

Report Protocols

The Collaborative Applicant and Planning Grant Reporting Template will be used by the Collaborative Applicant Committee to review and hold the Collaborative Applicant accountable for the outlined scope of work in the Collaborative Applicant MOU.

This report will be completed by the Collaborative Applicant at least twice a year, following the reporting timeline outlined in the table below. Note, this timeline may be adjusted at the request of the Collaborative Applicant’s if approved by the Collaborative Applicant Committee, or as necessary based on the Collaborative Applicant Committee’s workplan and meeting schedule.

Reporting Goal Deadline	For Time Period Covering
End of January	Prior July – December time period
End of July	Prior January through June time period

Overall Report Notes

- For the end of year 2020 report, we included information for the whole year instead of the last 6 months.

Section 1: CoC HUD Application and Requirements Dashboard

Section 1 Overview or Explanation of Circumstances

As of 1/5/2021, the information we know about the 2020 NOFA process is as follows:

The Emergency COVID-19 Relief Package that was signed into law on December 27, 2020 includes an important provision regarding Continuum of Care funding under the Department of Housing and Urban Development (HUD). Analysis and interpretation are still in process, and we will continue to share updates as it become available. However, we do know that under this law, HUD CoC projects expiring during calendar year 2021 will renew for one 12-month period without a competition. The HUD Secretary will publish a notice that prescribes the format and process by which the projects and awards will be renewed. The notice will also adjust the renewal amount based on changes to the Fair Market Rent.

All Chicago is working closely with HUD to further understand the implications of the Relief Package for Chicago’s HUD CoC-funded portfolio. We will continue sharing details about the renewal process as they become available.

HUD Application Deliverable	Estimated or Known Deadline	Status	Status Explanation
Registration	March 5, 2020	Completed	The Chicago CoC had no changes from the previous year’s competition, therefore no forms were needed.
Consolidated Application	Unknown	Not Yet Started	HUD offices have indicated to prioritize response to COVID-19.
CoC Application	Unknown	Not Yet Started	HUD offices have indicated to prioritize response to COVID-19.
CoC Priority Listing	Unknown	Not Yet Started	HUD offices have indicated to prioritize response to COVID-19.

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HUD Application Deliverable	Estimated or Known Deadline	Status	Status Explanation
Grant Inventory Worksheet	Unknown	Submitted	Submitted on August 19.
Housing Inventory Chart	June 30, 2020	Completed	The Chicago CoC successfully submitted the HIC on June 28, 2020. A HIC Highlight document was also created for community.
Planning Grant Application	Unknown	Not Yet Started	HUD offices have indicated to prioritize response to COVID-19.
Point in Time Count	June 30, 2020	Completed	The Chicago CoC successfully submitted the PIT on June 28, 2020.
Existing Project Evaluation and Application (Part 1: Chicago's Intent to Renew Process)	February 20, 2020 – Applications Due	Completed	Intent to Renew was distributed and completed by projects. Due to COVID-19 completion of the TA portion has been put on hold until the health crisis subsides.
Existing Project Evaluation and Application (Part 2: Chicago's FY20 Local Evaluation Process)	TBD	Started but on hold	The Evaluation Instrument Committee has established the questions for 2020 and has a few decisions left to make regarding scoring. HMIS team has drafted the reports and are currently testing and revising them with partners. Release date is on hold due to COVID 19.
New Project Application Process	Unknown	Not Yet Started	HUD offices have indicated to prioritize response to COVID-19.
Call out annually for new CoC Members		Not officially completed	All Chicago typically calls out for new members in advance of the All CoC Meetings.
All CoC Meeting 1	October 28, 2020	Completed	All Chicago held an All CoC Meeting in October.
All CoC Meeting 2	December 18, 2020	Completed	All Chicago held an All CoC Meeting in December.
Consolidated Plan Coordination	June 15, 2020	Completed	All Chicago led the process for the CoC to provide recommendations and public comment on the city's amendment to the Con Plan for the CARES Act Funding.
Youth Homeless Demonstration Program Application	Unknown		Application is yet to be released.

