

**MICHIGAN STATE HOUSING DEVELOPMENT AUTHORITY**

**Office of Rental Assistance and Homeless Solutions**

**Exhibit 1 – Continuum of Care**

**Annual Planning Update**

**October 1, 2017 – September 30, 2018**

***Due Date: September 1, 2017 at 5:00 p.m.***

**Exhibit 1 & attachments listed below must be mailed in one envelope to:**

**Juliann Kline**

**Rental Assistance & Homeless Solutions**

**MSHDA**

**735 E. Michigan Avenue**

**PO Box 30044**

**Lansing, MI 48909**

**Mailing Questions:**

Contact Juliann Kline:517-241-1440 or [klinej1@michigan.gov](mailto:klinej1@michigan.gov)

**General Questions:**

Michelle Edwards - [edwardsm6@michigan.gov](mailto:edwardsm6@michigan.gov) – 517-241-1156 - Regions 6, and 10

Candace Morgan – [morganc@michigan.gov](mailto:morganc@michigan.gov) – 517-241-3049 – Region 1, 2, and 3

Stephanie Oles - [oless@michigan.gov](mailto:oless@michigan.gov) – 517-241-8591 - Regions 4 and 7

Nicole Schalow – [schalown@michigan.gov](mailto:schalown@michigan.gov) – 517-335-1852 – Regions 5, 8, and 9

**Documents to be submitted with Exhibit 1**

* ESG [Memorandum of Understanding](http://www.michigan.gov/documents/mshda/MSHDA-ESG-Memorandum-of-Understanding-SAMPLE_398122_7.doc) (click on title) (form)
* CoC By-Laws or Operating Principles (if already on file w/no change, do not send)
* Position Description of Housing Resource Specialist
* [Key Person Security Agreement (MSHDA 1796c)](http://www.michigan.gov/documents/mshda/MSHDA_1796c-Key_Person_Security_Agreement_376001_7.doc?20130621093028) (click on title) (HARA HCV form)
* [HARA Memorandum of Understanding](http://www.michigan.gov/documents/mshda/Lead_Agency-Memorandum-Understanding_376000_7.doc?20130621093028) (click on title) (HARA HCV form)
* [Fair Housing Policy Form](http://www.michigan.gov/documents/mshda/MSHDA_HousingPolicy_273033_7.pdf) (click on title)
* I (insert name of chair), Anna Bednarek, verify that a copy of Exhibit I has been made available to participating CoC members.

**Michigan State Housing Development Authority**

**Exhibit 1 Continuum of Care Annual Planning Update**

**October 1, 2017 - September 30, 2018**

1. **CoC Contacts**

Name of Continuum: Ottawa CoC known as the Lakeshore Housing Alliance

Counties Included in Continuum: Ottawa

|  |  |
| --- | --- |
| Continuum of Care Coordinator: Lyn Raymond | |
| Agency: Greater Ottawa County United Way | Title: Coordinator |
| Phone: 616-396-7811 | e-mail: lakeshorehousingalliance@gmail.com |
| Address: 115 Clover Street | |
| City: Holland | Zip: 49423 |
| Signature: | Date: |

|  |  |
| --- | --- |
| Continuum of Care Chair: Anna Bednarek | |
| Agency: Community Mental Health of Ottawa County | Title: Program and Community Development Coordinator |
| Phone: 616-393-5648 | e-mail: abednarek@miottawa.org |
| Address: 12265 James Street | |
| City: Holland | Zip: 49424 |
| Signature: | Date: |

|  |  |
| --- | --- |
| Continuum of Care Chair: Jennifer Boerman | |
| Agency: Community Action House | Title: Associate Director |
| Phone: 616-392-2368 | e-mail: jboerman@communityactionhouse.org |
| Address:314 W. 14th Street | |
| City: Holland | Zip: 49423 |
| Signature: | Date: |

