

**SPRINGFIELD-HAMPDEN COUNTY CONTINUUM OF CARE  
CHRONIC HOMELESSNESS: FY17 WORKPLAN**

GOAL:	GOAL DATE:	PREDICTION:	MEASURE:	OUTCOME:	
Reduce the number of chronically homeless persons in our CoC by 50%	6/30/2017	<i>What do you think will happen?</i>	<i>How will we measure progress?</i>	<i>What actually happened?</i>	
		Reduce number of people on chronic by-name list (BNL) to no more than 60.	Monthly BNL report to Zero 2016 campaign.		
STRATEGIES	Action Steps	Lead/Owner	By When	STATUS	Notes
<b>1. Complete VISPDAT assessment on every chronically homeless person in Hampden County</b>	Perform a "VISPDAT blitz" to quickly assess people on BNL	"Team Blitz" and Terry Maxey	8/15/2016	In process	
	Create standard for when CoC members will assess newly-identified people	Gerry McCafferty and CoC Board	Present to CoC Board at 9/9/2016 meeting	Not Started	Part of CES P&P
	Introduce VISPDAT and Homelink to mainstream providers: hospitals, jail/AISS, Living Room, detox/SA programs	Gerry McCafferty	First cohort: 10/31/2016; Second cohort:1/31/2017	In process	First cohort are Springfield providers; expand outside Springfield for second cohort
<b>2. Create and implement outreach plan to improve coverage of geographies and different populations</b>	Map current system - all providers, all locations, with dates and times	Rosemary Surdyka	7/6/2016	In Progress	
	Identify gaps and create plan to fill gaps	Rosemary Surdyka and Millie Colon	9/30/2016	In Progress	
	Create outreach materials	Gerry McCafferty, Consultant	9/30/2016	Not started	
	Publicize outreach/access plan	Millie Colon	10/30beginning 10/1/2016	Not started	

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<b>3. Use regular CoC-wide case conferencing meetings to improve housing outcomes for chronically homeless persons</b>	Formalize new case conferencing system, as planned at Zero 2016 Action Camp	Z16 team and Gerry McCafferty	Present to CoC Board at 9/9/2016 meeting	Creation of P&P in process	Part of CES P&P
	Transform REACH meetings into case conferencing meetings	Dave Modzelewski and Janice Humason	Beginning July 2016	In process	
	Outreach to any missing entities that should attend case confereing meetings	Gerry McCafferty	10/31/2016	Not Started	
<b>4. Increase the number of units available for chronically homeless individuals</b>	Use CoC reallocation and/or bonus funds to create PSH	CoC	Submit in Sept 2016 application	In process	
	MHA to determine number of CSPECH units to be created this year using "extra" rental assistance	Gerry McCafferty and MHA	8/31/2016	In process	
	SHA to add more units to its chronic project-based voucher program	SHA	11/30/2016	Not started	
	Outreach toPHAs in Hampden County to seek commitments of units	Gerry McCafferty	12/31/2016	In process	Chicopee, Holyoke, West Springfield, Westfield
<b>5. Improve Navigation/Case Management to Increase Housing Placements</b>	Provide guidance to Navigators about tasks to be completed	Gerry McCafferty/Jana Poherelsky	10/30/2016	In development	
	Provide training to increase screening for DMH & CSPECH	Dave Havens	12/31/2016	Not started	
	Provide training re DMH eligibility, applications	Chris Zabick	12/31/2016	Not started	
	Require CoC/ESG providers to have SOAR-trained staff	Gerry McCafferty	9/10/2016	In process	Increase SSI/SSDI approval rates

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<b>6. Improve non-PSH Housing Placements</b>	Integrate RRH into Coordinated Entry System	Gerry McCafferty, Catholic Charities, HAP	12/31/2016	In process	
	Research New Lease Program & determine if it can be used for chronic population	Gerry McCafferty	6/30/2017	Not started	
	Create resource guide of all SRO and other low-rent housing options	Office of Housing	3/31/2017	Not started	
	Explore roommate-matching program	Gerry McCafferty	6/30/2017	Not started	

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VETERAN HOMELESSNESS FY17 WORKPLAN

GOAL:	GOAL DATE:	PREDICTION:	MEASURE:	OUTCOME:	
Reach and maintain functional zero for homeless veterans	6/30/2017	<i>What do you think will happen?</i>	<i>How will we measure progress?</i>	<i>What actually happened?</i>	
		Reduce and maintain number of veterans on by-name list as no more than 5	Monthly BNL report to Zero 2016 campaign.		
STRATEGIES	Action Steps	Lead/Owner	By When	STATUS	Notes
1. Ensure that all homeless veterans are quickly assessed with VISPDAT and entered into Homelink	Refine protocol for all providers for persons who have served in military	Gerry McCafferty, Kate Sweetser Owens	10/31/2016	Not started	
	Communicate and train providers on protocol	Gerry McCafferty, Kate Sweetser Owens	12/31/2016	Not started	
2. Quickly determine homeless veterans' eligibility for VASH, SSVF, and refer to appropriate agency	Determine who is responsible for checking SQUARES & VA eligibility	Gerry McCafferty, Kate Sweetser Owens	10/31/2016	Not started	
	VA and Veterans Inc will begin using Homelink to accept referrals	Kate Sweetser Owens, Katherine Person	10/31/2016	In process	
3. Use veteran-specific case conferencing meetings to improve housing outcomes for veterans	Establish regular monthly meeting for veteran-specific case-conferencing	Kate Sweetser Owens, Katherine Person, Gerry McCafferty	8/31/2016	In process	Veteran agencies, shelter, street outreach when needed

