

CHICAGO'S PLAN 2.0



SEMI-ANNUAL PROGRESS REPORT APRIL 2015



all Chicago

making homelessness history



INTRODUCTION

We want to see every Chicagoan in a stable and secure home. That's our bold vision, and Plan 2.0 is our city's action plan for making that vision a reality. Launched in 2012, the plan weaves together seven key priorities. These priorities create a holistic approach to building a stronger service system for Chicagoans experiencing, or at risk of, homelessness.

We are six months into the third year of Plan 2.0. In the following pages of this semi-annual progress report, you'll read our top accomplishments from those six months.

As a collaborative system, we continued to have measurable successes for each of our seven key priorities.

Together, we:

- ▶ Added nearly 100 new beds and units for homeless families and individuals
- ▶ Launched innovative new pilot programs and resource tools
- ▶ Successfully advocated for public policies and budgets that support our priorities
- ▶ Brought nearly \$60 million in federal funding into our city's homelessness service system
- ▶ Launched a coordinated campaign to end veteran homelessness in 2015
- ▶ Provided trainings, conferences, and workshops that shared best practices and equipped us to work even more effectively

Achieving these results has taken leadership, commitment, and persistence from every sector. Government agencies, non-profit organizations, persons who are or have been homeless, private funders, researchers, and more have all pulled together to work towards our shared vision. We are immensely proud of our community, and are truly grateful for the voice and contributions of all who are involved.

We are poised to take on and solve additional challenges in the coming months. We will need continued engagement from all of Chicago to ensure that every Chicagoan has a place to call home. To find out how you can participate, please visit www.allchicago.org.

THE CRISIS RESPONSE SYSTEM

GOAL

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

STRATEGIC PRIORITY 1

- ▶ Reducing the number of new households experiencing homelessness through diversion is a national best practice and key Plan 2.0 objective. Chicago's Coordinated Access Steering Committee (CASC) has researched diversion assessment tools and service models and drafted recommendations for diversion implementation in our system. In the fall of 2014, the Chicago Department of Family and Support Services (DFSS) allocated funds to pilot a diversion program at 10 S. Kedzie. From September 15th through December 31st, Catholic Charities assessed 255 families presenting for shelter at 10 S. Kedzie using a diversion assessment that was developed with the input of the CASC. Catholic Charities referred diverted families requesting ongoing services to community partners Matthew House and La Casa Norte. 94 families (37% of those assessed) were diverted during the pilot. 50% of the families diverted left after receiving some education about the shelter system and deciding on another path. The other families primarily decided to go back to their previous living situation and required case management, follow up, referrals, and occasionally, financial assistance. During the pilot project only 2 families returned to 10 S. Kedzie after receiving diversion services. The lessons learned from this pilot are included in the Coordinated Assessment System Recommendations developed by CASC.
- ▶ The City of Chicago invested \$1,227,600 in its 2015 budget for new shelter beds and intensive engagement services for vulnerable families. These new investments further Plan 2.0's goal of maintaining an effective crisis response system that rapidly returns people who experience homelessness to stable housing.
 - ▷ Operated by SRHAC (Single Room Housing Assistance Corporation), a new, 75-bed interim housing program opened on December 1, 2014 on the west side of Chicago. These new beds accommodate a recent increase of homeless families seeking shelter assistance.
 - ▷ On April 1, 2015, the Department of Family and Support Services and Beacon Therapeutic launched the Frequent Users Service Engagement (FUSE) Initiative for families. This new initiative will use a data-informed method to engage highly vulnerable families with repeated shelter discharges, multiple shelter stays or long homeless episodes. Beacon's multi-disciplinary team will provide intensive services to all members of the family and when appropriate, technical assistance to interim housing programs to help them accommodate the needs of vulnerable families. The overall goal of the FUSE Initiative is to promote housing stability at interim housing programs and ultimately back in the community and to strengthen resources and capacity for interim housing programs as they serve highly vulnerable families.