# Signature from the four Key Stakeholders

Signature of this form signifies that the community’s four (4) key stakeholders in the Action Plan (formerly known as Plan to End Homelessness) (Continuum of Care Chairperson, Community Collaborative Chairperson, Director of the local Department of Health and Human Services) have received and reviewed the 2017 - 2018 Continuum of Care Planning Update, Exhibit 1.

|  |  |  |
| --- | --- | --- |
| Continuum of Care Chairperson: Anna Bednarek | | |
| Title: Program and Community Development Coordinator | Agency: Community Mental Health of Ottawa County | |
| Phone: 616-393-5648 | Email: abednarek@miottawa.org | |
| Address: 12265 James Street | | |
| City: Holland | | Zip: 49424 |
| Signature: | | Date: |

|  |  |
| --- | --- |
| Community Collaborative Chairperson: Patrick Cisler | |
| Title: Director | Agency: Ottawa County Human Services Coordinating Council |
| Phone: 616-218-0625 | Email: Patrick.cisler@gmail.com |
| Address: Greater Ottawa County United Way, P.O. Box 1349 | |
| City: Holland | Zip: 49423 |
| Signature: | Date: |

|  |  |
| --- | --- |
| County Director of Health & Human Services: Kendra Spanjer | |
| Title: Director | Agency: DHS |
| Phone: 616-394-7200 | Email: spanjerk@michigan.gov |
| Address: 12185 James Street | |
| City: Holland | Zip: 49424 |
| Signature: | Date: |

|  |  |
| --- | --- |
| Director of Community Mental Health: Lynn Doyle | |
| Title: Director | Agency: Community Mental Health of Ottawa County |
| Phone: 616-392-1973 | Email: ldoyle@miottawa.org |
| Address: 12265 James Street | |
| City: Holland | Zip: 49424 |
| Signature: | Date: |

1. **CoC Planning Narrative**

|  |  |  |  |
| --- | --- | --- | --- |
| **Specific Names of CoC**  **Organizations/Persons** | **Interagency Service Team Members** | **Geographic Area**  **Represented** | **Sub-populations**  **Represented, if any\***  **(For example, SMI, SA, VETS, HIV/AID, G)** |
| **State Agencies:**  **SEE ATTACHED LIST**  **Local Government Agencies:**  **Public Housing Authorities (PHA):**  **McKinney Vento School Liaisons:**  **Nonprofit organizations:**  **(includes Faith-Based organizations):**  **Business/Business Associations:**  **Homeless/formerly homeless persons:**  **Other, such as:**  **Law Enforcement**  **Hospital/Medical**  **Funders:** |  |  |  |

**Subpopulations Abbreviations**:

* Chronic (CH)
* Disabled (D)
* Dual Diagnosis (DD),
* Families (F)
* General Homeless Prevention (G)
* Persons with HIV/AIDS (HIV/AIDS)
* Seriously Mentally Ill (SMI)
* Single Adults (S)
* Substance Abusers (SA)
* Veterans (VA)
* Youth (Y)

**4. Action Plan (formerly known as 10-year plan)**

MSHDA is committed to working with all communities to strengthen effectiveness in their Action Plans and Prevention and Rapid Re-Housing activities.

1. Has your community revised your Action Plan to align with the federal Opening Doors Strategic Plan? If so, please enter the date:

*02/03/2017*

1. What are your CoC’s top three goals for 2017-2018?

*In order to maintain housing stability for both persons experiencing homelessness and those at risk for homelessness the Lakeshore Housing Alliance (LHA) has identified several strategies. Goals in bold are the top three:*

1. ***Improve Systematic Response to Homelessness***
2. ***End Chronic Homelessness***
3. ***End Youth Homelessness***
4. *Measure effectiveness of housing programs using data*
5. *End Veteran Homelessness*
6. *The Lakeshore Housing Alliance also plays an integral role in the facilitation of Ottawa Housing Next, a countywide initiative focusing on creating more affordable housing*
7. How will you measure your success in achieving these goals?

