Monthly Members Meeting

March 22th, 2022

Welcome!

Agenda

Welcome & Introductions

Sub-recipient Competition Update – Martha Are

Principles For How We Treat Each Other

Seminole County: Emergency Assistance Programs

Osceola County: Emergency Rental Assistance Programs

System Performance Measures – Brittney Behr

HMIS Updates – Vendor Transition

Announcements

Martha Are

- CFCH Sub-Recipient Competition Updates

Seminole County

Emergency Assistance Programs

Seminole County

- Seminole County currently has approximately $7.5 million in funding available to residents of Seminole County

- To date $13.7 million has been paid to assist 2254 households

- Emergency Rental Assistance Program (ERAP), American Rescue Plan Act (ARPA), Emergency Mortgage Assistance Program (EMAP)

SEMINOLE COUNTY
FLORIDA'S NATURAL CHOICE

9/16/2022

Emergency Rental Assistance Program (ERAP)

- Assistance for up to 12 months of past due rent/utilities and 3 months of prospective rent/utilities.

- Household income must be at or below 80% AMI to be eligible and must reside in Seminole County.

- Loss or reduction in income must have occurred during the pandemic.

- Can reapply for additional assistance if needed but will not exceed 18 months of total assistance.

- Payments are made directly to the vendor.

- No dollar amount cap.

American Rescue Plan Act (ARPA)

- Assistance for up to 12 months of past due rent or mortgage and utilities and 1 month of prospective rent/mortgage/utilities.

- Household income must be between 81% and 140% AMI to be eligible and must reside in unincorporated Seminole County, city limits of Altamonte Springs or city limits of Sanford.

- Loss or reduction of income must have occurred during the pandemic.

- One-time assistance.

- Payments are made directly to the vendor.

- No dollar amount cap.

SEMINOLE COUNTY
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Emergency Mortgage Assistance Program (EMAP)

- Assistance for past due mortgage and utilities and 1 month of prospective mortgage/utilities.
- Past due cannot be prior to 3/2020
- Household income must be at or below 80% AMI to be eligible and must reside in Seminole County.
- Household must have ongoing management in the amount of at least the monthly mortgage amount.
- Must have a loss or reduction of income due to COVID19
- One-time assistance.
- Payments are made directly to the vendor.
- No dollar amount cap.

SEMINOLE COUNTY
FLORIDA'S NATURAL CHOICE

9/16/2022

Resources

- Information regarding eligibility, documentation and other questions can be found at https://www.seminolecountyfl.gov/economic-recovery.stml

- All applications are completed online.

- Residents that do not have access to complete an online application or are unable to scan and upload documents may schedule an appointment to utilize our computer storefront. The number to call to schedule an appointment is 407-665-2300.

SEMINOLE COUNTY
FLORIDA'S NATURAL CHOICE

Osceola County: Emergency Rental Assistance Programs

David Barnett,

Community Services Manager, Osceola County

System Performance Measures

Data for HUD FY 2020-2021

Submission Due: Feb 28th, 2022

What Are System Performance Measures?

- System Performance Measures (SPMs) are a selection of metrics used to evaluate system-level performance

- SPMs encourage communities to coordinate efforts across different projects and funding sources

- SPMs are reported to HUD and are a competitive element in CoC Program Competitions for additional funding

- SPMs focus primarily on how the whole CoC is performing, as opposed to specific projects or jurisdictions
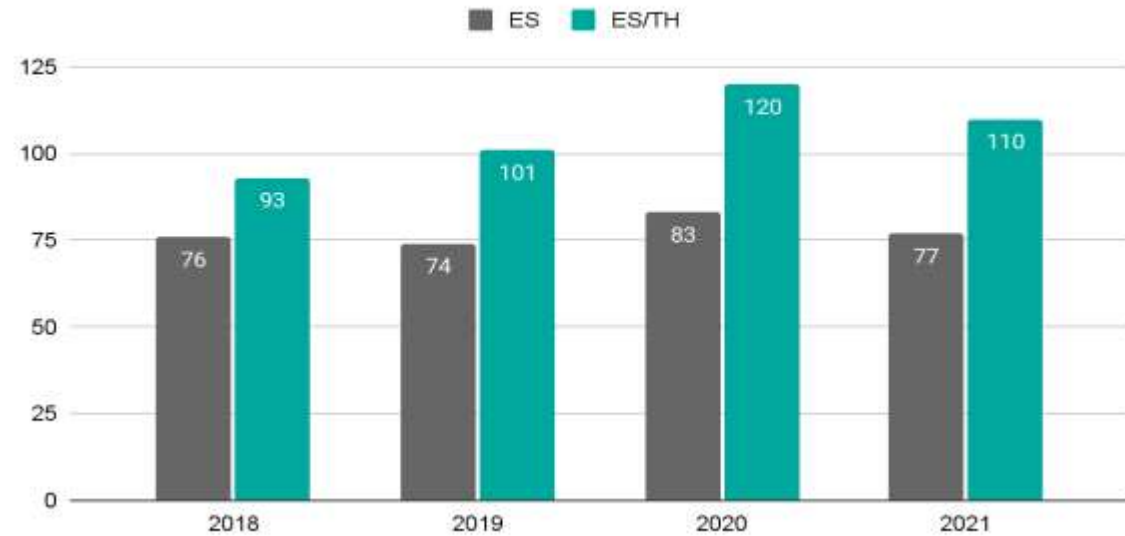
Length of Time Homeless

