

SCHENECTADY COUNTY HOMELESS SERVICES PLANNING BOARD
STRATEGIC PLANNING COMMITTEE

Workplan

Goal #1: Expand community engagement among service providers county-wide to increase and enhance service delivery at a systems level.

Strategy	Responsible Party	Action Item	Timeframe
1. Enact the Coordinated Entry Marketing Plan to build relationships with partners in communities not traditionally served (i.e. rural communities, such as Duanesburg and Rotterdam Junction) and raise awareness of homelessness services.	Coordinated Entry Committee	a. Identify systems/communities HUD recommends coordinating with in the CoC Application.	Q2 2019
		b. Identify a partner who serves the rural areas of Schenectady County to engage in Coordinated Entry.	Q4 2019
		c. Semi-annually send marketing letters to potential partners.	Q3 2018, Q1 2019, Q3 2019, Q1 2020, Q3 2020, Q1 2021, Q3 2021
		d. Actively conduct in-service presentations to partners and potential partners.	Q3 2018, Q1 2019, Q3 2019, Q1 2020, Q3 2020, Q1 2021, Q3 2021
2. Support the Homeless Housing Services Network in sharing information about issues and opportunities in the community	Homeless Support Services Network (HSSN)	a. Develop palm cards for police officers for homeless services (per request of SPD). Coordinate cards with	Q3 2019

among neighbors, neighborhood associations, activists, churches and providers.		marketing materials created by CE.	
		b. Send a monthly e-blast with new resources in our community, announcements of trainings, events, etc.	Q2 2019
		c. Develop trainings for non-CoC agencies around resources in our area (Library, train station, police, EMT, churches, etc.). Coordinate training with CE trainings.	Q4 2019
3. Create Systems Committee	Board	a. Identify agencies to invite to join the Systems Committee.	Q1 2019
		b. Conduct outreach to agencies to join the Systems Committee.	Q1 2019
	Systems Committee	c. Establish the Systems Committee description/priorities.	Q2 2019
		d. Identify action steps for the Systems Committee to carry out strategies listed in the Strategic Plan.	Q2 2019
4. Formalize coordination with DSS, jails/prisons, mental health facilities, hospitals, and the foster care system to prevent homelessness	Systems Committee	a. Evaluate system coordination that already exists.	
		b.	
		c.	

Goal #2: Develop resources to support increasing the supply of Permanent Supportive Housing units, and continue to develop effective access to these units and Intensive Case Management by prioritizing the most vulnerable.

Strategy	Responsible Party	Action Item	Timeframe
<p>1. Utilize Systems Performance Measures to identify priorities to guide development of new permanent housing units.</p>	<p>Data Committee & CoC Committee</p>	<p>a. Analyze the need for additional new permanent housing units dedicated to specific subpopulations by reviewing and analyzing: 1. Coordinated Entry data. 2. Eviction and prevention data. 3. HMIS data (i.e. destination to staying with friends or family, System Performance Measures).</p>	<p>Q2 2019</p>
		<p>b. Draft a report to provide to the Board regarding findings.</p>	<p>Q2 2019</p>
		<p>c. Utilize the report in prioritizing projects for new/additional CoC funding and ESSHI letters of support.</p>	<p>Q4 2019</p>
<p>2. Increase the number of Permanent Supportive Housing units within the community that provide or link clients with intensive case management services.</p>	<p>CoC Committee</p>	<p>a. Prioritize CoC Reallocation and Bonus funding for Permanent Supportive Housing programs with intensive case management.</p>	<p>Q1 2019</p>
	<p>Systems Committee</p>	<p>b. Support agencies in (1) applying for funding or (2) building relationships with resources in the community in order to provide intensive case</p>	

		management at Permanent Supportive Housing sites (i.e. to apply for NYSSHP funding to hire additional onsite case management; or connect with Health Home Care Managers to provide onsite services to).	
3. Continue development of the Coordinated Entry system to ensure quick, appropriate, and successful placement of clients from shelter to permanent housing.	Coordinated Entry Committee	a. Assess the potential of utilizing HMIS for Coordinated Entry data input and maintenance of the waitlist.	Q2 2019
		b. Conduct trainings on entering into CE utilizing the new HMIS System.	Q3 2019
		c. Regularly contact clients on the CE waitlist to ensure (1) housing is still needed, (2) emergency needs are being met, and (3) contact information is valid.	Ongoing
		d. Annually the CE Committee will review the wait times between being placed on the CE waitlist and being connected to an appropriate housing option. The CE Committee will analyze how to decrease this time and characteristics of those remaining on the waitlist the longest.	Q4 2019

Goal #3: Increase development of and access to quality affordable housing.

