

EACH COMMITTEE NEEDS TO FINALIZE

DuPage County Plan to End Homelessness Annual Planning Tool		Component 1: <u>Homeless Prevention</u>	
Date of completion:		Responsible Entity: <u>Homeless Prevention Provider's Committee</u>	
PROCESS		OUTCOME	
Goal (Planning)	Services & Activities (Programming)	Outputs/Outcomes (work accomplished)	Impact
<i>Assist persons at risk to maintain their housing through emergency assistance and eviction prevention</i>	<p><u>1. Policy and Advocacy</u></p> <ul style="list-style-type: none"> • Work with the DuPage Housing Action Coalition on advocacy issues: evictions, foreclosures when condo owners are behind on assessments, and local occupancy regulations. • Explore policy efforts to assist people waiting for Supplemental Security Income payments to begin. 		
	<p><u>2. Outreach, Awareness, and Education</u></p> <ul style="list-style-type: none"> • Invite guest speakers and funders to meetings. • Annually update and share best practices manual with county officials and funders. • Work with regional education office to talk about homelessness and ensure that high school students receive financial education. • Improve communications with county regarding need for homeless services and prevention rules. • Outreach to providers and educate them on the homeless prevention eligibility process. • Invite representatives from the DuPage Homeownership Center to join the DuPage Homeless Prevention Partnership (to build the relationship and improve communication). 		
	<p><u>3. Systemic Issues</u></p> <ul style="list-style-type: none"> • Explore ways to improve case processing methods. • Develop an early warning system for those at risk of homelessness. • Look at forcible evictions over time to track need for and success of homeless prevention. 		

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	<p>4. Funding</p> <ul style="list-style-type: none">• Research flexible funding opportunities to fill population gaps.• Educate funders and raise awareness of homeless prevention's services and needs.• To better define staff funding needs, establish a staff/client ratio to work toward.• Form an ad-hoc committee to come up with ideas for more flexible funding, and investigate promoting a pilot program to a foundation.		
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DuPage County Plan to End Homelessness Annual Planning Tool		Component 2: <u>Outreach & Engagement</u>	
Date of completion:		Responsible Entity: <u>Community Outreach Committee</u>	
PROCESS		OUTCOME	
Goal (Planning)	Services & Activities (Programming)	Outputs/Outcomes (work accomplished)	Impact
<i>Conduct outreach to shorten homelessness, and community outreach to build awareness and support</i>	<p>1. <u>Mental Health Needs</u></p> <ul style="list-style-type: none"> • Explore the feasibility of system navigators to help clients work through the system and enroll in benefits programs, manage money, and search for housing. • Consider creation of a mental health resource guide and participation in the work of the Mental Health Implementation planning team. • Bring new partners to the table, both for collaboration and increased funding. Consider having regular breakfasts for local agency executive directors. • Identify how to market the Plan to increase community buy-in and build support. 		
	<p>2. <u>Low-Demand Housing</u></p> <ul style="list-style-type: none"> • Explore how to translate an urban Safe Haven model into an effective suburban model. • P.A.D.S. will continue to provide temporary emergency shelter. • Investigate adding services to the existing P.A.D.S. model and certifying caseworkers so that they can work with what is already in place and improve upon it. • The Board of DuPage P.A.D.S. is scheduled to discuss the prospects of a permanent shelter, a decision that will have a significant affect on outreach planning in the county. 		

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	<p><u>3. Outreach</u></p> <ul style="list-style-type: none"> • Use existing programs and build upon these to expand outreach efforts. For example, the one night street count provides an opportunity to reach unsheltered homeless and the Committee discussed growing the count to expand outreach and services to be offered at the time of engagement. • Funding will continue to be sought to create ACT teams to provide outreach. • Open-Door Days will also continue as an existing form of outreach, and a new emphasis will be made on publicizing these events. 		
<p>***SHARED WITH LEADERSHIP COMMITTEE</p>	<p><u>4. Outreach to the Business Community and Other Agencies***</u></p> <ul style="list-style-type: none"> • Bring new partners to the table, both for collaboration and increased funding. Consider having regular breakfasts for local agency executive directors. • Identify how to market the Plan to increase community buy-in and build support. 		

