

Strategies for Closing Sector Gaps

CoC Outcome	Access to Services Sector Strategy	Action Steps	Timeframe* (1, short, mid, long)	Evaluation Indicators	Level of Resources (\$, \$\$, \$\$\$)
#1: There are coordinated resources and formalized networks among homeless provider agencies.	1.1 Empower and assist Homeward Pikes Peak in its mission to coordinate and optimize efforts of homeless service providers.	<ul style="list-style-type: none"> Agencies join to seek sustained, alternative funding sources for Homeward Pikes Peak and other collaborative programs and projects 	1	<u>Outputs:</u> <ul style="list-style-type: none"> Funds/resources to develop, maintain, and enhance formalized, coordinated networks are in place <u>Outcomes:</u> <ul style="list-style-type: none"> Strategic, effective resource coordination among agencies without diverting direct services funds 	\$
	1.2 Comprehensive Homeless Assistance Providers (CHAP) group continues to enable top-level information exchange and helps determinate potential collaborations among group participants.	<ul style="list-style-type: none"> Continued monthly meetings 	Ongoing	<u>Outputs</u> <ul style="list-style-type: none"> Monthly meetings with consistent membership <u>Outcomes</u> <ul style="list-style-type: none"> Range of CoC collaborations developed 	\$

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#1: There are coordinated resources and formalized networks among homeless provider agencies. (continued)	1.3 Establish coordinated client intake and case management	<ul style="list-style-type: none"> • Convene providers • Determine options • Work with software vendor to implement client sharing • Refine data sharing requirements including client permissions across agencies • Finalize system policies and procedures • Ensure 2-1-1 has complete and current information 	1 1 Short Short Short Ongoing	<u>Outcomes</u> <ul style="list-style-type: none"> • Clients only provide intake information once • Clients avoid conflicting demands • Providers have ability to share relevant client data and coordinate services • Information and data improve client services • Information and data improve cross-agency coordination 	\$\$
	1.4 Ensure broad agency participation in HMIS	<ul style="list-style-type: none"> • Continue meetings with Advisory group • Ensure all HUD mandated providers are using HMIS • Encourage all other key providers to participate (see also Outcome #5 on page 80) 	Ongoing 1 Short	<u>Outputs</u> <ul style="list-style-type: none"> • All required and necessary providers participate in HMIS <u>Outcomes</u> <ul style="list-style-type: none"> • Better coordination among providers improves services for clients 	\$\$

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#2: Outreach to unsheltered homeless individuals and families occurs on a regular basis.	2.1 Annual homeless point-in-time survey	<ul style="list-style-type: none"> Coordinate annual homeless point-in-time survey (January) Expand reach of survey to encompass all of El Paso County Expand focus to include clients' needs (rather than just a head count) 	Ongoing Short Mid	<u>Outputs</u> <ul style="list-style-type: none"> Annual Point-In-Time count <u>Outcomes</u> <ul style="list-style-type: none"> Accurate portrayal of homelessness Ability to use data illuminate client needs and drive services 	\$\$
	2.2 Create feedback mechanism for clients	<ul style="list-style-type: none"> Convene providers Develop and implement instrument and/or mechanism for clients to provide feedback on services received and needed 	Short Short	<u>Outputs</u> <ul style="list-style-type: none"> Client feedback for community planning purposes <u>Outcomes</u> <ul style="list-style-type: none"> Ability to use data to illuminate client needs and drive services 	\$

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#3: A continuum of services is available to all homeless across the continuum of care and needs are met in an optimized, cost effective manner.	3.1 Use data to identify needs and gaps	<ul style="list-style-type: none"> • Convene providers • Develop/implement consistent method for gathering needs/gaps information • Develop reporting mechanism for communication needs, gaps, and progress • Improve current needs assessment process • Aggregate data from agencies, AHAR, and Point-In-Time surveys • Provide quarterly and annual reports • Work with CoC to analyze data trends and service gaps 	Short Short/Mid Short/Mid Short Mid Mid/Ongoing Mid/Ongoing	<u>Outputs</u> <ul style="list-style-type: none"> • #, type of reports available • # of participating organizations <u>Outcomes</u> <ul style="list-style-type: none"> • Data driven decisions on allocation of resources (services and funds) • Impact of accurate timely data on service provision 	\$
	3.2 Implement Rapid Reader/Card system	<ul style="list-style-type: none"> • Complete pilot installation • Work with vendor to integrate Rapid Reader system with HMIS • Develop plan for including additional providers • Implement across additional providers 	1 1 1 Short	<u>Outputs</u> <ul style="list-style-type: none"> • # of agencies & homeless participating in project <u>Outcomes</u> <ul style="list-style-type: none"> • Improved service delivery for clients • Improved data for providers 	\$\$\$

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#4: Clients' lives are measurably improved.	4.1 Develop outcomes measurements	<ul style="list-style-type: none"> • Convene providers • Identify set of program/service outcomes • Identify data elements needed in order to measure the outcomes • Develop needed reports 	1 1, Short 1, Short Short, Ongoing	<u>Outputs</u> <ul style="list-style-type: none"> • Set of data elements and reports <u>Outcomes</u> <ul style="list-style-type: none"> • Ability to measure program effectiveness 	\$\$
	4.2 Develop reporting and analysis tools	<ul style="list-style-type: none"> • Convene providers to determine needs • Work with software vendor to develop necessary tools • Purchase and implement additional tools as necessary 	1 Short 1, Short	<u>Outputs</u> <ul style="list-style-type: none"> • Set of reports and analysis tools <u>Outcomes</u> <ul style="list-style-type: none"> • Array of measurement and analysis tools aligned with sector needs • CoC has access to and participates in data analysis 	\$\$

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#5: Meet all HUD Continuum or Care and HMIS requirements	5.1 Meet HUD agency participation requirements (75% bed coverage in all categories) and our community needs (inclusion of other key providers)	<ul style="list-style-type: none"> • Work with agencies to help them understand the importance and benefits of HMIS participation • Train all “required” providers • Identify other providers as needed to achieve bed coverage; train them • Identify other desired providers; train them 	1, Ongoing 1 1 1, Short	<u>Outputs</u> <ul style="list-style-type: none"> • # of agencies trained • # of agencies participating <u>Outcome</u> <ul style="list-style-type: none"> • Non-required providers actively participate in HMIS • Availability of inclusive and longitudinal data 	\$
	5.2 Meet HUD HMIS software requirements	<ul style="list-style-type: none"> • Ensure alignment of software with new data standards • Identify software gaps and solutions to close those gaps • Generate accurate and unduplicated housing inventory • Generate APR and AHAR reports 	Short 1, Short Ongoing Ongoing	<u>Outputs</u> <ul style="list-style-type: none"> • Housing inventory, APR and AHAR reports <u>Outcome</u> <ul style="list-style-type: none"> • Ability to generate HUD required reports directly from HMIS 	\$\$

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#5: Meet all HUD Continuum or Care and HMIS requirements (continued)	5.3 Meet HUD CoC structure requirements.	<ul style="list-style-type: none"> Evaluate new CoC structure requirements Work with Homeward Pikes Peak to ensure compliance 	1 Short	<u>Outcomes</u> <ul style="list-style-type: none"> Compliance with HUD requirements 	\$
	5.3 Develop a threshold mechanism to alert the CoC should progress fall below HUD minimums	<ul style="list-style-type: none"> Work with software vendor to create an alert mechanism coordinated with monthly agency reports and HUD requirements 	1	<u>Outcome</u> <ul style="list-style-type: none"> Reporting system responsive to HUD and CoC needs 	\$

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