**Create a Systemic Response:** *The newly organized Coordinated Entry Task Force will review the process and measure success to maximize efficiency. This will improve the process, making it easier for persons experiencing homelessness to access resources. This will also help to prioritize those most in need. The CoC will encourage a Housing First Model that is inclusive, transparent, and achieves positive outcomes.*

*In order to enhance a Coordinated System for Ottawa County, two specific focus areas within the six prioritized areas that HUD has required have been identified as needing improvement.. These six priority areas include: access, assessment, prioritization, referral, data management and evaluation. Due to recent bonus dollars through the Emergency Solutions Grant, the HARA will be working towards enhancing data management and assessment areas of Coordinated Entry, and the goal is to further impact 2 larger priority area****s*** *that most directly impacts how quickly homeless households are served, access and referrals.*

*In terms of access, coordination will be increased when clients are served at multiple access points in our community, including but not limited to youth, mental health, domestic violence or non-HMIS service providers. In terms of referrals, an integrated approach will be established defining clear expectations.*

*In order to address potential gaps in access, and reduce barriers to accurate or timely referrals our goals will be three-fold:*

1. *Strengthen the Interagency Service Team (IST). This effort would primarily focus on gaps that address persons fleeing domestic violence, veterans, and chronic homeless individuals and families, and youth. This team will also address service gaps by providing case conferencing to address individual risk factors beyond the initial VI-SPDAT.*
2. *Identify three more community access points that regularly work with homeless, and invite them to participate as an IST member.*
3. *Prepare, plan and implement quarterly trainings to area service providers addressing gaps in knowledge easily lost during staff transition in order to encourage both quality and streamlining efforts in the assessment processes. These trainings will include but are not limited to:*
4. *Discuss a client-centered, Housing First progressive assessment approach to assessment, referral and access;*
5. *Review CoC’s decision-tree for effective and consistent prioritization;*
6. *Review VI-SPDAT for usage fidelity across service providers.*

**End Chronic Homelessness:** *The CoC will measure success by improving the process of identifying and capturing persons with the highest needs and longest histories of homelessness, in all categories such as Veterans, disabled, youth, and LGBTQ, for permanent supportive housing. The CoC will also work on increasing affordable units in order to accommodate this target population. The next step includes having a street outreach team (see End Youth Homelessness), which will increase services to those experiencing chronic homelessness. This will help to build trust and rapport with this population, allowing case managers to connect them to other services they may need, and building a network of support.*

**End Youth Homelessness:** *The CoC has established a work group dedicated to Ending Youth Homelessness that includes representatives from key youth providers as well as the McKinney-Vento Grant Coordinator. This group will measure first steps towards success by identifying gaps in services and ensuring all youth providers are included in the discussions. The next step includes having a street outreach team which will increase services to youth. Case managers will work to build relationships with these youths, building trust so they can help with their basic needs and get them connected to the services they will need, while also helping to build a network of support. Street outreach services will attempt to meet vulnerably housed/unhoused person in non-traditional settings such as soup kitchens, known housing encampments, public libraries, etc. The street outreach team will use a strengths-based, person-centered case management approach when providing street outreach services. Clients will receive an “engagement packet” that includes food and/or hygiene products, basic resource information and the contact name and phone number of the street outreach worker.*

*A CoC member agency that serves homeless youth has increased street outreach in particular to the LGBT population in the county and provides counseling and case management. The agency supports the local center, Out on the Lakeshore (OOTL), in its effort to offer programs to support area youth who are trying to come to terms with their sexuality or gender identity. OOTL provides a place where youth can feel free and safe to gather and share experiences or relax and do homework. The CoC will measure the numbers of youth reached via partner agencies.*