ACCESS TO STABLE AND AFFORDABLE HOUSING

GOAL

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

STRATEGIC PRIORITY 2

- ▶ The Chicago Housing Authority (CHA) Board of Commissioners approved a pilot program for 50 individuals with criminal justice involvement who are referred by St. Leonard's, Safer Foundation, and Lutheran Social Services. Pilot participants will move in with family members who are CHA leaseholders or their own units (if they reach the top of the CHA waitlist). The program will be implemented upon authorization by the U.S. Department of Housing and Urban Development (HUD) and was designed and advocated by the Re-entry Committee of the Chicago Coalition for the Homeless.
- ▶ Mayor Rahm Emanuel signed on to the White House Mayors' Challenge to End Veteran Homelessness by 2015. The City of Chicago allocated \$1,042,395 to accelerate progress in housing veterans by addressing an identified gap in resources for veterans who are not eligible for Veteran Administration housing resources. In 2015, the City will create 52 units of permanent supportive housing for veterans. North Side Housing and Supportive Services and Thresholds will provide outreach, engagement and housing stability services for veterans through that initiative. The new funds will also support 45 units of rapid re-housing which are administered by the All Chicago Emergency Fund and partner agency Heartland Human Care Services, Inc. Finally, the new funding invests in system coordination for Chicago's collective efforts to end veteran homelessness this year. The Corporation for Supportive Housing will serve as the veteran system coordinator.
- ▶ For FY 2014, Chicago was awarded \$59.6 million in HUD CoC funding, including more than \$460,000 in reallocated funding to create 26 new permanent supportive housing units for households experiencing chronic homelessness. The addition of these units is a significant step toward eliminating chronic homelessness for some of Chicago's most vulnerable neighbors.

YOUTH HOMELESSNESS

GOAL

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.

- ▶ The Chicago Coalition for the Homeless Youth Committee and the Chicago Task Force on Homeless Youth have been working since December of 2013 on an initiative to increase resources for permanent housing for homeless youth. One aspect of this advocacy is an effort to have state capital dollars dedicated for permanent housing for youth. As a first step in this initiative, the joint workgroup advocated with the Governor's Office to commit capital funding for La Casa Norte's housing and community service center, which will include units for homeless youth. In late October, Governor Quinn committed \$2 million towards the project's \$18 million budget. The work group will now build on this success and advocate for a larger allocation in the state's next capital budget for youth permanent housing projects in Chicago and around the state.
- ▶ Through a generous grant from the Polk Bros. Foundation, the Chicago Department of Family and Support Services (DFSS) partnered with the David P. Weikart Center to test their Youth Program Quality Assessment (YPQA) tool with low-threshold shelter and drop-in center programs for youth experiencing homelessness or housing instability. The evidence based tool is used by programs to complete program self-assessments and develop improvement plans to address areas they find needing additional focus. With an intensive training process, the DFSS low-threshold programs completed program self-assessments and program improvement plans. The Weikart Center hosted a Youth Methods Summit, a series of two-hour staff development sessions on topics that were identified in the program improvement plans.

To complete the pilot and obtain feedback on how the tool works with homeless youth programs, the Weikart Center collected feedback via a survey and Weikart will also host an in-person session to solicit specific examples of where the tool works with homeless youth programs, where the tool may need to be modified to capture the program quality with these programs and sustainability of this intervention in youth programs going forward. The Weikart Center will issue a written report with the recommendations of the DFSS programs.

EMPLOYMENT

GOAL

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

- ▶ The Chicago CoC Interim Board of Directors endorsed the Chicago Plan 2.0 Employment Task Force vision and three year objectives in February 2015. The three year objectives were developed to ensure that homeless assistance and employment systems are more fully integrated and developing innovative approaches to creating career opportunities for households experiencing homelessness.

- ▶ **Vision**

Chicago Plan 2.0 Employment Task Force is working to build a community in which everyone has access to meaningful work that supports long-term housing and financial stability. Our vision is that persons experiencing or at risk of homelessness are able to meet their own goals through employment in quality jobs with opportunity for career advancement.

We will collaborate with persons who are or have been homeless, homeless service providers, workforce organizations, employers, education and training institutions, researchers, policy and advocacy teams, corporate and private supporters, community and faith groups, and city, county, state and federal elected officials and government agencies in the Chicago region to promote a responsive strategy, so that:

- ▷ Job-seekers can easily access programs based on best practices that allow them to build skills to obtain and sustain employment;
- ▷ Employers can access the best employees;
- ▷ Providers utilize best practices to successfully meet the needs of participants;
- ▷ All community sectors are engaged in the solution;
- ▷ Stakeholders have assessed the needs of the homeless service sector and the capacity of the workforce sector to identify the resources necessary for success;
- ▷ Existing and new resources are optimized to support success of participants; and
- ▷ Governing bodies that manage resources coordinate their efforts in support of this vision.

EMPLOYMENT

STRATEGIC PRIORITY 4

► Three Year Objectives

By 2018, the Chicago region will increase our success at connecting persons with employment as measured by:

- ▷ Doubling the percentage of persons exiting the homeless service system who have increased their income through employment (from 9% in 2012 to 18% in 2018).
- ▷ Doubling the percentage of people who acquire employment while engaged in services from the baseline established in 2015.

- The Chicago Jobs Council (CJC) Destination: Jobs proposal was selected as a finalist for the National Center on Employment and Homelessness (NCEH) Connections Project. The Connections Project is a three year, place-based, systems-level collaboration and capacity-building invitation for communities nationwide. The goal of the Connections Project is to increase employment and economic opportunity for homeless jobseekers through systems change.

