



**Southern Tier Entry to Programs & Services (STEPS)
2019 - 2020 Action Plan**

Please note: much of the below information comes from the 2017 CoC Consolidated Application and Planning Application.

Category & Goal	Strategy	Action Items	Responsible Committee	Deadline
I. Compliance: Ensure compliance with HUD guidelines.	A. Better address the unique needs of persons and their families fleeing domestic violence that includes access to housing and services that prioritize safety and confidentiality of program participants.	1. Identify current safety planning mechanisms for those fleeing domestic violence at each CoC agency.	CE Committee	Q4 2018
		2. Engage DV providers to host trainings on safety planning, the Mobility Options Rule, etc. for the CoC and Coordinated Entry.	HHTF	Q2 2019
		3. Build on coordination of efforts to ensure data on persons who are in DV homeless programs is incorporated into CoC-wide data for data accuracy and community planning.	HMIS Committee	Q2 2019
	B. Better address the needs of Lesbian, Gay, Bisexual, Transgender (LGBT) individuals and their families experiencing homelessness.	1. Create a CoC anti-discrimination policy within the Written Standards to be more specific and action-oriented, to follow the HUD Equal Access to Housing rulings, and to include a grievance procedure (note: counties have non-discrimination policies that can be used as an example).	Board	Q1 2019
		2. Conduct semi-annual CoC-wide training with providers and schools on how to effectively implement the Equal Access to Housing in HUD Programs regardless of Sexual Orientation or Gender Identity & the	Coordinate intensive training for CE County Leads; then CE County leads	Q1 2019

		Gender Identity Equal Access to Housing, Final Rule; and on the CoC's anti-discrimination policy written within the Written Standards.	provide training to HHTF's	
		3. Monitor each CoC agency for compliance with the Equal Access to Housing in HUD Programs regardless of Sexual Orientation or Gender Identity & the Gender Identity Equal Access to Housing, Final Rule and the CoC's antidiscrimination policy in their policies & procedures.	?	Q3 2019
	C. Rapidly rehouse every household of families and children within 30 days of becoming homeless.	1. Increase the number of RRH beds dedicated to families by including this priority in the Rank and Review and Bonus Application tools.	Rank and Review Committee; HHTF's	Q4 2019
		2. Partner with affordable housing developers to create quality affordable units without regulatory barriers.	HHTF – bring affordable housing developers to the table.	Q4 2019
		3. Partner with affordable housing developers to advocate for affordable housing policies (i.e. inclusionary zoning)	HHTF – bring affordable housing developers to the table.	Q4 2019
		4. Connect the hardest to serve families to the Coordinated Entry system by ensuring the CE system has direct connection with PSH.	CE Committee	Q1 2019
		5. Assess CoC-funded projects who serve families for Housing First Policies and Practices; encourage development of Housing First Policies & Practices accordingly.	?	Q2 2019



	D. Decrease youth homelessness.	1. Collaborate with local School District Homeless Liaisons, Youth Bureaus and key youth providers to analyze the scope of homeless youth (both as defined by HUD and the Dept. of Education) and develop a response.	HHTF's	Q4 2018
		2. Develop MOU agreements with education providers regarding the access, assessment and referral process for homeless youth and youth at risk of homelessness.	HHTF's	Q2 2019
	E. Assess whether there are racial disparities in the provision or outcomes of homeless assistance, and implement proper policies and procedures to address racial disparities.	1. Review and analyze the assessment of racial disparities in the provision and outcomes of homeless assistance.	Planning Committee	Q2 2019
		2. Research best practices on policies and protocols to address racial disparities in the provision and outcomes of homeless assistance.	Planning Committee	Q3 2019
		3. Implement policies and procedures to address racial disparities in the provision and outcomes of homeless assistance.	Board	Q4 2019
	F. Develop methods to better count specific populations during the 2018 PIT Count.	1. Create a procedure guide and timeline for the PIT count, describing major milestones and best practices.	HHTF's, HMIS Committee	
		2. Include a strategy to increase inclusion of homeless youth in the PIT count.	HHTF's, HMIS Committee	Q4 2018
		3. Coordinate a Veteran waitlist registry week during the PIT Count in coordination with Soldier On, the VA, and Chautauqua Opportunities. Engage Veteran providers by attending the VA's quarterly meetings and annual Housing Summits.	HHTF's, HMIS Committee	Q4 2018