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DuPage County Plan to End Homelessness Annual Planning Tool Date of completion:		Component 3: <u>Housing</u> Responsible Entities: <u>crosses multiple committees including Grants Funding, Needs Assessment and Community Outreach committees – each needs to determine their pieces.</u>	
PROCESS		OUTCOME	
Goal (Planning)	Services & Activities (Programming)	Outputs/Outcomes (work accomplished)	Impact
<i>Generate long-term housing solutions (supply, vouchers, models) and a way to navigate the system in order to re-house everyone in a timely way</i>	1. Housing <ul style="list-style-type: none"> • Develop a new numeric goal for permanent units (use CMIS data and street count). • Look at HUD applications for guidelines on new housing goals and benchmarks. • Measure the percent of need that is met by current permanent housing. • Connect providers to funders through Funders Fair, Funders' Collaborative, and trainings. • Explore alternative forms of housing (family housing, co-ops, etc). • Increase supply of affordable housing and funding for supportive services. • Expand funding for rental assistance. • Explore 55+ housing services. • Work with landlords and offer incentives to rent to tenants with poor credit. • Cooperation with DuPage Housing Authority in the development of additional vouchers and units through the Rental Housing Support Bill. • Expand housing opportunities with Community Housing Association of DuPage (CHAD). • More collaboration with DuPage Housing Authority to increase special initiatives such as the Howlett Initiative that increased Housing Choice vouchers. • Housing Choice vouchers. • Reach out to townships to explore flexibility with occupancy regulations and codes (collaborate with DuPage Housing Action Coalition). • DuPage Housing Action Coalition has offered to play a larger role in advocacy and legislative work. • Invite new stakeholders to join the CoC (housing developers, funders, etc). 		

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DuPage County Plan to End Homelessness Annual Planning Tool		Component 4: <u>Employment/Other Income</u>	
Date of completion:		Responsible Entities: <u>PADS & DuPage Federation</u>	
PROCESS		OUTCOME	
Goal (Planning)	Services & Activities (Programming)	Outputs/Outcomes (work accomplished)	Impact
<i>Provide access to mainstream benefits, employment, and other income</i>	<p><u>1. Workforce Development</u></p> <ul style="list-style-type: none"> • Expand homeless employment program opportunities. • Explore homeless employment models, social enterprise models, and developmentally disabled models. • Work with College of DuPage, One-Stop, DuPage Worknet, Workforce Development Department, and West Suburban Jobs Network. 		
	<p><u>2. Mainstream Benefits</u></p> <ul style="list-style-type: none"> • Work with townships regarding access to general assistance and consider MOUs. • Increase capacity to screen for benefits at intake at agencies in the CoC. • Continue outreach to agencies regarding mainstream benefits. • Commit to ongoing benefits training and consider varying the format of the trainings (1 to 2 hour sessions, some focused on particular topics, and fee reductions). • Provide continuing education to hospitals (case managers, social workers, etc.) in order to increase enrollment of eligible persons into mainstream benefits programs. • Keep track of outcomes following trainings and enrollments in order to increase enrollment of eligible persons into mainstream benefits programs. 		

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DuPage County Plan to End Homelessness Annual Planning Tool Date of completion:		Component 5: <u>Services</u> Responsible Entities: <u>DuPage Federation/Community Outreach Committee/Needs Assessment Committee</u> – each needs to determine their pieces.	
PROCESS		OUTCOME	
Goal (Planning)	Services & Activities (Programming)	Outputs/Outcomes (work accomplished)	Impact
<i>Provide and link to case management, mental health, substance abuse, and health care services to shorten homelessness and increase housing stability.</i>	1. Support Services <ul style="list-style-type: none"> • Work with Health Coalition through DuPage Federation on Human Services Reform and with Access DuPage Network to continue building available support services. • Continue to document unmet needs and use this data to explore funding. • Utilize system navigators to help clients access the programs and mainstream benefits for which they are eligible. 		
	2. Mental Health and Substance Use <ul style="list-style-type: none"> • Increase access to mental health and substance use services. • Increase mental health service capacity and funding for prescriptions. • Work with Access Community Health Network mental health action team. • Gather data on mental health/substance use needs to support need for services. • Explore the option for a detoxification facility in DuPage County. • Promote better integration of mental health and substance use services for people struggling with both issues. 		
	3. System <ul style="list-style-type: none"> • Continue to build communication between CoC and other agencies. • Use CMIS to track length of stay and history of services accessed. • Work with DCFS to offer more transitional services for youth. • Explore types of incentives for shortening homelessness. 		