How long people experience homelessness on average, by their length of stay in Emergency Shelter and Transitional Housing projects, and by their self-reported length of time homeless.
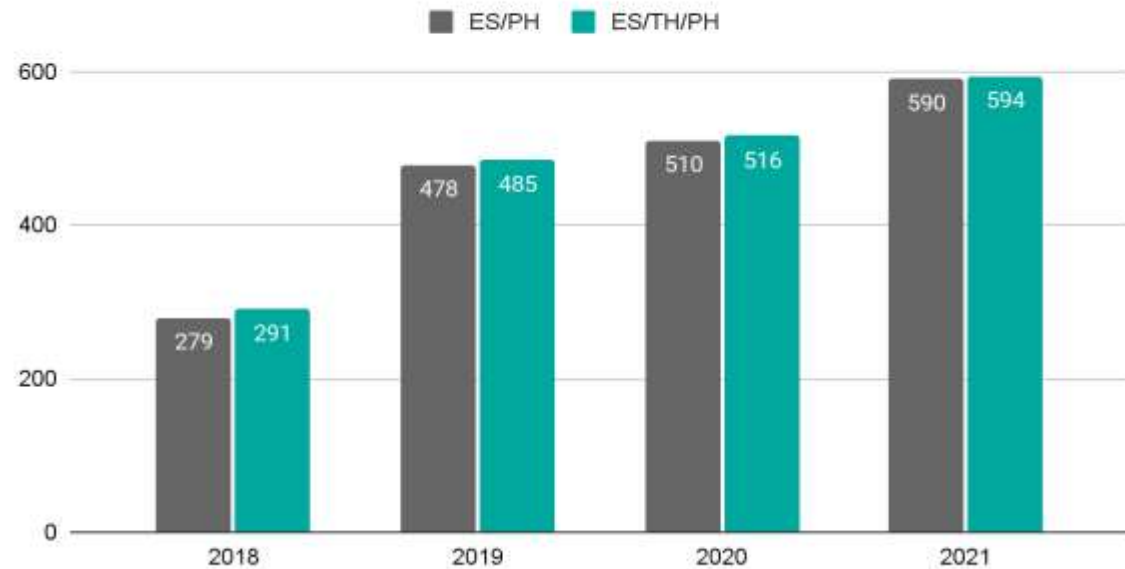
Measure 1: Length of Time Homeless

- The average length of stay in Emergency Shelter projects has remained stable
- Transitional Housing projects have experienced slight increases over time
- Self-reported length of time homeless has increased
  - This is due in part to non-congregate shelter options which target harder-to-serve populations that cannot access higher-barrier shelters

Avg Length of Time Homeless in ES/TH Projects

■ ES ■ ES/TH

Year	ES	ES/TH
2018	76	93
2019	74	101
2020	83	120
2021	77	110

Avg Length of Self-Reported Time Homeless

■ ES/PH ■ ES/TH/PH

| Year	ES/PH	ES/TH/PH
2018	279	291
2019	478	485
2020	510	516
2021	590	594

Returns to Homelessness

The percentage of people who return to homelessness within two years, after exiting to a permanent housing destination.

Measure 2: Returns to Homelessness

Returns to Homelessness within 2 years is trending slightly downward.