**5. Funding Sources**

Emergency Solutions Grant (ESG) funding is a mainstay source to preventing homelessness and to re-house people living in homelessness; however, it is not intended to be the community’s entire funding source. ESG cannot supplant existing resources. List all sources of current funding within the community that are available for housing and prevention services to the homeless.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Funding  Sources | Agency Administering Funds | Amount of  Funding Received | Activity  Targeted | Grant Term |
| Federal Funds |  |  |  |  |
| CSBG-ARRA |  |  |  |  |
| CSBG-D |  |  |  |  |
| Emergency Food & Shelter Program | Various providers | $110,000 | Food and shelter programs | 10/1-9/30 |
| ESG – Direct from HUD Political Jurisdiction and Entitlement Communities |  |  |  |  |
| ESG MSHDA | OCCAA | $216,289 | Homelessness Prevention/Rapid Re-housing Shelter Operations | 10/1-9/30 |
| FEMA |  |  |  |  |
| HOME - TBRA |  |  |  |  |
| McKinney-Vento  Dept. of Education |  |  |  |  |
| COC Program | GSM,  OCCMH,  CWIT | $987,803 | RRH  PSH  CoC Planning | 7/1 – 6/30 |
| Volunteers of America | VOA over nine counties | $1,900,000 | Veterans | 10/1-9/30 |
| DHHS | OCCAA | $14,500 | LIHEAP Utility Assistance | 10/1-9/30 |
|  |  |  |  |  |
| State Funds |  |  |  |  |
| Community Mental Health | OCCMH | $10,000 | Emergency Housing Assistance | 10/1-9/30 |
| DOC |  |  |  |  |
| Domestic Violence |  |  |  |  |
| Local DHHS Contracts | DHHS | $1,410,333 | Shelter, SER, LIHEAP, Utilities | 10/1-9/30 |
| MSHDA (Initiatives) | City of Grand Haven | $112,000 | Homebuyer/DPA/Rehab | 7/1-6/30 |
| Other: DHHS, DVES, MSHDA | CWIT | $130,690 | Emergency Shelter | 10/1-9/30 |
| DHHS | GSM | $4,761 | Emergency Motel | 10/1-9/30 |
| MSHDA | GSM | $3,990 | HARA | 10/1-9/30 |
| Project Based Voucher Program | HHI | $59,427 | PSH | 10/1-9/30 |
|  |  |  |  |  |
| LOCAL GOVERNMENT FUNDS |  |  |  |  |
| City | City of Holland | $5,000 | Fair Housing | 7/1-6/30 |
| County |  |  |  |  |
| Township |  |  |  |  |
| Other: |  |  |  |  |
|  |  |  |  |  |
| Private |  |  |  |  |
| Foundations | GSM | $ 7,000 | HARA | 10/1-9/30 |
| United Way | GSM  People Center  TSA - GH | $29,525  $ 6,525  $29,000 | TH  TH  TH/ES | 10/1-9/30  10/1-9/30 |
| Salvation Army | Holland Rescue Mission | $300,000 | ES | 10/1-9/30 |
| Other | TSA – Holland | $24,000 | General Budget |  |
| Walk for Warmth | OCCAA | $20,000 | Utilities | 10/1-9/30 |
| Private Donations | TSA – GH  GSM | $27,000  $52,000 | Operations  Decreased FMR | 10/1-9/30  Annually |
|  | GSM | $11,543 | PSH | Annually |
|  |  |  |  |  |
| Additional Funding |  |  |  |  |
| MPSC/MEAP | OCCAA  TSA-Holland | $120,000  $170,000 | Utilities  Utilities | 10/1-9/30 |
| Intern  Hours/AmeriCorps | GSM | $ 25,400 | Housing Intake | Annually |
| Volunteer Reception | GSM | $14,620 |  | Annually |
| People Care | TSA-Holland | $13,200 | Bill Credits/Utilities  Benevolent/Rent | 10/1-9/30 |

**6**. **For communities receiving HUD CoC Funding:**

How much funding was received in 2016-2017 from you HUD CoC Applications and how much has been spent?