The CJC Destination: Jobs proposal was developed in collaboration with the Chicago Plan 2.0 Employment Task Force and will support the development and implementation of a universal employment assessment. This assessment is expected to connect individuals to the right set of employment services and provide the highest likelihood of success, with the overall goal of doubling the Chicago CoC employment success rate over the next three years. As project finalists, the leadership team will participate in a two-day Working to End Homelessness Innovations Workshop, which provides programmatic, technical, and creative coaching to sharpen and refine the Destination: Jobs concept.

ADVOCACY AND CIVIC ENGAGEMENT

GOAL

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

- ▶ The Services Funding Implementation Task Group (SFITG), an offshoot of the Supportive Services Task Group, was convened in August of 2014 to develop and implement a strategy to raise the level of City support for homeless services to minimize the impact of budget cuts and advance the goals of Plan 2.0. The group consisted of service providers and advocates who collaboratively developed a direct approach to the Mayor's Office and a public appeal strategy that included print and radio exposure to generate awareness and support of the initiative.

The advocacy resulted in a positive response from the Mayor's Office and the City budget, which was passed in November, included \$500,000 in new revenue for homeless services and a plan to focus on intensive case management for hard to serve shelter residents, through the FUSE Initiative, was mutually agreed upon. The process served to highlight the meaningful gains that can be made when the collective energy of both public and private stakeholders come together to address common concerns.

- ▶ The Affordable Requirements Ordinance was passed by the Chicago City Council in March 2015. The ordinance expands the City's commitment to providing affordable housing in Chicago by:
 - ▷ Requiring developers to build a portion of their required affordable units on-site or at a nearby location;
 - ▷ Raising the current fee-in lieu that developers must pay if they choose not to build all of the required affordable units on-site from \$100,000 to either \$125,000, \$175,000, or \$225,000 in high and moderate income areas of the city; and
 - ▷ Ensuring that 50% of the money that developers pay to the in-lieu fund goes to Chicago Low Income Housing Trust Fund, which provides rental and operating subsidies to serve people who make less than 30% of the area median income (AMI).

The City estimates that the revised ordinance will create 1,200 units of housing and generate \$90 million in funding by 2020.

ADVOCACY AND CIVIC ENGAGEMENT

STRATEGIC PRIORITY 5

- ▶ The Chicago City Council passed the Single-Room Occupancy (SRO) Preservation Ordinance in November 2014, which is intended to preserve affordable housing units in Chicago. The SRO Preservation Ordinance, which was spearheaded by the Chicago for All coalition, went into effect in December 2014 and will:
 - ▷ Mandate that owners of SRO buildings who want to sell their buildings give notice and go through a 180-day process in which they must negotiate in good faith with any buyer that wants to purchase the building to preserve the units as affordable housing.
 - ▷ Dedicate city resources to preserve a minimum of 700 units of SRO housing, including funds to repair buildings and to provide rental subsidies.
 - ▷ Provide critical tenant protections, including a right to relocation assistance if a building is converted to market rate, non-retaliation provisions for tenants that organize in the building, and the right to a room key.
- ▶ The Federal Housing Finance Agency (FHFA) announced in December that Fannie Mae and Freddie Mac were notified that their temporary suspension of allocation contributions to the National Housing Trust Fund (NHTF) and the Capital Magnet Fund (CMF) were terminated. The reactivation of these contributions means that Fannie Mae and Freddie Mac are required to pay 4.2 basis points of their annual volume of business to the NHTF and Capital Magnet Fund (CMF).

The NHTF will provide block grants to states, at least 90% of which must be used for the preservation, rehabilitation, or operation of rental housing. No less than 75% of the funds for rental housing will benefit extremely low income households with the rest benefiting those with very low incomes. Up to 10% of Trust Fund resources may be used for homeownership activities for people with very low incomes. Funds generated for the NHTF during 2015 are estimated to be approximately \$250 million nationally. Illinois' estimated share based on the allocation formula will likely be between \$8 and \$9 million. HUD estimates funds will be allocated in summer of 2016.

CROSS-SYSTEMS INTEGRATION

GOAL

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

STRATEGIC PRIORITY 6

- ▶ The Chicago Continuum of Care (CoC) was selected to participate in the Healthcare and Housing (H2) Initiative, which is sponsored by HUD's Office of Special Needs Assistance Programs (SNAPs) and Office of HIV/AIDS Housing, in collaboration with the U.S. Interagency Council on Homelessness and the U.S. Department of Health and Human Services (HHS). The H2 Initiative provides communities with technical assistance designed to ensure effective coordination linkages between housing and healthcare services to maximize care coverage and increase access to comprehensive health care and supportive services that can be coordinated with housing. An H2 Leadership Team is currently in the process of planning a Chicago H2 Action Planning Meeting, which will be held in July 2015.