Overall Returns to Homelessness Within 2 Years

| 2018	2019	2020	2021
23%	23%	22%	22%
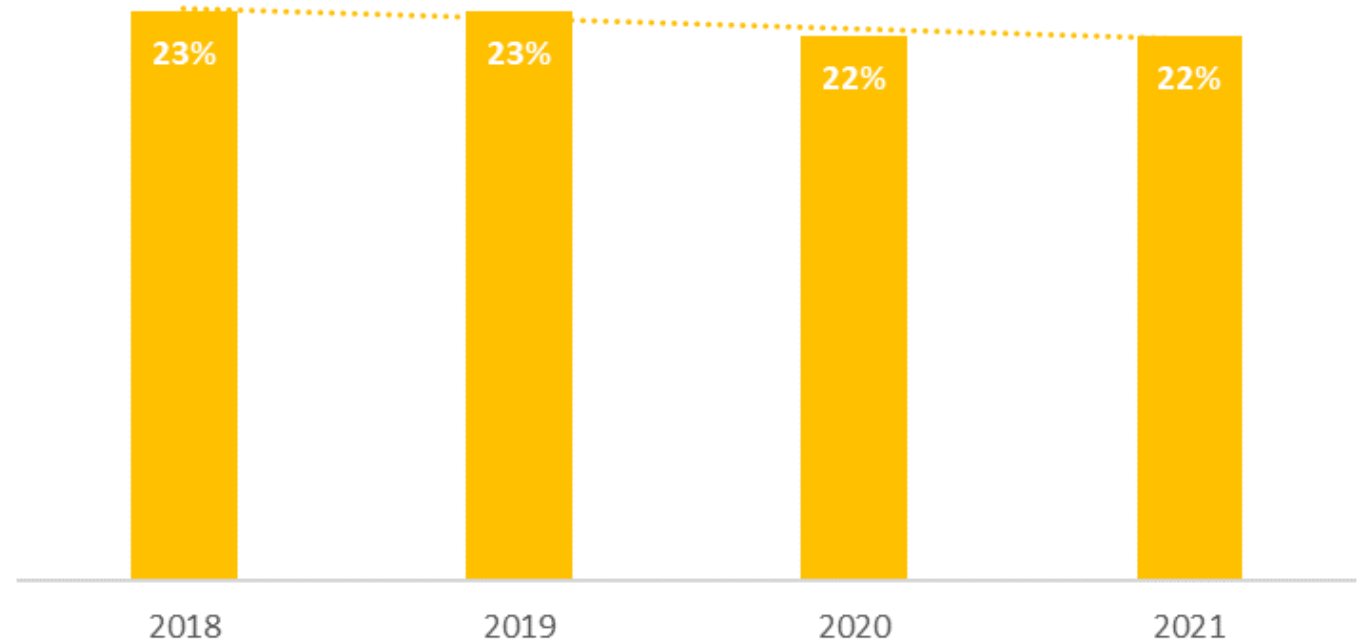
Number of People Homeless

The number of people experiencing homelessness in Emergency Shelter and Transitional Housing projects annually.

Measure 3: Number of Homeless Persons

Annual Count

The number of people experiencing homelessness in Emergency Shelters and Transitional Housing has decreased over time, this is likely due to capacity changes in response to the pandemic.

Total Number of Persons Homeless in ES/TH

Year	Count
2018	6015
2019	5978
2020	4838
2021	5138
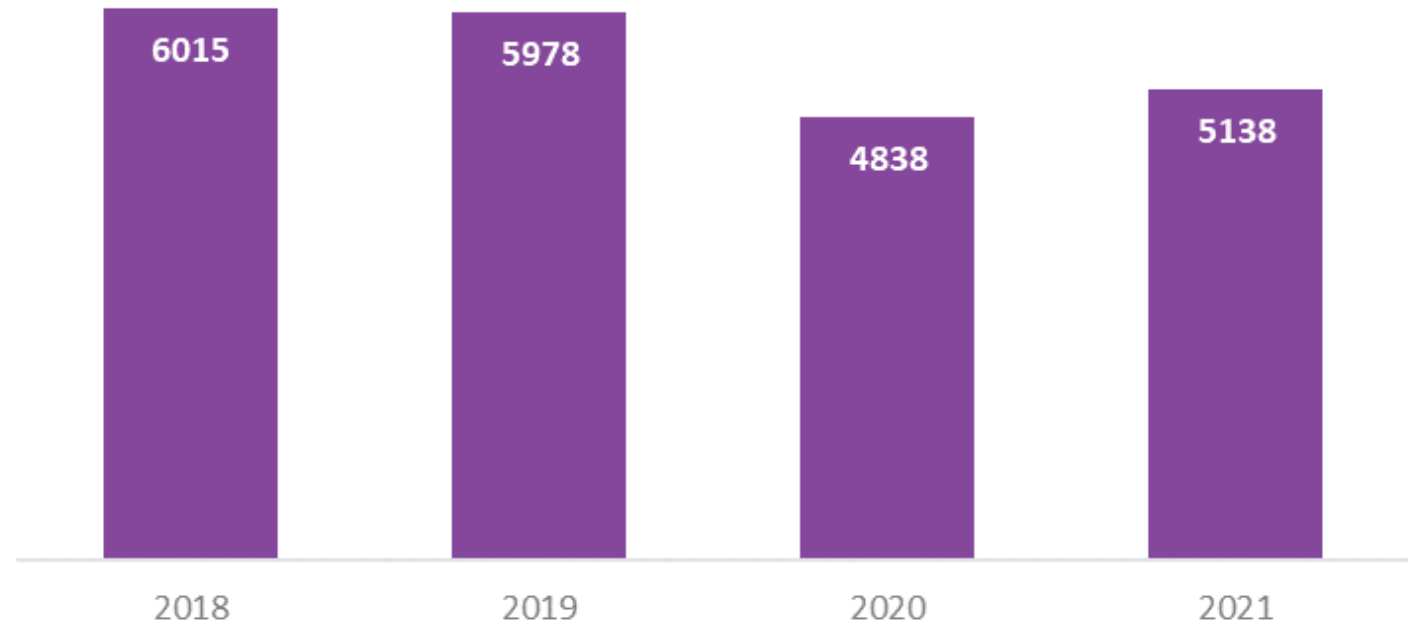
Employment and Income Growth