*70% has been spent of the 2016-2017 HUD CoC program grant.*

*HUD funds for PSH projects are based on FMR, and one of the local agencies providing PSH, draws down only the agency’s portion. Agencies can serve more people, thus spending down more of the grant. In fact, the largest HUD funded PSH project currently has 11 households seeking units, however the lack of affordable housing limits their ability to secure housing and utilize financial assistance.*

**7**. **Fairness of Funding**

a. Describe the community funding decision making process/procedure, e.g. list the funding committee members, the name of the agency they represent, and their contact information:

*Several years ago the Lakeshore Housing Alliance restructured its standing committees to include an Allocation and Accountability Committee (AAC). The AAC is made up of all non-funded member agencies and individuals. The AAC is responsible for making decisions about the distribution of funds from various sources such as ESG, HUD, and local Community Foundations. Though the make-up of the AAC may change based on who is applying for funds, the agency representatives who are most likely to sit on the AAC are. Those in bold participated in the 2017-2018 allocation cycle:*

* ***Department of Health and Human Services,***

***Kendra Spanjer,*** [***spanjerk@michigan.gov***](mailto:spanjerk@michigan.gov)

* ***Fair Housing Center of West Michigan, Madelaine Clapp,*** [***mclapp@fhcwm.org***](mailto:mclapp@fhcwm.org)
* ***Holland Rescue Mission, Linda Bazan,*** [***lindab@hollandrescue.org***](mailto:lindab@hollandrescue.org)
* ***City of Holland, Sue Harder,*** [***s.harder@cityofholland.org***](mailto:s.harder@cityofholland.org)
* ***Call-211, Sara Johnson,*** [***sara@call-211.org***](mailto:sara@call-211.org)
* ***HHI, Management, Stacy Pacanowski,*** [***stacy.pacanowski@heritagehomesinc.org***](mailto:stacy.pacanowski@heritagehomesinc.org)
* ***The Salvation Army – Holland, Melanie Weaver,*** [***melanie\_weaver@usc.salvationarmy.org***](mailto:melanie_weaver@usc.salvationarmy.org)
* ***Community Mental Health of Ottawa Count, Anna Bednarek,*** [***abednarek@miottawa.org***](mailto:abednarek@miottawa.org)
* ***Harvest Stand, Dan McGrath,*** [***dan@harveststand.org***](mailto:dan@harveststand.org)
* *Building Men for Life, Cheri Ruiz,* [*carsweet7@gmail.com*](mailto:carsweet7@gmail.com)
* *Volunteers of America, Brandy Jacobs,* [*bjacobs@voami.org*](mailto:bjacobs@voami.org)
* ***Lakeshore Habitat for Humanity, Don Wilkinson,*** [***exdir@lakeshorehabitat.org***](mailto:exdir@lakeshorehabitat.org)
* *Community Member/Formerly Homeless, Ashley Rodriguez,* [*rodrigas@mail.gvsu.edu*](mailto:rodrigas@mail.gvsu.edu)
* *An orientation meeting is held, usually online, and facilitated by the CoC Director to inform the AAC about the ESG grant process. Dates are determined for subsequent meetings.*
* *The NOFA is distributed to member agencies of the CoC via e-mail along with a local funding application. Any eligible LHA member agency is encouraged to submit a local application for funding consideration.*
* *The submitted local applications are forwarded electronically to all members of the AAC. Ahead of the second meeting the AAC members review the applications with special focus on how they relate to the CoC priorities and to the Strategic Plan. The AAC members are also provided a scoring sheet to use when reviewing the applications.*
* *The second meeting of the AAC is an opportunity for the applicants to expand on the written application and for the AAC to ask follow-up questions. Each applicant prepares a 10 minute presentation and the AAC follows-up with a 5 minute question and answer period. There is time built into the meeting schedule to allow for discussion among the AAC after each presentation. The applicants are not present for this discussion.*
* *The AAC determines the funding distribution. This can happen on the same day of the presentations or at a follow-up meeting if necessary. A quorum of the AAC membership is required for approval of the funding recommendation so an e-mail vote is conducted if a quorum is not present.*

b. Describe the funding process: how and why allocations were made, e.g., how do these funding decisions support the CoC’s goals?