	G. Ensure CoC policies & procedures are up-to-date and align with HUD guidelines and best practices.	1. Review/realign CoC program performance targets, system performance measures, and written standards to ensure a systemic approach to homelessness.	Board	Q2 2019
		2. Conduct an annual review of the bylaws.	Board	Q2 2018, Q2 2019
		3. Monitor and evaluate CoC and state-funded ESG programs and provide technical assistance, including implementing the Data Quality Plan (monthly review of APR's, HMIS Data Memos, analysis of program impact on Systems Performance).	?	?
		4. Ensure the Coordinated Entry Policies & Procedures manual aligns with HUD guidelines and best practices.	Coordinated Entry Committee	Ongoing
		5. Coordinate and submit the annual PIT and HIC reports.	HMIS Committee; CARES	Q1 2019
		6. Annually draft a memo to full membership detailing completed activities and next steps; post memo on the website.	CARES	Q4 2018, Q4 2019
II. Community Outreach and Engagement	A. Work with Public Housing Authorities to increase the capacity to serve those who are homeless.	1. Work with PHA's to create homeless preferences for those who are homeless. Contact PHA's at least quarterly.	Board	Q3 2019
		2. Work with PHA's to provide trainings on qualifying/disqualifying factors for entering PHA programs.	HHTF's	Q1 2019
	B. Ensure Homelessness and Housing Task Forces are empowered to carry out work at the county level.	1. Annually review HHTF roles and responsibilities with each HHTF Chair.	Board	Q3 2018, Q3, 2019
		2. Annually host a meeting between the HHTF's Chairs to discuss best practices.	Board	Q3 2018, Q3, 2019
		3. Create a mechanism for reporting HHTF progress to the Board.	Board	Q4 2018



	C. Increase participation of system partners in the Housing Task Forces.	1. Assess involvement of HUD recommended stakeholders in each Housing Task Force.	HHTF's	Q2 2018, Q2 2019
		2. Invite stakeholders to join Housing Task Forces.	HHTF's	Q2 2018, Q2 2019
		3. Create a cheat sheet of CoC acronyms, committee descriptions, etc. for new members.	?	?
	D. Ensure participation of persons who are homeless/formerly homeless on the Homelessness and Housing Task Forces, Membership, and Board.	1. Identify current participation of persons who are homeless/formerly homeless on the Housing Task Forces, Membership and Board.	Board, HHTF's	Q2 2018, Q2 2019
		2. Discuss mechanisms for involvement of persons who are homeless/formerly homeless (i.e. focus groups).	Board, HHTF's	Q2 2018, Q2 2019
		3. Conduct outreach to persons who are homeless/formerly homeless to recruit for participation in the Housing Task Forces, Membership, and Board.	Board, HHTF's	Q3 2019
	E. Increase homeless housing provider participation within HMIS.	1. Work with PSH programs to increase participation in HMIS, resulting in an over 85% HMIS Bed Coverage Rate (specifically, Arbor Housing and Development and the local VA).	HMIS Committee	Q2 2019
		2. Work with Departments of Social Services to identify a mutually beneficial way to meet CoC and DSS needs in terms of data collection and reporting.	HMIS Committee	Q2 2019
	III. System Performance: Improve HUD	A. Educate the community on Systems Performance Measures on monitor systems level performance for	1. Provide a webinar describing the community's current System Performance Measures to HHTF's.	HMIS Committee

