY AND CIVIC ENGAGEMENT

STRATEGIC PRIORITY #5

Engage all of Chicago in a robust plan that creates a path to securing a home for everyone in our community.

Illinois Advocacy Team Participates in Capitol Hill Day

The National Alliance to End Homelessness selected July 19 as Ending Homelessness Capitol Hill Day and asked each state for Hill Day Captains. Lydia Stazen Michael from All Chicago and David Esposito from the Supportive Housing Providers Association served as the Illinois State Co-Captains. The team of 11 Illinois advocates representing seven organizations met with the legislative staff of eight state representatives and with Senator Tammy Duckworth. For each district, they shared the CoC funding and Point-in-Time Count data. They reiterated that our state-wide strategies to end homeless are working and that homelessness in Illinois is down 12 percent since 2015.

They asked for continued bi-partisan investment in successful homeless and housing programs, including funding the McKinney-Vento Homeless Assistance Grants program, protecting Medicaid, maintaining and beginning to increase HUD's affordable housing vouchers, and preserving the U.S. Interagency Council on Homelessness.



Members of the Illinois Advocacy Team pose in front of Mike Quigley's office.

CoC Representatives Meet with Senator Tammy Duckworth

On Sept. 21, All Chicago brought together 16 nonprofit and government partners for a roundtable with Senator Tammy Duckworth and two of her staff members. After Senator Duckworth shared her own experience facing housing instability as a child, All Chicago CEO Nonie Brennan moderated a discussion about the needs of Chicago's homeless services community.

Roundtable attendees discussed the obstacles in their work addressing homelessness and suggested some potential federal solutions. Participants also described the devastating impact the US Department of Housing and Urban Development cuts would have on their programs and the importance of the Affordable Care Act to the people they serve. DFSS Commissioner Lisa Morrison Butler emphasized that Chicago has successfully worked together to make strides toward ending homelessness and reiterated that cuts would hinder the community's progress.

CoC Advocacy Committee Event Brings Together Affordable Housing and Homeless Service Advocates



Attendees watch Janet Smith's presentation.

The CoC Advocacy Committee brought together CoC members, homeless service providers, and affordable housing experts on Sept. 15 for a discussion on the Nexus of Affordable Housing and Homelessness. The goal of the event was to start a conversation about how the affordable housing and homeless service sectors can work together to increase access to affordable housing for people experiencing, or at risk of, homelessness.

Discussion facilitator Janet Smith, Co-Director of UIC Voorhees Center, kicked off the conversation by providing background information on homelessness and affordable housing in Chicago. Smith then guided the nearly 40 attendees through a conversation about the problems they faced addressing homelessness and a lack of affordable housing in Chicago. Attendees brainstormed ways they could work together to push through policies to advance their shared goals.

CROSS SYSTEMS INTEGRATION

STRATEGIC PRIORITY #6

Work across public and private systems of care to ensure ending homelessness is a shared priority.

Chicago Public Schools Families in Transition Project

A collaboration among DFSS, the HomeWorks Campaign, and CPS, the CPS Families in Transition (FIT) Project is designed to connect 100 families with children enrolled in CPS's Students in Temporary Living Situations (STLS) with permanent supportive housing. Six elementary schools in Austin, Humboldt Park, and Englewood were selected to target families in the most at-risk communities. Any family meeting STLS eligibility in these schools may be assessed for the project via the Coordinated Entry System. Unique to the CoC, this project can provide housings for families living doubled up (living with extended family or friends), in addition to literally homeless families. All 100 eligible families have been identified and referred to supportive service providers. These providers are working to locate housing and will continue to provide the supportive services families need to stay permanently housed.

Funds for CPS FIT come from the City of Chicago's surcharge on the house-sharing industry, like AirBnB. Housing subsidies are provided by the Chicago Low-Income Housing Trust Fund and supportive services are provided through DFSS delegate agencies: Catholic Charities, Housing Opportunities for Women, Inner Voice, Inspiration Corporation, Metropolitan Family Services, and New Moms. CSH is coordinating the project, Facing Forward provides system navigation, All Chicago manages the HMIS data, and Urban Labs is conducting an evaluation.

SOAR Initiative Grows in the CoC

Thanks to a grant from the SSI/SSDI Outreach, Access, and Recovery (SOAR) Technical Assistance Center in late 2016, SOAR's presence in the CoC grew throughout 2017. SOAR is an evidence-based model for assisting people who are experiencing, or at risk of, homelessness in applying for public disability benefits. Here's how the CoC implemented SOAR technical assistance throughout the year:

- In May 2017, the SOAR TA Center facilitated a SOAR Implementation Meeting, where 27 community stakeholders developed an action plan to enhance and sustain SOAR in the CoC.
- In September, a SOAR Steering Committee met to begin executing the action plan, which consists of four goals: Applications/Training, Collaborations, Outcomes & Sustainability, and a SOAR Steering Committee.
- All Chicago hosted a "SOAR 101" training with 21 participants on Sept. 20.
- Beginning in October, All Chicago facilitated a SOAR Online Course Cohort that trained 54 registrants representing 22 different agencies.