*The CoC determines eligibility for ESG funding by reviewing the MSHDA guidelines and the agency’s involvement in the CoC. Eligible applicants submit a local application to the Allocation and Accountability Committee who then reviews each application and listens to presentations by each applicant. Special focus is paid to previous year’s outcomes, targets for the coming grant year, changes in program delivery and alignment with the CoC’s Strategic Plan.*

*Much of the funding determinations are guided by MSHDA’s established percentages. However, emergency shelter and transitional housing remain important components of the continuum of care and the AAC is interested in funding not only operations but also essential services. The CoC places a high premium on quality case management services and each of the funded programs provide excellent supportive services that are reflected in the housing stability of program graduates.*

*The AAC and the CoC recognize that the HARA plays a key role in identifying landlords willing to participate in all the ESG supported housing programs. The creative approaches employed by the HARA reinforce CoC goals to increase available housing for low income households. The HCV program is an indispensable tool in the effort to end homelessness. Because the HARA is required by MSHDA to maintain the waiting list for the HCV program, the AAC feels the HARA should be compensated for the work involved in doing so and for providing essential services to eligible* *homeless households*.

c. Fairness of funding description.

*It is imperative that the process described above be fair and transparent. An appeals process is in place and is available to any applicant who can*

* *show new data or information was obtained that did not exist at the time of the original application and changed information previously submitted during the application process or*
* *the applicant agency can prove bias on the part of an Allocation and Accountability Committee member that adversely affected the agency’s funding.*

**8. Community Crisis Plan**

List the HARA’s hours of operation your community’s crisis plan after regular business hours:

*The Ottawa County HARA is open 8:30AM – 5PM Monday through Friday. In the summer the HARA closes at 3PM on Fridays. During non-business hours, Call-211 provides information on emergency shelters and prevention resources. The Holland Rescue Mission provides evening and weekend hours for emergency shelter and refers clients to the HARA as they enter shelter. Information is also made available on the HARA website and via email. Center for Women in Transition provides a 24 hour help line and evening hours for emergency shelter as an option for those fleeing domestic violence.*

**9. SPDAT**

1. How does your CoC coordinate and prioritize clients in different programs, e.g., Rapid Rehousing, Transitional Housing and Permanent Supportive Housing, based on the SPDAT score?

*All households presenting as homeless are screened utilizing the VI-SPDAT. The households are ranked on the prioritization list from to highest to lowest scores. All households determined to meet the HUD definition of homeless receive assistance in applying to the HCV waitlist. Eligible households are contacted when an opening in the appropriate program becomes available. A full SPDAT is conducted for all households receiving financial assistance for PSH or RRH..*

If your community decided on a threshold for Rapid Rehousing, please describe the process and how the threshold was determined:

N/A

1. Explain the referrals process for shelters once the VI SPDAT has been completed:

*The Holland Rescue Mission (HRM) staff completes the VI-SPDAT and sends the referral to the HARA. The Salvation Army shelter in Grand Haven refers all inquiries to the HARA allowing the HARA to assess for eligibility. HARA staff completes VI-SPDAT for households who come to the HARA from places not meant for human habitation. Once the VI-SPDAT is completed by the HARA a referral is made to an emergency shelter. If no shelter bed is available, the HARA will make referrals to alternate housing/shelter options such as My House Ministries, The People Center, and emergency shelters in other counties. HARA staff continues to provide essential housing search and placement services as the household seeks housing.*

1. Explain the referral process within your community in getting clients connected to the HARA:

*1. All homeless households are assessed using the VI SPDAT. An appointment is set to complete the HCV waitlist application and to screen for other potential resources. All households connected to the HCV waitlist or other homeless resources are also given a homeless resource packet.*

*2. All households facing a housing crisis are given housing information, screened for prevention funds as applicable and available, and provided a housing crisis packet via e-mail or regular mail depending on their preference.*

*3. All households seeking information only are provided housing search information via mail, e-mail or over the phone depending on their preference*.