- ▶ To achieve the ambitious goal of ending Veteran homelessness by 2015, Chicago is consolidating efforts from multiple campaigns into one coordinated campaign to end Veteran homelessness. Over the past year, a team of more than 25 non-profit organizations and public funders designed and implemented a coordinated entry system for veterans. In late 2014, Chicago signed on to the Zero: 2016 campaign to end veteran and chronic homelessness, and Mayor Rahm Emanuel signed on to the Mayors' Challenge to End Veteran Homelessness. Chicago's newly consolidated Ending Veteran Homelessness Initiative launched in 2015, focusing on six key strategies:
 - ▷ Creating a real-time housing inventory of Veteran Affairs (VA) and continuum of care (CoC) resources for veterans and securing new housing commitments to address gaps.
 - ▷ Developing and utilizing a by name master list of homeless veterans shared between the Jesse Brown VA Medical Center and CoC.
 - ▷ Systematically identifying homeless veterans, especially those not connected to VA services.
 - ▷ Housing veterans utilizing the coordinated entry process developed for this effort.
 - ▷ Publicly reporting on housing placements and progress towards the housing targets.
 - ▷ Creating a sense of urgency throughout the community to achieve this goal.

The Ending Veteran Homelessness Initiative Leadership Team includes leaders from the Jesse Brown VA Medical Center, Chicago Housing Authority, Chicago Department of Family and Support Services, All Chicago, HUD, Corporation for Supportive Housing, the Chicago CoC Interim Board and the national SSVF program. Veteran serving organizations and homeless organizations committed to the strategies of the initiative convened in April to develop action plans to operationalize the key strategies. To achieve our goal, Chicago must house 2,792 veterans, which equals a monthly housing placement rate of 233.

CAPACITY BUILDING

GOAL

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

STRATEGIC PRIORITY 7

- ▶ The Chicago Continuum of Care (CoC) Program Models Chart (PMC) was approved by the Chicago Planning Council on Homelessness in December 2014. The revised PMC was the result of over a year of work by members of the System Performance Goals Task Group. The PMC presents the core values of the Chicago CoC, core elements, expected outcomes, and system outcomes for each program model, in alignment with Chicago's Plan 2.0 - A Home for Everyone. The PMC is used for local funding purposes, including Chicago's HUD CoC Program Competition process and the Chicago Department of Family and Support Services.
- ▶ The Midwest Harm Reduction Institute (MHRI) hosted the 4th annual Harm Reduction in the House conference in September. The theme of this year's conference, reflecting MHRI's goal of extending harm reduction practice to youth and to elders, was "Across the Lifespan." 250 people attended sessions that reflected the breadth and depth of knowledge in Chicago's harm reduction housing community and represented a continued deepening and expansion of our practice. Many suburban newcomers to harm reduction as well as attendees from neighboring states Wisconsin and Indiana attended the conference this year, showing the expansion of this pragmatic and humanistic approach to working with our most vulnerable neighbors.
- ▶ The Family Assertive Community Treatment (FACT) Planning Coalition hosted the first annual Family Homelessness Summit in October to bring together the systems of support that homeless families encounter. Partnering for Impact: The FACT Summit on Family Homelessness highlighted the success of FACT while focusing on collaboration, partnerships, and sharing resources when working with homeless families. There were 82 people in attendance from homeless services, early education, Chicago Public Schools, child welfare, employment services, housing services, mental health services, and the City of Chicago. Attendees reported that it was extremely helpful to hear from providers and speakers in cross disciplines providing different perspectives on family homelessness.

CAPACITY BUILDING

STRATEGIC PRIORITY 7

- ▶ The Center for Housing and Health has been conducting Affordable Care Act (ACA) technical assistance focused on Medicaid eligibility, enrollment, and increasing access to health care services for participants. The trainings offer an overview of health care changes while also providing case managers with specific, concrete steps to assist households as they access services through this new system of health care.

- ▶ The All Chicago Learning Center, in partnership with the Chicago Department of Family and Support Services, developed the Chicago CoC Data Dashboard, which was released in April 2015. The Data Dashboard presents HMIS data since 2013 relating to HUD system performance outcomes, including:
 - ▷ Length of time persons remain homeless
 - ▷ Program exits to permanent housing destinations
 - ▷ Extent to which persons who exist homelessness to permanent housing destinations return to homelessness within 6 to 12 months
 - ▷ Employment and income growth for persons in existing programs
 - ▷ Number of persons who become homeless for the first time
 - ▷ Successful placements to housing from street outreach

The dashboard will be updated and published quarterly on the All Chicago website.