H2 Initiative Strengthens Coordination Between Health & Housing Sectors

Led by the Center for Housing and Health, the H2 initiative completed their 2017-2019 strategic plan and created three workgroups aligned with 25 SMART goals. The workgroups are: Increasing Housing Capacity, led by Illinois Partners for Human Services; Services Integration, led by IlliniCare Health Plan; and Data Integration, led by CSH. Three Medicaid Managed Care Organizations (MCOs) identified their members living in project-based supportive housing buildings or shelters. These MCOs are exploring ways to streamline the way health care coordination services are assigned and deployed based on the number of members living in different locations.

Heartland Health Outreach (HHO) implemented a Health Neighborhood Program with three permanent supportive housing providers – Chicago House, Deborah's Place, and North Side Housing and Supportive Services. The program's goal is to provide a more holistic and integrated model of healthcare, using a shared-staffing concept where clinicians are employees of both permanent supportive housing providers and HHO. The clinicians have existing relationships with people living in their housing programs who are receiving primary care services at HHO, so HHO can give the clinicians access to the Electronic Health Records to support improved health outcomes and bill Medicaid for the clinical services provided. Otherwise, the housing providers would not be able to bill Medicaid for these services.

CAPACITY BUILDING

STRATEGIC PRIORITY #7

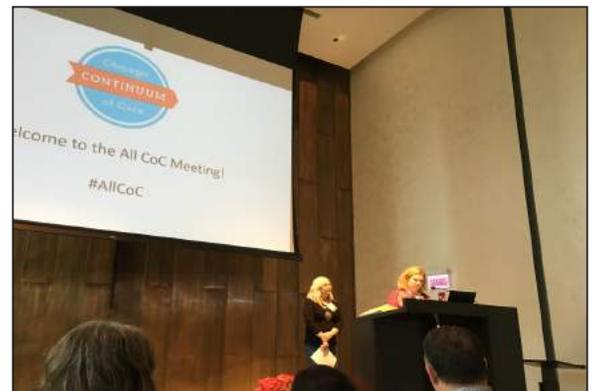
Ensure a strong homeless assistance system capable of implementing Plan 2.0 goals and HEARTH Act performance standards.

CoC Action Agenda Takes Shape

The CoC Action Agenda is a strategy and work plan for the CoC, All Chicago, and the Chicago Department of Family & Support Services (DFSS) to be more responsive, collaborative, and action-oriented in its work to end homelessness. The Action Agenda encompasses four key strategies to strengthen and focus the work of All Chicago, DFSS, and the CoC:

1. *Organize.* Create an infrastructure of working groups focused on actions that advance the goals of Plan 2.0 and include everyone's voice at the table.
2. *Empower.* Empower All Chicago as the backbone organization leading the CoC to achieve the goals of Plan 2.0.
3. *Elevate.* The CoC Board approves policies recommended by working groups and aligns the resources and activities to support policies.
4. *Amplify.* Build political will to align leadership, set concrete targets, and expand housing inventory.

The Action Agenda was the product of community-wide feedback sessions that national CSH consultants conducted in late 2016 and early 2017. The CSH consultants used the community's feedback to develop a strategy memo that was endorsed by the CoC Board of Directors in June 2017. The Action Agenda infrastructure was overwhelmingly approved by a 63-9 vote at the All CoC Meeting in December 2017, and the work will go into effect in 2018.



CAIC Committee Co-chairs present the Action Agenda motion at the Dec. 7 All CoC Meeting.

Chicago's Dashboard to End Homelessness Goes Live

All Chicago's Homeless Management Information System (HMIS) team created Chicago's dashboard to End Homelessness to empower the housing and homeless services system to assess their progress and take action to prevent and end homelessness in Chicago. Launched on October 17, the dashboard harnesses data from HMIS to transparently depict how people experiencing homelessness access services and move to housing.

The dashboard is updated on a weekly basis to allow for real-time analysis and for the community to act on data to improve strategies that prevent and end homelessness. The dashboard includes a variety of key indicators, including the number of people experiencing homelessness, available housing units, and the number of people entering and leaving homelessness in Chicago. CoC committees began incorporating dashboard data into their decision-making at the end of 2017.

Chronic Homeless Verification Process Simplified via HMIS

A work group of the Build for Zero chronic homelessness initiative met throughout early 2017 to create a process to easily verify whether someone fits HUD's definition of chronic homelessness. The work group put together a packet of materials for homeless service providers that helps them parse out complex calculations and ensure the community is using the same standards to verify someone's chronic status.

When a homeless service provider completes an assessment, they can simply pull up the packet of materials and verify the length of time someone experienced homelessness within HMIS. The materials also contain a universal form to verify disability. Service providers no longer have to ask shelters to write letters to verify someone's length of homelessness, which could delay a match to permanent housing. After testing out the forms, the work group got the new chronic homeless verification approved by HUD and CES began implementing the process in the spring.