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	4. <u>Transportation</u> <ul style="list-style-type: none">• Expand DuPage Ride.• Work with low-wage employers to explore transportation options for employees.		
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DuPage County Plan to End Homelessness Annual Planning Tool		Component 6: <u>Needs Assessment Data</u>	
Date of completion:		Responsible Entities: <u>Needs Assessment Committee and CMIS Users Group</u>	
PROCESS		OUTCOME	
Goal (Planning)	Services & Activities (Programming)	Outputs/Outcomes (work accomplished)	Impact
<i>Utilize the Homeless Management Information System (CMIS), and the homeless count to influence system decisions</i>	<p><u>1. CMIS System Support</u></p> <ul style="list-style-type: none"> • Explore the needed amount of resources (funding, technology, support) to invest in CMIS so that agency users feel more confident in the system and its utility. • Hire a full-time system administrator for CMIS who can help providers master the system, create reports, and make other improvements. • Hold more regular trainings/workshops on common problems and questions regarding CMIS. • Add a problem and resolution component to the CMIS Users meetings so that common problems and solutions are shared among agencies. • Ask agency CMIS administrators to meet with their staff users to document problems and questions to bring back to the CMIS Users Group. Agency CMIS Administrators are each agency's direct contact person with the CMIS Administrator. 		

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	<p><u>2. Quality Control</u></p> <ul style="list-style-type: none"> • The CMIS Users Group will determine the feasibility of providing more trainings to avoid problem entries, and if necessary, explore minimizing the number of system users at each site. • Agency administrators will meet with the System Administrator to create a list of problems, questions, and a checklist for data entry. • After forming a subcommittee charged with this task, the CMIS Users Group will create a countywide User's Manual in the next 6 to 12 months, followed by a Best Practices manual. These will include definitions, a codebook, FAQ's, and troubleshooting. (These will draw from the manuals created at agencies). • Investigate increasing access of agency administrators to have more control over CMIS at their agencies, with the power to edit entries, merged or delete inaccurate data, track users, and run unique and useful reports. • Explore possibility of agency administrators running regular user reports on staff entering data at each site to ensure accurate data entry, and to intervene early with data entry problems. 		
	<p><u>3. Vendor Issues</u></p> <ul style="list-style-type: none"> • Explore how CMIS can be more fully utilized to measure unmet needs. • Formalize a method of communication with Bowman Systems. • Review the CoC's contract with Bowman to better understand the support services to which they are entitled. • Ask Bowman about a strong export function in CMIS, as well as how to make the system less case-sensitive, and explore the option of adding alerts when required data is missing. • If necessary, look into system alternatives to explore other options that could be more user-friendly. 		

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	<p>4. System Expansions</p> <ul style="list-style-type: none">• Address users' interest in learning how to use CMIS to better measure areas for which additional funding is needed, or for areas for which funders request data.• If possible, the Community Outreach Committee would like to increase capacity of CMIS to screen for benefits at intake.• If possible, the Grants Funding Committee would like to explore how unmet needs can be measured in CMIS, so that funding can be pursued in those identified areas.• The Needs Assessment Committee will work to gather data (both in and out of CMIS) related to mental health and substance use needs to support requests for additional and increased funding in these areas.• Investigate users' inability to see a client's history of services accessed at other agencies, consider what it would take to make this an option, and Plan rollout if feasible. This could be helpful in designing an intervention to best suit those hard-to-serve repeat users.• Committee members are committed to continue participation at data-related conferences and to maintain opportunities to stay informed.• Continue to improve the Homeless Street Count as it is vital for understanding unmet needs and for planning.• The DuPage Homeless Prevention Partnership seeks to work toward eliminating duplication in the CMIS.		
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DuPage County Plan to End Homelessness Annual Planning Tool		Component 7: <u>Funding</u>	
Date of completion:		Responsible Entities: <u>Grants Funding</u>	
PROCESS		OUTCOME	
Goal (Planning)	Services & Activities (Programming)	Outputs/Outcomes (work accomplished)	Impact
<i>Seek funding from the HUD Continuum of Care, Illinois Dept. of Human Services Homeless Prevention and ESG funds, DuPage County Community Development Block Grant and others</i>	<ul style="list-style-type: none"> GRANTS FUNDING ALREADY COMPLETED THIS SEPARATELY 		
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DuPage County Plan to End Homelessness Annual Planning Tool		Component 8a: <u>Systems Change: Discharge Planning</u>	
Date of completion:		Responsible Entities: <u>Community Outreach Committee and DuPage Federation</u>	
PROCESS		OUTCOME	
Goal (Planning)	Services & Activities (Programming)	Outputs/Outcomes (work accomplished)	Impact
<i>Promote discharge planning to prevent homelessness and shorten the length of time people spend homeless</i>	<p><u>Coordinated Discharge Policies</u></p> <ul style="list-style-type: none"> • The DuPage Health Coalition and its Mental Health Leadership Council (MHLC) subcommittee will continue to work on discharge planning. MHLC will set up a task force to develop an “air traffic control system” that would centralize information about resources for persons with a mental illness. When a person is then discharged from a hospital, jail, prison, etc., the discharging entity would have a central starting point to begin to locate resources, triage the resources so that the right people receive the right services, and actually link the person to the service so that they do not fall through the cracks. The “air traffic control” committee will start meeting in 2008. • The Community Outreach Committee suggested re-energizing the discharge planning committee to focus on jails and prisons. • Collaborate with JUST, TASC, and other identified partners in order to coordinate discharge policies. • Research models for transitional housing from prisons. 		