The percentage of people who increase their income while enrolled in a Rapid ReHousing or Permanent Supportive Housing project.
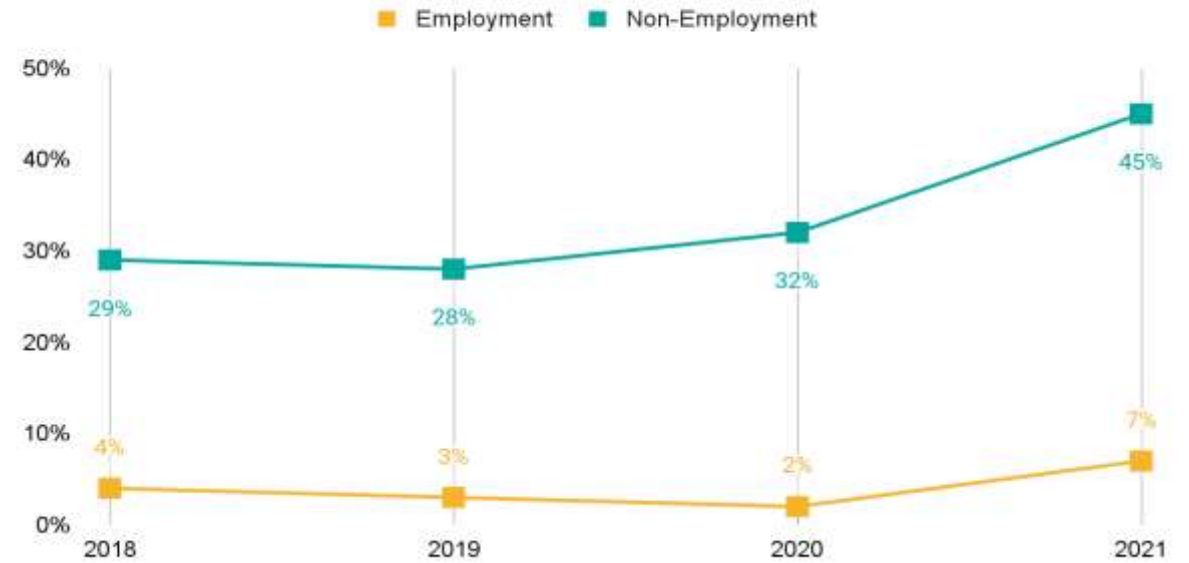
Measure 4: Increases in Income

"Stayers" are people still enrolled in RRH and PSH projects, 48% increased some form of income.