Section 2 Overview or Explanation of Circumstances

CoC Program Monitoring work has been on hold July – December 2020 due to All Chicago’s shift to focus on responding to COVID-19. In 2021, CoC Program Monitoring work will resume. The initial focus will be to close out the Technical Assistance needs of agencies monitored in 2019 and 2020 and then initiate 2021 monitoring.

Monitoring Task	Number of Agencies
# agencies and projects selected for monitoring so far in 2020	3 agencies were selected. Within the 3 agencies there are 10 projects, including 8 PSH, 1 TH and 1 Joint RRH-TH.
# agencies placed on a Performance Improvement Plan (PIP) so far for 2020	2
# agencies placed on PIP with closed cases for 2020	0
# agencies placed on PIP with open cases for 2020	2
# agencies identified at risk due to lack of progress on closing the PIP (and description of areas in which progress has not occurred).	0

# of Agencies with Concerns	Level of Concern			
	No Concern	Low Concern	Medium Concern	High Concern
Targeted Client File Review Area				
Homeless Documentation		2	1	
Chronic Homeless Documentation	1	1	1	
Exits		1		2
Individual Service Plans	1	1	1	
HMIS Data Entry	1	2		
Context for High Concern Levels; next steps (i.e. what are we doing for the high concern agencies)	The high concerns for exits were related to the process was not provided to the participants, exits did not follow a housing first approach, or the program did not demonstrate attempts to document the participants' exit destinations. The agencies with high concerns will receive technical assistance and submit a Performance Improvement Plan (PIP) to identify procedures that will be used in the future.			

Monitoring Review and Process Improvements from 2019 to 2020

No changes since last report.

In 2020 we removed the desk audit portion from the monitoring tool because we are focusing on Client File Reviews. Policy reviews are happening through the Intent to Renew Process which is why the desk audit was no longer necessary. We have narrowed the number of areas we look at in the file review so that we can review participant files from every project in the selected agency and so we can increase the number of agencies that we monitor. We instituted a level of concern rating so that we can contextualize the importance of the results with the agency and this guides the technical assistance and performance improvement plans with them. If we see a high level of concern at an agency, we will conduct a more comprehensive file review to determine if there are more widespread issues.

Section 3: CoC System Compliance, Performance and Planning

Section 3 Overview or Explanation of Circumstances

This part will only be completed if the CAC feels it is necessary, or if the Collaborative Applicant feels additional information about the landscape, or prior reporting data would be helpful context for the CAC.

Annual HUD Debriefing Comparison

No changes since last report. See separate document.

Description of any updates or changes made to the Program Models Chart since last report

No changes since last report.

At the February 2020 CoC Board Meeting, we presented on several changes to the Program Models Chart. The full brief can be found on pages 37-42 of the [February CoC Board Meeting Packet](#). Changes were made to standardize and simplify the Program Models Chart. Additionally, 3 new models were made: shelter, youth rapid rehousing, and joint TH-RRH. The Program Model Chart (PMC) work group of the System Performance and Evaluation Committee (SPEC) recommended these updates. We held feedback sessions with the following groups: Right Sizing work group, Youth Leadership, System Performance and Evaluation Committee and HUD CoC Funded Partner Quarterly Meeting. All Chicago also received 12 responses through a feedback form.

In February, the Program Model Chart work group had resumed meetings to review transitional housing models in the system. Due to COVID-19 that work has been put on hold.

Description of any grants applied for on behalf of CoC

No changes as of last report.

If the Youth Homeless Demonstration Project (YHDP) application is released, the CoC Board has designated All Chicago to apply for this on behalf of the CoC.

Description of data analytics provided for CoC

Items in bold were added since the last report.

Numerous new and ongoing reports have been generated for the CoC and its members since the start of the year. These reports included:

- Reports templates for organizations applying to DFSS for funding;
- Submissions for the Youth Line of Work's 100 day Challenge;
- Rebuilding the reports and conducting data quality process with all HMIS participating agencies;
- Completion of the HUD-mandated annual System Performance Measures reports;
- Reports to monitor performance for Veteran services providers;
- Monthly reports for the Flexible Housing Pool;
- Rebuilding the reports for the annual competitive NOFA process;
- Pulling and analyzing data to respond to research requests;
- Building reports to design and support the Expedited Housing Initiative;
- Conducting data matches for the Chicago Housing Authority to verify homeless status;
- Quarterly reports for the Employment Task Force;

- Quarterly reports for the PSH Medical Model working group;
- Facilitating community input to shape the redesign and rebuild of the dashboard;
- **Facilitating community input to shape the development of a research agenda for the CoC;**
- **Quarterly reports to support the DFSS strategic framework;**
- **Building reports to support the HUD Racial Equity Demo project; and**
- **Conducting the data match for the youth FHP expansion project;**
- [Highlights from the 2020 HIC ;](#)
- [Domestic Violence and Human Trafficking Data for Clients Assessed for Coordinated Entry;](#)
- [Data Highlights from the Chicago Homelessness Services System, January through June 2020;](#)
- [Data Highlights from the Chicago Homelessness Services System, July through September 2020.](#)

Section 4: CoC Capacity Building

Section 4 Overview or Explanation of Circumstances

This part will only be completed if the CAC feels it is necessary, or if the Collaborative Applicant feels additional information about the landscape, or prior reporting data would be helpful context for the CAC.

Description of technical assistance provided by All Chicago to agencies in need of assistance.

We have provided TA on the HUD waivers, emergency recordkeeping policies, grant spenddown and the expedited grant amendment process. We provided TA to new projects that are starting up and to projects that are transitioning their grants. We have provided TA on HUD CoC regulations such as the Environmental Review regulations, utility payments, chronic homeless documentation, participant handbooks, shared housing/roommates, and transitional housing length of stay extensions.

Training Outputs

	Current Year	Prior Year (if available)
# of Trainings	43	111
# of People Trained	1,930	2,169

Training Satisfaction

	Highly Satisfied	Satisfied	Not Satisfied
Average for All Trainings (current year)	86.2%	10%	3.8%
Average for All Trainings (prior year)	75%	13%	12%

List of training topics, in order of highest level of attendance:

Date	Training	Attendance
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January 09, 2020	Gender Equity	4
January 10, 2020	Case Management: A Day in the Life – Part 3: Goal Setting	15
January 13, 2020	Continuum of Care 101	12
January 14, 2020	Intent to Renew Training (In-Person)	9
January 14, 2020	An Overview of Chicago's Coordinated Entry System	7
January 15, 2020	Intent to Renew Training (Webinar)	13
January 21, 2020	ABAWDs Policy Training for Community Service Providers	15
January 28, 2020	Focus Group on HUD NOFA CoC Project Application Review	3
February 5, 2020	Housing First 101	24
February 9, 2020	Self-Care Workshop Series: Mindfulness	9
February 16, 2020	Student Emergency Fund Training	24
February 27, 2020	SOAR Peer Roundtable	16
February 28, 2020	Cost Allocations and Indirect Costs Workshop	18
March 5, 2020	Adulthood 101	11
March 5, 2020	Stress Management Wellness Workshop	6
April 2, 2020	COVID-19 Housing Provider Sharing & Problem-Solving Session Webinar	91
April 6, 2020	All Chicago's HUD Waiver Question & Answer Session- Recorded Webinar	86
April 22, 2020	Just Housing Amendment: Best Practices for Housing Providers & Case Managers	48
May 05, 2020	Homeless Definition (HEARTH ACT)	23
May 07, 2020	Heartland Alliance Financial: Coaching for Diverse Populations	33
June 11, 2020	Cultural Humility and Trans 101 Workshop	81
June 12, 2020	NAMI-Mental Health Awareness: Warning Signs	53
June 17, 2020	Practical Strategies for the Trauma-Informed Care Case Manager	54
July 10, 2020	COVID-19 Chicago CoC Peer Sharing Session- 2 nd HUD Waiver	43
August 26, 2020	Adulthood 101	22
September 17, 2020	New Rules and Laws that Impact Our Community Discussion: Legalization and Public Charge	20
September 22, 2020	Domestic Violence in the Time of COVID-19	58
September 23, 2020	Coordinated Entry System	37
September 24, 2020	Landlord Engagement in Supportive Housing Programs	93
September 30, 2020	An Overview of Chicago's Coordinated Entry System	51
November 11, 2020	Housing First 101	50
November 12, 2020	HUD Chronic Homelessness	41
December 4, 2020	Homeless Sector 101	44
May 26-28, 2020	Heartland Alliance Wealth & Wellness Train-the-Trainer Series	37