Strategy	Responsible Party	Action Item	Timeframe
1. Coordinate with City Code Enforcement to (1) lessen the strain on the homeless housing and service provision system and (2) ensure quality housing for prospective tenants.	HSPB Board Collaborate with the Eviction Task Force	a.	
		b.	
		c.	
2. Create a centralized Housing Placement Specialist position who works with clients to locate quality affordable housing units within clients' budgets and/or subsidy limits.	Systems Committee	a.	
		b.	
		c.	
3. Collaborate with a local landlord association to better connect clients with quality affordable housing units.	HSPB Board Collaborate with the Eviction Task Force	a. Support implementation of landlord trainings that promote the benefits of accepting local rental subsidies, landlord-tenant mediation methods and best practices in maintaining quality housing (i.e. landlord certification in pest control).	
		b. Create and maintain a list of landlords with quality affordable housing units who regularly accept local rental subsidies.	
		c. Collaborate with landlords and tenants to access prevention resources prior to accruing significant rental arrears.	

Goal #4: Engage additional partners and seek additional resources to identify and provide necessary support services to homeless households and previously homeless households.

Strategy	Responsible Party	Action Item	Timeframe
1. Engage with additional partners, such as Health Homes, Managed Care Organizations, and Schenectady County Department of Mental Health to identify and provide necessary intensive case management services to clients in permanent housing.	Systems Committee	a.	
		b.	
		c.	
2. Investigate developing a street outreach team to reach out to the chronically homeless and most vulnerable.	Homeless Supports Services Network (lead) and Coordinated Entry Committee (secondary)	a. Meet with existing Capital Region street outreach programs to brainstorm ideas for program development.	Q1 2019
		b. CE Committee: collect outreach program information from participating CE providers.	Q1 2019
		c. CE & HSSN conduct outreach training on 1) coordinating outreach efforts between agencies, 2) train agencies conducting outreach on entering into CE. Include Ambassadors through City Mission.	Q4 2019

Goal #5: Identify methods to prevent and divert homelessness when appropriate.

Strategy	Responsible Party	Action Item	Timeframe
1. Incorporate prevention services into the Coordinated Entry system.	Coordinated Entry Committee	a. Compile a list of agency's prevention services to include in the CE specific resource guide.	Q1 2019
		b. Train agencies so that at point-of-entry, if a household is not eligible for the CE Program, the household will be connected to stabilization services.	Q4 2019
2. Increase funding for prevention services through foundations, private sector businesses, HSPB dues, etc.	HSPB Board	a.	
3. Collaborate with a local landlord association and renters to understand available resources and support before a renter is evicted.	Eviction Task Force	a. Create an information sheet on subsidies and services.	
		b.	
		c.	

Goal #6: Ensure a strong, sustainable, and comprehensive community system of services for homeless households, from providing appropriate emergency housing to permanent housing options.

Strategy	Responsible Party	Action Item	Timeframe
1. Ensure the HSPB is connected and coordinates with the Emergency Food & Shelter Board.	HSPB Board	a.	
		b.	
		c.	
2. Ensure the HSPB is connected and coordinates with the Eviction Task Force.	HSPB Board	a.	
		b.	
		c.	
3. Ensure efficient transitions from emergency shelter and transitional housing to permanent supportive housing.	Coordinated Entry Committee	a. Improve referral process to ensure clients housed in transitional housing graduate to permanent supportive or affordable housing that is the best fit.	Q2 2019
		b. Ensure efficient processing of Coordinated Entry paperwork in order to shorten the timespan between application and housing placement (i.e. utilizing HMIS).	Q2 2019
		c.	

Goal #7: Advocate as a community to address barriers to success in meeting the above goals.

Strategy	Responsible Party	Action Item	Timeframe
<p>1. Utilize data from the Data Committee to enhance advocacy efforts. For example, coordinate with DSS to provide NYS Office of Temporary and Disability Assistance (OTDA) with necessary information to advocate to the NYS legislature to increase the DSS Shelter Allowance.</p>	<p>HSPB Board (lead) and Data Committee (secondary)</p>	<p>a. Data Committee will research and analyze:</p> <ol style="list-style-type: none"> 1. Number of abandoned buildings in Schenectady County. 2. Number of rental units available in Schenectady County, broken down by zip code and street name. 3. Average rent in Schenectady County broken down by number of bedrooms. 4. Client data from HMIS (number of singles and families in ES, size of families, etc.). 	<p>Q3 2019</p>
		<p>b. Assess the potential of utilizing HMIS for Coordinated Entry data input and maintenance of the waitlist.</p>	<p>Q3 2019</p>
		<p>c. Coordinate efforts with the Capital Region Coalition to End Homelessness.</p>	
<p>2. Advocate at the state and federal level for more affordable housing funding.</p>	<p>HSPB Board</p>	<p>a. Coordinate efforts with the Capital Region Coalition to End Homelessness.</p>	
		<p>b. Consider a CoC Lobby Day.</p>	
		<p>c.</p>	