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DuPage County Plan to End Homelessness Annual Planning Tool		Component 8b: <u>Systems Change: Housing Advocacy</u>	
Date of completion:		Responsible Entities: <u>DuPage Housing Action Coalition</u>	
PROCESS		OUTCOME	
Goal (Planning)	Services & Activities (Programming)	Outputs/Outcomes (work accomplished)	Impact
<i>Promote advocacy to prevent homelessness and shorten the length of time people spend homeless</i>	<p><u>Housing Advocacy:</u></p> <ul style="list-style-type: none"> • DHAC will invite the CoC to its Annual Meeting to set their legislative agenda. • DHAC will conduct advocacy trainings at intervals so that CoC members can be more comfortable doing advocacy work. • DHAC launched a new website, which will be an important source of information and action for CoC members. • DHAC will encourage greater membership in DHAC by CoC members. • DHAC would like a standing portion of the CoC membership meeting (10 to 15 minutes) to discuss advocacy, legislative updates, and ways CoC members can be involved. 		

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DuPage County Plan to End Homelessness Annual Planning Tool		Focus: Update Key System and Plan Processes	
Date of completion:		Responsible Entities: <u>Leadership Committee</u>	
PROCESS		OUTCOME	
Goal (Planning)	Services & Activities (Programming)	Outputs/Outcomes (work accomplished)	Impact
<p><i>Build Public Awareness of the Plan</i></p> <p>**RESPONSIBILITIES SHARED WITH COMMUNITY OUTREACH COMMITTEE**</p>	<p>1. <u>Plan Ownership, Outreach, and Marketing</u></p> <ul style="list-style-type: none"> • Invite media to events to release reports on successful outcomes and progress. • Host legislator and executive director breakfasts. • Investigate funding for an ad campaign on the face of homelessness in DuPage County. • Use the “America’s Road Home Statement of Principles and Action” for endorsement of the 10 Year Plan by the Mayors, Managers, and DuPage County officials. • Develop a marketing plan for the Plan to End Homelessness. • Develop Plan spokespeople. • Create a simple presentation for outreach to: <ul style="list-style-type: none"> - Business groups (e.g. Chambers of Commerce, Rotary, housing developers, banks) - Philanthropic groups (Lions clubs, foundations) - Churches and community groups - Congressional offices and municipalities 		
<p><i>To help ensure that the Plan remains a living and dynamic document, regular opportunities for evaluation and strategic planning are needed</i></p>	<p>2. <u>Annual Evaluation, Planning and Reporting</u></p> <ul style="list-style-type: none"> • Have each committee conduct an annual evaluation and strategic planning to update component action steps. • At this time each committee should also assess membership and determine if recruitment of new stakeholders is necessary. • Create an annual report card to document Plan progress. • Annually bring media attention using the report card format to inform the community of successes, partnerships, unmet needs and challenges that still exist 		

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<p><i>Cultivate CoC Membership and Engagement of New Stakeholders</i></p>	<p><u>3. CoC Stakeholders</u></p> <ul style="list-style-type: none"> • Encourage an even more diverse group of stakeholders to come to the table • Investigate committee leadership options such as revolving chairs, or creating vice-chair positions to cultivate new leadership • Use membership meetings and the CoC website for a variety of purposes: <ul style="list-style-type: none"> - Legislative updates: DHAC members requested a standing portion of these meetings to update the CoC on advocacy, current legislation, and ways to get involved. - Orientation to the CoC and the Plan: hold a 30-minute orientation/update on the CoC and the Plan prior to one full membership meeting annually to inform new members. - Add agenda items to the full meeting allowing for updates from each committee. • Explore new member information sessions and ways to solicit input from members as to agenda content for full CoC meeting. 		
<p><i>Integrate the Plan to End Homelessness with Other Key Plans in the County</i></p>	<p><u>4. Integrate with other Plans</u></p> <ul style="list-style-type: none"> • Make sure the CoC has representation at other planning tables to ensure that the needs of people who are homeless are represented and to inform the Plan to End Homelessness. 		