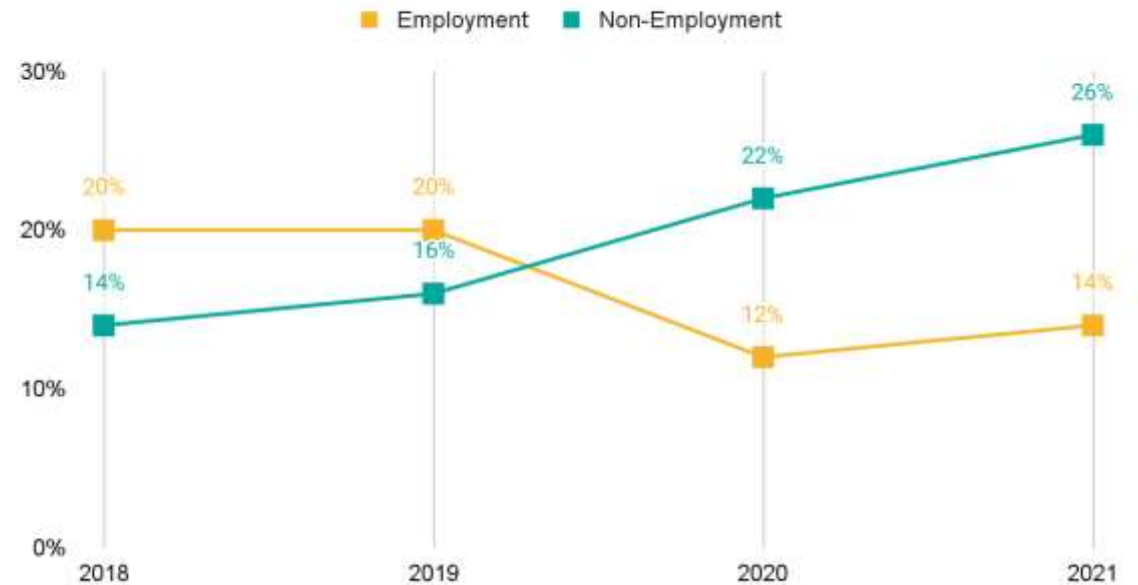"Leavers" are people who have left RRH and PSH projects, 35% increased some form of income.

"Non-Employment" income is SSI, SSDI, TANF, and other resources.

HMIS coordinated efforts to improve the quality of data over time through training, refreshers, monitoring, and workshops.

Income Increases For "Stayers"

Employment / Non-Employment

2018: 4% (Employment), 29% (Non-Employment)
2019: 3% (Employment), 28% (Non-Employment)
2020: 2% (Employment), 32% (Non-Employment)
2021: 7% (Employment), 45% (Non-Employment)

Income Increases for "Leavers"

Employment / Non-Employment

2018: 20% (Employment), 14% (Non-Employment)
2019: 20% (Employment), 16% (Non-Employment)
2020: 12% (Employment), 22% (Non-Employment)
2021: 14% (Employment), 26% (Non-Employment)

Number of People First-Time Homeless

The number of people who experienced homelessness for the first time (meaning they did not have any HMIS system engagement for at least two years prior).

Measure 5: Number of Persons who Become Homeless for the First Time

Percentage Newly Homeless:

- This is a proportion of the total persons served that are considered newly homeless
- This measure has remained stable over the last few years, with a slight increase in 2021

Percent of Persons Who Are Newly Homeless
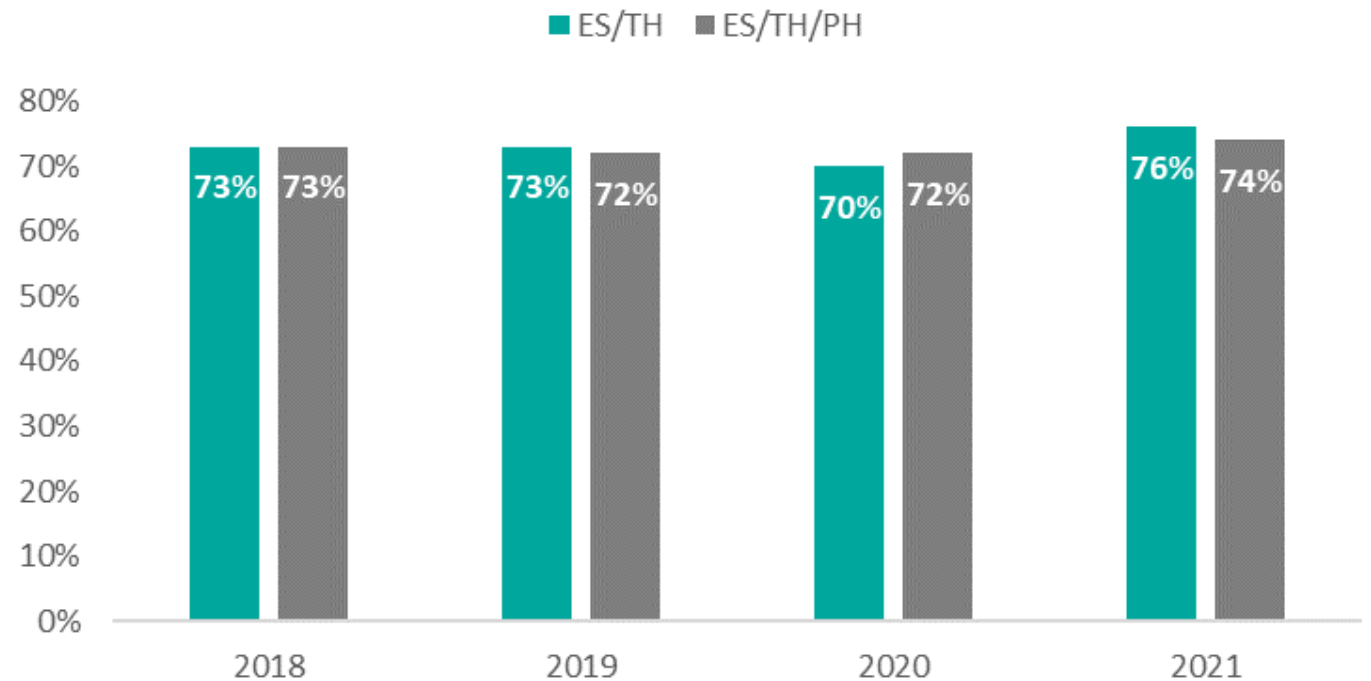
Permanent Housing Placement & Retention