System Performance Measures.	CoC and state-funded ESG programs.			
	B. Ensure representation on the Board and HHTFs by providers who serve various stakeholders (i.e. DV, youth, Veterans) to ensure a complete analysis of homelessness needs is conducted.	1. Assess current representation on the Board and HHTFs and seek further participants as necessary	Board, HHTFs	Q1 2019
	C. Create MOU's with discharge planners in the foster care, health care, mental health care, and correctional systems to ensure those who are discharged are not released directly to the streets, emergency shelter, or other homeless assistance programs.	1. Convene stakeholders from the foster care, health care, mental health care, and correctional systems to discuss current discharge practices.	?	?
	C. Reduce the Number of First-Time Homeless by ...???	1. Establish a baseline and goal	HMIS Committee Board	Q1 2019
		2. Develop strategies to reduce the number of first time homeless.	HHTF's	Q2 2019
		3. Promote/support prevention services. Doesn't give me a sense of what will be done	HHTF's	Q3 2019



		to achieve the objective...I would say drop the objective		
	D. Reduce the Length-of-time Homeless by...	1. Establish a baseline.	HMIS Committee	Q1 2019
		2. Develop strategies to reduce the length of time homeless.	HHTF's	
		3. Increase the amount of RRH by ...	HHTF's, Rank and Review Committee	Q4 2019
		4. Encourage Housing First policies among all CoC agencies.	?	?
		5. Develop the Coordinated Entry system to systematically house the most vulnerable first; identify those with the longest LOT through analysis of HMIS data and coordination with emergency service providers. Ensure the CE Marketing Plan includes information about evening and weekend hours and resources (i.e. 211, Crisis Lines).	Coordinated Entry Committee, HMIS Committee	Q4 2018
	E. Increase the percentage of successful permanent housing placement and retention from 81% in FY16 to ___ in FY18.	1. Establish a baseline.	HMIS Committee	Q1 2019
		2. Develop strategies to increase percentage of successful permanent housing placement and retention.	HHTF's	Q2 2019
	F. Decrease the percentage of clients who return to homelessness from 12% in FY16 to _____ in FY 18.	1. Establish a baseline.	HMIS Committee	Q1 2019
		2. Develop strategies to decrease percentage of clients who return to homelessness.	HHTF's	Q2 2019
		3. Conduct trainings for providers on risk factors related to returns to homelessness.	HHTF's	Q4 2019
G. Increase access to employment and mainstream benefits.	1. Establish a baseline.	HMIS Committee	Q1 2019	
	2. Create MOU's with employment organizations.	HHTF's	Q3 2019	



		3. Provide information on accessing benefits at monthly Housing Task Force Meetings.	HHTF's	Ongoing
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Appendix 1: Involving Necessary Stakeholders

During the June 28, 2018 Board Meeting, the Board conducted a round-robin exercise to discuss each of the three sections of this Action Plan. Specifically, the Board discussed stakeholders who need to be engaged in order to successfully carry out that portion of the plan. The outcomes were as follows.

- I. Compliance: Ensure compliance with HUD guidelines. Stakeholders to engage include:
 - a. Public Housing Authorities
 - b. Landlord Associations
 - c. Affordable Housing Developers and providers
 - d. Corrections (i.e. prisons, jails, probation and parole)
 - e. Hospitals (i.e. discharge planners)
 - f. Workforce agencies and employers (i.e. Chamber of Commerce, Workforce NY)
- II. Community Outreach and Engagement. Stakeholders to engage include:
 - a. Public Housing Authorities
 - b. Affordable housing developers and providers (i.e. Habitat for Humanity)
 - c. Corrections (i.e. prisons, jails, probation and parole)
 - d. Youth providers (i.e. Youth Bureaus)
 - e. SPCA (for pet fostering)
- III. System Performance: Improve HUD System Performance Measures. Stakeholders to engage include: