



# Contra Costa Council on Homelessness 2018 Priority Plan

This Priority Plan outlines the priority areas, goals and strategies that the Continuum of Care, Contra Costa Health, Housing and Homeless Services (H3), and partner stakeholders undertook in calendar year 2018. The strategies, activities, and accomplishments identified were grounded in the goals and strategies of the Contra Costa Continuum of Care’s 2014 Strategic Plan, *Forging Ahead*, which emphasized two key goals:

- **Permanent Housing Goal:** Decrease the length of time people experience homelessness.
- **Prevention Goal:** Decrease the percentage of people who become homeless.

STRATEGY	2018 ACTIVITIES	2018 ACCOMPLISHMENTS
<b>PERFORMANCE STANDARDS</b>	Completed evaluation of Phase I of coordinated entry system rollout.	<ul style="list-style-type: none"> <li>• Evaluated HMIS service data and focus group feedback to evaluate progress on key objectives: communication with stakeholders, consumers, and CoC partners; identification of households not actively engaged in services; access to coordinated entry via 2-1-1, Warming Centers, CORE, and Housing Navigation.</li> </ul>
	Strengthened Point-in-Time Count methodology.	<ul style="list-style-type: none"> <li>• Used off-year PIT Count to experiment with new sites (CalWorks, community colleges), new partners (PD, Rainbow Cmty Center, schools) and new survey questions (context, families).</li> </ul>
	Conducted CORE survey to evaluate program.	<ul style="list-style-type: none"> <li>• Engaged over 70 consumers to gather qualitative data to inform opportunities for outreach improvements.</li> </ul>
<b>COORDINATED ENTRY</b>	Launched Phase II of coordinated entry system rollout.	<ul style="list-style-type: none"> <li>• Strengthened understanding and practice of rapid resolution principles and began to integrate throughout coordinated entry system.</li> <li>• Launched diversion counseling and housing location services.</li> <li>• Developed Housing Security Fund policies and procedures and prepared for pilot with Housing Navigation caseload.</li> <li>• Conducted meetings with affordable housing providers to strengthen integration into coordinated entry system.</li> <li>• Convened emergency shelter providers to strengthen integration into coordinated entry.</li> <li>• Expanded CARE Centers through RFP, and strengthened consistency of CARE Center approach through provider huddles.</li> <li>• Integrated VA housing and services into coordinated entry system flow.</li> <li>• Developed grievance and complaint process.</li> </ul>

STRATEGY	2018 ACTIVITIES	2018 ACCOMPLISHMENTS
<b>COMMUNICATION</b>	Strengthened partnerships to address youth homelessness.	<ul style="list-style-type: none"> <li>• Launched Youth Advisory Board.</li> <li>• Established Steering Committee with EHSD and youth providers to apply for YHDP (Youth Homelessness Demonstration Program), leading to youth system mapping.</li> <li>• Held dedicated Youth Point-in-Time Count.</li> <li>• Conducted youth needs assessment, informing needs for greater partnership with schools and Juvenile Justice; improvement of data collection efforts; and implementation of youth-focused best practices.</li> </ul>
	Engaged community around state funding opportunities.	<ul style="list-style-type: none"> <li>• Coordinated between county and cities to make shelter crisis declarations.</li> <li>• Held 3 community forums across county, and 1 on youth, to identify strategies and funding priorities to guide HEAP application.</li> <li>• Successfully applied for over \$7M in HEAP funding to support CARE Centers, CORE outreach, and youth services.</li> </ul>
	Partnered with Ensuring Opportunity on Housing Summit.	<ul style="list-style-type: none"> <li>• Aligned efforts around identification of housing needs, countywide community engagement campaign, and exploration of housing bond.</li> </ul>