The percentage of people who exit to positive destinations, such as movement from the streets to shelters, placement into permanent housing, or retention of a Permanent Supportive Housing placement.

Measure 7: Permanent Housing Placement & Retention

SO Exits to Temp or PH:

- 34% exited to a temporary destination (such as shelter or an institutional setting)
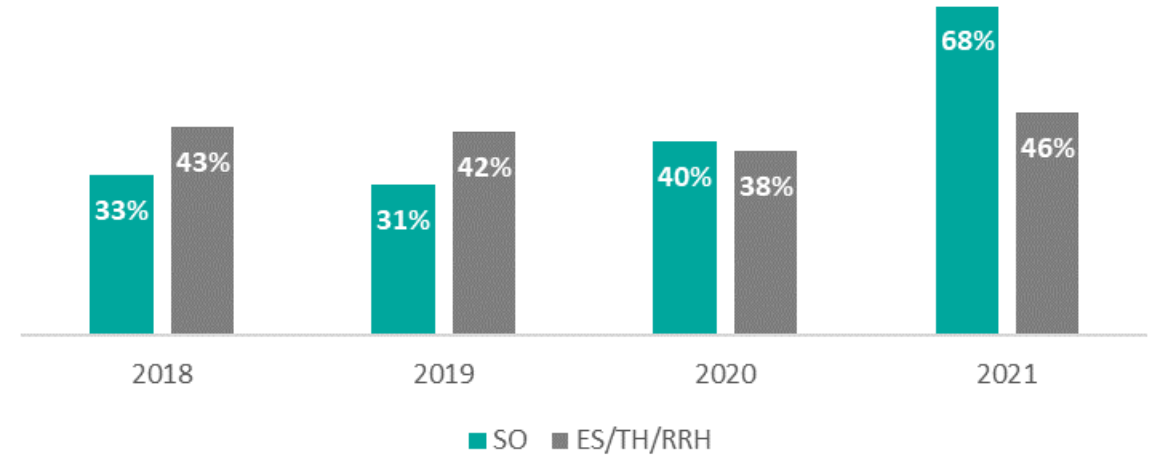- 23% exited to permanent housing

ES, TH, and RRH Exits:
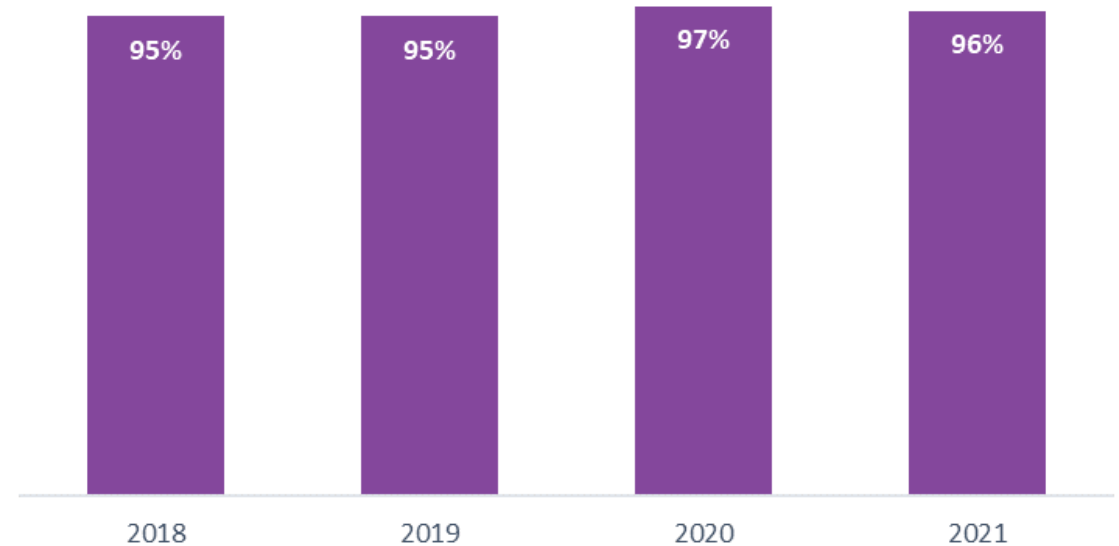
- Most permanent housing exits are from RRH