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<b>4. Create strategies for homeless veterans not eligible for VASH/SSVF</b>	Use REACH meetings for case conferencing of veterans not eligible for VASH/SSVF	Gerry McCafferty	7/31/2016	Ongoing	
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**FAMILY HOMELESSNESS FY17 WORKPLAN**

GOAL:	GOAL DATE:	PREDICTION:	MEASURE:	OUTCOME:	
Advance system design, data, and performance measurement for CoC to be able to set meaningful goals for reduction of family homelessness for FY18	6/30/2017	<i>What do you think will happen?</i>	<i>How will we measure progress?</i>	<i>What actually happened?</i>	
		CoC will have sufficient outreach, data and analytical ability to be able to set baselines and goals for FY18	Review at regular family committee meetings; FY18 Goals and Workplan		
STRATEGIES	Action Steps	Lead/Owner	By When	STATUS	Notes
1. Improve outreach to make sure at-risk families know how to access resources	Create Hampden County Family resource booklet for distribution at hospitals, schools, etc.	Gerry McCafferty, CoC	12/31/2016	Not started	
	Map entryways to all homeless prevention, diversion, shelter and PSH	Gerry McCafferty, CoC	12/31/2016	Not started	
2. Make coordinated entry available for homeless families, incorporating prevention and PSH	Conduct strategy session(s) to identify ways to better coordinate with DV services	Family committee	3/31/2017	Not started	
	Conduct strategy session(s) to identify ways to better coordinate prevention and PSH with shelter	Family committee	3/31/2017	Not started	
	Use F-VISPDAT with every chronically homeless family to screen for PSH	Family shelter providers	In process	In process	
	Plan for use of PSH units when there are no more chronically homeless families	Gerry McCafferty, PSH providers	6/30/2017	Not started	

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**FAMILY HOMELESSNESS FY17 WORKPLAN**

<b>3. Increase understanding to improve strategy &amp; outcomes</b>	Through monthly data reporting and analysis, improve understanding of system performance and create strategies for improved performance	Pamela Schwartz, Family Committee	Begin 10/1/2016	In process	
	Analyze what is working so well in diversion in order to identify strategies that may work with families in shelter	CHD, Family Committee	12/31/2016	In process	
	Track & analyze <u>housing</u> stability of households in Secure Jobs program	HAP, Family Committee	6/30/2017	Not started	

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**YOUTH HOMELESSNESS FY17 WORKPLAN**

GOAL:	GOAL DATE:	PREDICTION:	MEASURE:	OUTCOME:	
Advance system design, data, and performance measurement for CoC to be able to set meaningful goals for reduction of youth homelessness for FY18	6/30/2017	<i>What do you think will happen?</i>	<i>How will we measure progress?</i>	<i>What actually happened?</i>	
		CoC will have sufficient outreach, data and analytical ability to be able to set baselines and goals for FY18	Review at regular youth committee meetings; FY18 Goals and Workplan		
STRATEGIES	Action Steps	Lead/Owner	By When	STATUS	Notes
1. Create and implement outreach plan to improve coverage of geographies and different populations	Undertake outreach to LGBTQ organizations	Gandara	9/30/2016	In process	
	Undertake outreach to communities other than Springfield/Holyoke	Gandara	12/31/2016	In process	
	Sponsor training for community partners on youth-specific strategies and resources	Youth Committee, Gandara	3/31/2017	Not started	
2. Fully develop coordinated entry system for youth and integrate with CoC's coordinated entry for individuals	Create standards for use of assessment results to prioritize placement into housing interventions	Youth Committee, Gandara	12/31/2016	Not started	
	Coordinate & make connections with individual coordinated entry system	Gerry McCafferty, CoC	12/31/2016	In process	



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**YOUTH HOMELESSNESS FY17 WORKPLAN**

<b>3. Increase housing options for youth</b>	Pilot a roommate match program for homeless	Gandara	12/31/2016	In planning	
	Review 6+ months of data to determine need for PSH for youth`	Youth Committee	3/31/2017	Not started	
<b>4. Increase understanding to improve system and outcomes for youth</b>	Review data from new youth system and make adjustments as warranted	Youth Committee, Gandara	12/31/2016	Not started	
	Increase understanding of best practices for housing retention strategies (education & employment) for youth	Youth Committee, Gandara	3/31/2017	In process	
	Review and compare use of TAY-SPDAT (Hampden County) with Arizona Matrix (3 County)	Youth Committee	6/30/2017	Not started	