Description of how training topics were intentionally tied to build capacity among homeless providers with the goal of improving system performance.

HUD Rules

All Chicago continued to support direct line and frontline support to understand homelessness. Housing First 101 and An Overview of Coordinated Entry training aid the community in its proven approach in which people are experiencing homelessness are connected to permanent housing swiftly and with few to no treatment preconditions, behavioral contingencies, or other barriers. An Overview to Coordinated Entry teaches the community about the critical components of a Coordinated Entry System, with an overview of our system's history, implementation, and status today. Homeless Sector 101 offers a basic overview of Chicago's homeless system. It covers the number of homeless individuals existing programming, and the cross-collaboration approach to end homelessness in Chicago and recommended for those new to working with the homeless sector; HUD Chronic Homelessness Definition & Requirements training supports a Chicago CoC mandate that all HUD CoC-funded Permanent Supportive Housing programs fill their turnover units with households experiencing chronic homelessness. Over 304 participants enrolled in these courses in 2020 who wanted to know about the system approach.

The following non-CoC agencies, such as AHS Family Center Chicago, ACCF African American Christian Foundation, Chinese Mutual Aid Association, Housing Forward, National Able Network, and Pope Francis Center Chicago, attended these training opportunities to understand homelessness as first-time participants.

Trauma- Informed Care and Harm Reduction

CoC Partner Agency leadership (Program Directors, Director of Programs of Housing, and Directors of Case Management) are working to develop training offerings in a series to support trauma-informed care and harm reduction within the system. Each course better aid organizations and agencies in the continuum by creating a menu of lessons on the basics and essentials for new staff in their role and new to homelessness.

The CoC Foundation Menu Training Series- This training series is composed of a menu of parts in a series covering topics as part of the onboarding process to support you in your organization's role. All course development was a peer-led effort; a team of subject matter experts created this training to address the need for onboarding new employees on these essential topics. All activity is for onboarding or acting as a refresher to introduce new or current staff to critical concepts, develop or refine skills. All lessons are self-paced, which means participants can take the time they need and set their schedule instead of working within a designed structure for them; this means no set time and a deadline to complete course materials so that you can access the materials at any time.

The following course are being offered with additional courses to be added to the series:

CoC Foundation Training Series: Practical Strategies for the Trauma-Informed Care Case Manager

Presenter: Mallory Price is a Licensed Clinical Social Worker in a Private Practice in downtown Chicago where she specializes in providing trauma-informed and client-centered therapy to individuals and families. She primarily works with survivors of complex trauma, the LGBTQ+ community, the HIV/AIDS community, and individuals with mood and personality disorders. Mallory has over ten years of experience in social service agencies providing intensive clinical services to homeless and unstable housing individuals. Before starting her practice, she was the Director of Residential Housing and Quality Improvement at Chicago House and Social Service Agency. While at Chicago House, she oversaw the implementation of trauma-informed care and harm reduction practices and policies in the residential programs and was instrumental in leading the agency's COA accreditation process. Mallory holds a master's degree in Social Work from the University of Chicago. She was a Point Foundation Scholar and a bachelor's degree in Social Work from Saint Mary's College-Notre Dame.