PSH Retention

- Retention remained stable and high for PSH projects

Successful Exits to Shelter and Permanent Housing

	2018	2019	2020	2021
SO	33%	31%	40%	68%
ES/TH/RRH	43%	42%	38%	46%

Permanent Housing Retention in PSH

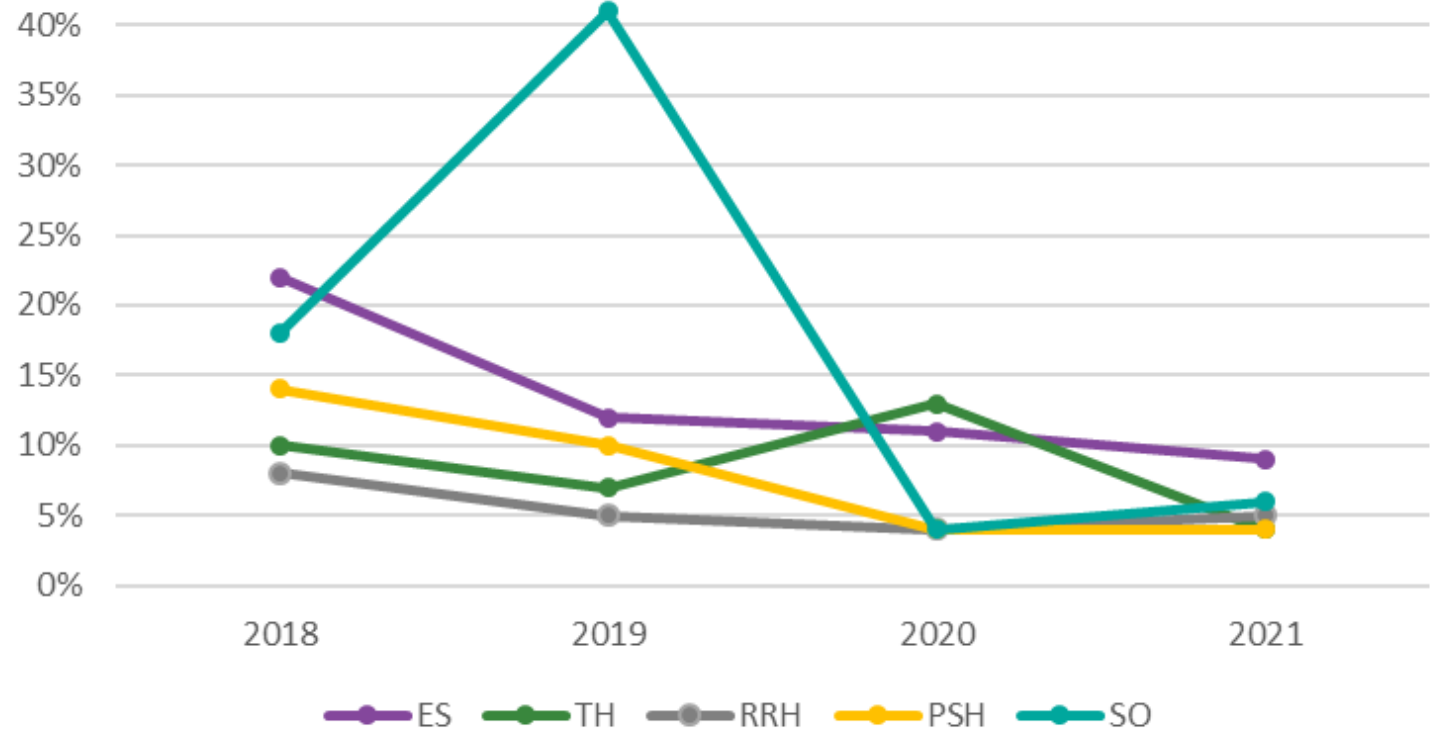| 2018	2019	2020	2021
95%	95%	97%	96%

Data Quality

For SPMs, Data Quality is measured by the amount of exit destinations that are "unknown" or cannot be calculated due to errors. Low error rate means higher Data Quality.

