

*Strategies for Closing Sector Gaps*

| CoC Outcome  | Emergency Services Sector Strategy   | Action Steps   | Timeframe*<br>(1, short, mid, long) | Evaluation Indicators   | Level of Resources<br>(\$, \$\$, \$\$\$) |
|--|--|--|-------------------------------------|---|--|
| <b>#1: Coordinated resources and formalized networks among homeless provider agencies.</b> | 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"> <li>Agencies join to seek sustained, alternative funding sources for Homeward Pikes Peak and other collaborative programs and projects</li> </ul> | 1                                   | <u>Outputs:</u> <ul style="list-style-type: none"> <li>Funds/resources to develop, maintain, and enhance formalized, coordinated networks are in place</li> </ul><br><u>Outcomes:</u> <ul style="list-style-type: none"> <li>Strategic, effective resource coordination among agencies without diverting direct services funds</li> </ul> | \$                                       |
|  | 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"> <li>Continued monthly meetings</li> </ul>   | Ongoing                             | <u>Outputs</u> <ul style="list-style-type: none"> <li>Monthly meetings with consistent membership</li> </ul><br><u>Outcomes</u> <ul style="list-style-type: none"> <li>Types of CoC collaborations developed</li> </ul>   | \$                                       |

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| <b>#1: Coordinated resources and formalized networks among homeless provider agencies.</b><br><br><b>(continued)</b> | 1.3 Match the most appropriate service to chronically homeless with mental health and/or substance abuse issues.  | <ul style="list-style-type: none"> <li>• Improve the accuracy of tracking systems databases.</li> <li>• Improve volunteer training to help with appropriate direct services</li> <li>• Advocate with member churches and the community for improved and increased shelter and medical support</li> </ul> | 1<br><br>Short<br><br>Mid and Ongoing | <u>Outputs</u> <ul style="list-style-type: none"> <li>• # clients served</li> <li>• types of resourced utilized</li> </ul> <u>Outcomes</u> <ul style="list-style-type: none"> <li>• Improvement in matching client needs with appropriate resources</li> </ul> | <ul style="list-style-type: none"> <li>• \$ - current staff, IT consultants, funding</li> <li>• Credible outside expert training</li> <li>• Creating community leadership advisory groups and partnerships</li> </ul> |
|  | 1.4 Any and all homeless families will be served in a manner that ensures short term basic needs are met while providing opportunities for long-term stability and self-sufficient. | <ul style="list-style-type: none"> <li>• Raise community awareness for increased and appropriate emergency shelter for families with children</li> </ul>   | Mid and Long                          | <u>Outputs</u> <ul style="list-style-type: none"> <li>• Agencies and leaders involved in Advisory councils</li> </ul> <u>Outcomes</u> <ul style="list-style-type: none"> <li>• Changes in service types, provision method, access</li> </ul>                   | \$ - Cultivation and support of community leaders & key communicators   |

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| <b>#2: Outreach to unsheltered homeless individuals and families occurs on a regular basis.</b> | 2.1 Increase information and networking with congregations.       | <ul style="list-style-type: none"> <li>Meet with congregations located outside the downtown corridor</li> <li>Create avenues for suburban/non-downtown congregations to support emergency service provision</li> </ul>   | 1, Short                            | <u>Outputs</u> <ul style="list-style-type: none"> <li># of churches contacted</li> <li>type of information provided</li> </ul><br><u>Outcomes</u> <ul style="list-style-type: none"> <li>change in involvement level/type after outreach</li> </ul>  | \$<br><br>\$                             |
|   | 2.2 Continue working with current and potential referral sources. | <ul style="list-style-type: none"> <li>Continue work to increase the array of services available</li> <li>Continue working to increase the quantity of services available</li> <li>Continue working to ensure coordination with other agencies to prevent homelessness.</li> </ul> | Short, Mid, Long                    | <u>Outputs</u> <ul style="list-style-type: none"> <li># and types of referrals (in and out)</li> <li># and type of services</li> </ul><br><u>Outcomes</u> <ul style="list-style-type: none"> <li>Changes in service types, provision method, access</li> <li>Changes in service level</li> </ul> |  |

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| <p><b>#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.</b></p> | <p>3.1 Match the most appropriate service to chronically homeless with mental health and/or substance abuse issues.</p> | <ul style="list-style-type: none"> <li>• Improve the accuracy of tracking systems databases.               <ul style="list-style-type: none"> <li>○ Train current staff,</li> <li>○ Secure IT consultants, funding</li> </ul> </li> <li>• Improve volunteer training to help with appropriate direct services               <ul style="list-style-type: none"> <li>○ Develop/contract credible outside expert training</li> </ul> </li> <li>• Advocate with member churches and the community for improved and increased shelter and medical support               <ul style="list-style-type: none"> <li>○ Create community leadership advisory groups and partnerships</li> </ul> </li> </ul> | <p>1</p> <p>Short</p> <p>Mid and Ongoing</p> | <p><u>Outputs</u></p> <ul style="list-style-type: none"> <li>• # clients served</li> <li>• Types of resourced utilized</li> </ul> <p><u>Outcomes</u></p> <ul style="list-style-type: none"> <li>• Improvement in matching client needs with appropriate resources</li> </ul> | <p>\$</p> <p>\$</p> <p>\$</p>            |

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|--|---|---|---|---|--|
| <b>#4: Clients' lives are measurably improved.</b> | 4.1 Any and all homeless/near-homeless families and individuals will be served in a manner that ensures short term basic needs are met while providing opportunities for long-term stability and self-sufficient. | <ul style="list-style-type: none"> <li>• Provide short-term survival/crisis support on-site</li> <li>• As appropriate, refer to transitional or affordable rental housing agencies</li> </ul>   | 1<br><br>Ongoing                          | <u>Outputs</u> <ul style="list-style-type: none"> <li>• # of families served</li> <li>• Types of services accessed</li> </ul> <u>Outcomes</u> <ul style="list-style-type: none"> <li>• Improved options for homeless children/families</li> <li>• Changes in service types, provision method, access</li> </ul> | \$<br><br>\$                             |
|  | 4.2 All homeless ex-offenders in Colorado Springs will receive emergency services plus employment support and assistance.   | <ul style="list-style-type: none"> <li>• Solve ID issues               <ul style="list-style-type: none"> <li>○ Collaboration with public and private agencies and employers</li> </ul> </li> <li>• Facilitate employment assistance               <ul style="list-style-type: none"> <li>○ Cultivate temporary agencies</li> </ul> </li> <li>• Quantify and implement long-term employment supports               <ul style="list-style-type: none"> <li>○ Engage and involve major employers</li> </ul> </li> </ul> | 1 and Ongoing<br><br>Short<br><br>Ongoing | <u>Outputs</u> <ul style="list-style-type: none"> <li>• # served</li> <li>• types of services</li> </ul> <u>Outcomes</u> <ul style="list-style-type: none"> <li>• % reduction in recidivism</li> <li>• Improved employability</li> <li>• Improved employment stability</li> </ul>                               | \$<br><br>\$<br><br>\$                   |

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