Upon completion of this training module, participants will be able to:

- Provide a brief review of Trauma
- Provide a framework for the case manager's understanding of Trauma-Informed Care in case management
- Expand understanding of Trauma-informed strategies to use during outreach, intake, Assessment, Housing Process, Long-term engagement and monitoring, and termination in Housing First Programs of the case management relationship

CoC Foundation Training Series: Case Management: Engagement

Presenter: Abbie Beato, LCSW, CADC-Director of Case Management- Franciscan Outreach

Upon completion of this training module, participants will be able to:

- Why is engagement important?
- What gets in the way of engagement?
- What practices support engagement?

CoC Foundation Training Series: Crisis Intervention & De-Escalation

Presenter: Sierra Petersen, Training Coordinator, NAMI Chicago

We are experts, advocates, and leaders, standing by our community. Since 1979, NAMI Chicago has fought for families and individuals impacted by mental health conditions. We promote community wellness, break down barriers to mental health care, and provide support and expertise for families, professionals, and individuals in Chicago and beyond. Mental health affects everyone, no matter who they are or where they are from. That's why NAMI Chicago is committed to showing up for everyone in our community—whether it's Chicago's first responders, students, school staff, a person on the other end of the phone, or in the community, meeting individuals where they are.

Upon completion of this training module, participants will be able to:

- NAMI Chicago Overview
- Mental Health Awareness
- Crisis Intervention and De-escalation Skills

CoC Foundation Training Series: Case Notes and Time Management 101

Presenter: Kimberlee Ross, LCSW- Director of Programs-Housing Opportunities for Women (HOW)

Upon completion of this training module, participants will be able to:

- Understand the purpose and function of client case notes
- Be able to apply skills outlined to write clear, consistent, and appropriate case notes
- Identify techniques to manage time effectively

Eviction Prevention

Landlord Engagement in Supportive Housing Programs addressed landlord engagement and retention issues in permanent supportive Housing and similar programs utilizing Housing First, Trauma-Informed Care, and Harm Reduction frameworks.

Presenter: Avi Rudnick, Esq., MSW (he/him) has been an attorney with the Transformative Justice Law Project of Illinois (TJLP) since 2010 and has been in a coordinator role with the monthly Name Change Mobilization at TJLP since 2012. Avi is currently transitioning his role with the Name Change Mobilization to join the inaugural board of TJLP. Avi is also Director of Scattered-Site Housing at Chicago House and Social Service Agency. In addition to his role as Director of Scattered-Site Housing and Co-Coordinator of the Name Change Mobilization, Avi facilitates training throughout the year on various topics that impact marginalized communities targeted by state-sponsored systems of violence and institutional and systemic oppression. Prior to working at Chicago House and his involvement with TJLP, Avi worked as a public defender in Portland, Oregon. Avi is a non-binary, trans, and queer harm reductionist who believes strongly in the long-term goal of prison abolition.

Section 5: CoC Communications

Section 5 Overview or Explanation of Circumstances

All Chicago recently combined Action Alerts and CoC Implementation structure updates into our regular CoC newsletters. This was largely due to the shift toward the 2021 CoC Implementation Structure (which reduces the lines of action from 12 to 5), and due to inactivity of many of the lines as much of the focus was on COVID-19 response and launching the Expedited Housing Initiative on behalf of the CoC.

Communication Outputs

	Current Year, to date	Prior reporting period	Prior Year	Average Open Rate (based on the last 10 communications)
# CoC Newsletters Sent (goal 1/month)	24	8	11	37.1%

Description of efforts to maintain updated CoC Membership List/Portal and Dues Tracking/Notification

No changes since last report.