Data Quality 2018-2021

Destination Error Rate as a Measure of Data Quality:

- All projects have a positive trend of data quality (lower error % over time)
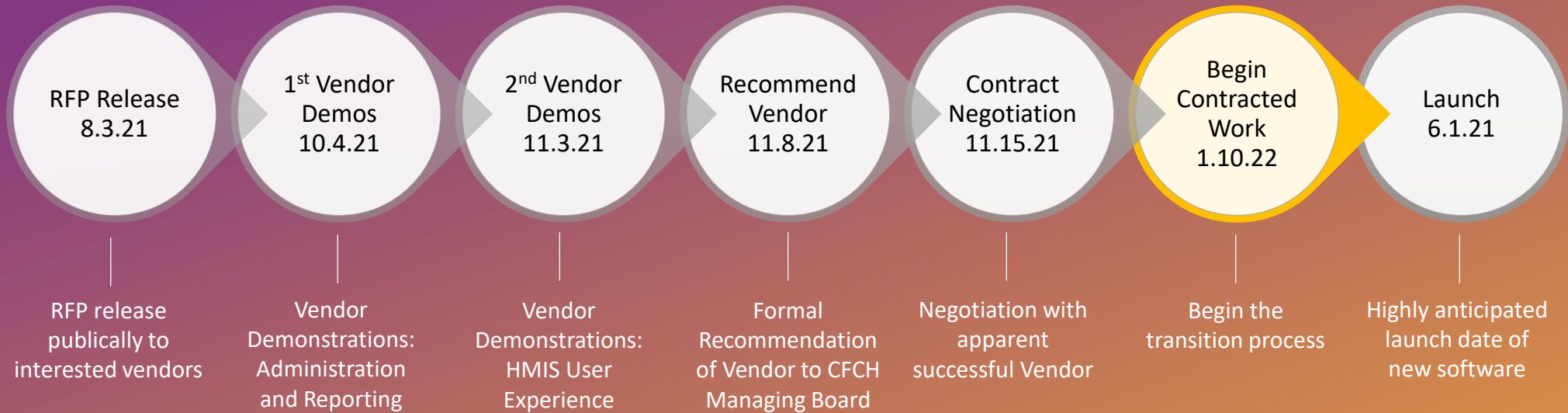- Street Outreach projects have the most improvement

Destination Error Rate (Data Quality)

HMIS Updates

Transition Timeline Review

RFP Release
8.3.21

1ˢᵗ Vendor Demos
10.4.21

2ⁿᵈ Vendor Demos
11.3.21

Recommend Vendor
11.8.21

Contract Negotiation
11.15.21

Begin Contracted Work
1.10.22

Launch
6.1.21

RFP release publically to interested vendors

Vendor Demonstrations: Administration and Reporting

Vendor Demonstrations: HMIS User Experience

Formal Recommendation of Vendor to CFCH Managing Board

Negotiation with apparent successful Vendor

Begin the transition process

Highly anticipated launch date of new software

Successful Vendor

Eccovia - ClientTrack

Contracted work officially began on January 10th, 2022.

Next steps with the vendor:
- Prepare data for first import phase
- Kick-off meeting with Eccovia

ClientTrack Interface

HMIS Providers – What to Expect

Consultations with HMIS team about projects and data
- Referrals, Services, Custom Data, Workflows

Data Quality Maintenance
- Maintain high data quality throughout transition for all projects

Train the Trainer and User Testing
- Limited slots to receive early training and user testing opportunities anticipated

HMIS Training

- HMIS 101 New User Training will return to bi-weekly
- All New User training must be submitted by Agency Liaison
- HMIS Refresher and HMIS Reports trainings will be scheduled by request
- Additional trainings available upon request as needed

HMIS 101 New User Training
- 1st and 3rd Tuesday of the month

HMIS 101/102 Refreshers
- Scheduled by request

HMIS 101/102/103 Reports Training
- Scheduled by request

HMIS Support Sessions
- Every Monday and Wednesday at 1pm

Announcements!

Need PPE?

Let HSN meet your PPE needs!

- Reusable and Disposable Masks

- Hand Sanitizer

- Gloves

- Need any? Let us know!

Contact Christopher.Fowler@hsncfl.org to arrange a pickup