All Chicago uses Wild Apricot to maintain our CoC membership list: <https://chicagococ.wildapricot.org/sys/website>. All Chicago sends a reminder to all CoC members to pay dues annually. Any agencies that do not pay dues, that otherwise would have funding a risk due to not paying dues, are contacted additional times until dues are paid.

Description of efforts to maintain updated CoC Website

No changes since last report.

All Chicago launched a new website in March 2020. We made efforts to streamline the look of the CoC page.

Page click through data is currently being assessed and opportunities to promote click-throughs are being implemented based on data. We are slowly building more pages to eliminate large, text heavy pages, addressing issues as they are presented.

List of letters of support submitted on behalf of CoC and reason for supporting

Need to discuss with the committee what we should be tracking on this item, and how important it is.

Section 6: CoC Governance and Implementation Support for the CoC Implementation Structure (formerly known as the Action Agenda) (Nicole)

Section 6 Overview or Explanation of Circumstances

This part will only be completed if the CAC feels it is necessary, or if the Collaborative Applicant feels additional information about the landscape, or prior reporting data would be helpful context for the CAC.

Current areas of focus for coordinating strategy and innovation for CoC Governance Structure and Implementation Structure (bullets, short description)

Our current priority area of focus for coordinating strategy and innovation for the CoC Implementation Structure has been to refresh the Implementation Structure and roll out an updated version for 2021. We conducted community surveys, focus groups, strategy sessions and opened up a proposed 2021 CoC Implementation Structure for public comment in December. The CoC Board will vote on the proposal in February 2021.

A second focus area is on launching the Expedited Housing Initiative for Chicago, which seeks to leverage over \$35 million in CARES Act funding to house 2,550 people through the end of 2022.

Describe the process for maintaining an updated CoC Calendar

We use the CoC Calendar to promote meetings and events happening in the CoC. For the CoC Implementation Structure, any meeting leads copy All Chicago's Communications Manager on the meeting so she can add it to the calendar. While we were without a Communications Manager position between February to June, other staff helped to keep the calendar up to date.

For CoC Board Meetings and Committees, Nicole and Cindy copy Karisma on meeting notices so she can update the calendar.

Describe the process to support the CoC Implementation Structure per the Collaborative Applicant Scope of Work

All Chicago dedicates two VP-level Co-Leads of the overall CoC Implementation Structure to ensure the Board of Directors is updated, ensure activities and decisions are appropriately shared with the Community, and to help ensure all activities within the Lines of Action are strategically aligned with each other and with the CoC's goals.

Additional staff will be assigned to the new lines of action once adopted by the Board of Directors.

CoC Governance Support	# and date of Meeting	Minutes Posted on CoC Website?
CoC Board (6x year)	Total Meetings in 2020: 6 Feb 25 April 15 June 17 August 18 October 20 December 16	Yes, except December is missing – working to remedy that.
Executive Committee (as needed)	Total Meetings in 2020: 7 Jan 27 April 3 June 3 August 11 October 9 November 20 December 9	Restructuring website to include space for each Board Committee.
Board Affairs Committee (?)	Total meetings in 2020: 5 June 3 October 8 October 12 November 18 December 4	Restructuring website to include space for each Board Committee.
Finance Committee (as needed)	Total Meetings in 2020: 1 Feb 7	Restructuring website to include space for each Board Committee.
System Operations and Performance Committee (every other month)	Total Meetings in 2020: 5 June 9 July 17 – rescheduled due to lack of quorum for early Aug August 4 September 18 November 20	Restructuring website to include space for each Board Committee.

Section 7: CA Financial Report

The Collaborative Applicant will provide a financial report along with this template.

Section 7 Overview or Explanation of Circumstances

This part will only be completed if the CAC feels it is necessary, or if the Collaborative Applicant feels additional information about the landscape, or prior reporting data would be helpful context for the CAC.