1. How many VI-SPDAT’s and F-VI-SPDAT’s were done from 7/1/2016-6/30/2017?

Please see attach HMIS report.

VI-SPDAT: 553

F-VI-SPDAT: 130

1. How many Full SPDAT’s were completed from 7/1/2016-6/30/2017? 18

Please see attach HMIS report.

1. Who in your CoC/LPB is the recognized person completing the full SPDAT?

*Becky Garza,* [*bgarza@goodsamministries.com*](mailto:bgarza@goodsamministries.com)

**10**. **HUD CPD-17-01 – Issued January 23, 2017**

a. Who is the lead in your LPB/CoC for completion of the policy and procedures outlined in this notice?

*Lyn Raymond, CoC Director*

*Checklist Attached*

**11.** **Housing Resource Specialist** Each HARA is required to employ a Housing Resource Specialist that builds relationships with landlords and works to find housing for people who are homeless.Provide the name(s), contact information of the *Housing Resource Specialist(s)* who will be working at the Housing Assessment and Resource Agency (HARA).

*Becky Garza,* [*bgarza@goodsamministries.com*](mailto:bgarza@goodsamministries.com)

*Maria DeLeon,* [*mdeleon@goodsamministries.com*](mailto:mdeleon@goodsamministries.com)

*Micah Gargala,* [*mgargala@goodsamministries.com*](mailto:mgargala@goodsamministries.com)

*Laura Driscoll,* [*ldriscoll@goodsamministries.com*](mailto:ldriscoll@goodsamministries.com)

*Jody Immink,* [*jimmink@goodsamministries.com*](mailto:jimmink@goodsamministries.com)

Position description attached.

**12**. **Homeless Preference Specialist with knowledge of Project Based Vouchers** Each HARA is required to have a person that enters names on the Housing Choice Voucher Homeless Preference Waiting List and updates the list quarterly. In addition, the HARA is required to have a staff member that is knowledgeable of Project Based Vouchers.

Provide the name and contact information for the staff person at the HARA that maintains the Homeless Preference Waiting List and person with knowledge of Project Based Vouchers in the area. (This may/may not be the same staff member.)

*Laura Driscoll,* [*ldriscoll@goodsamministries.com*](mailto:ldriscoll@goodsamministries.com)

*Jody Immink,* [*jimmink@goodsamministries.com*](mailto:jimmink@goodsamministries.com)

**13**. **Public Relations**

Explain how your CoC will build public support to ending homelessness in your community. How will you engage with public officials, McKinney-Vento school liaisons, local CMH and other community leaders to ensure successful outcomes?

*The Ottawa CoC known as the Lakeshore Housing Alliance, sees the ending of homelessness as a collaborative effort.* *No one entity can meet the needs of all homeless populations. The Ottawa CoC recognizes the importance of engaging and educating the community in a variety of ways.*

* *Members of the business community are invited at least annually to attend meetings of the Continuum of Care and to participate actively in the planning process.*
* *Community members as well as elected officials are invited to participate in events sponsored and organized by the LHA such as Ottawa Connect, which is the Project Homeless Connect event for Ottawa County.*
* *School liaisons provide data for the annual PIT count and on regular student count days. The McKinney-Vento Grant Coordinator is a member of the CoC and participates actively in the Ending Youth Homelessness work group.*
* *Through the collaboration and partnership with United Way, the Lakeshore Housing Alliance has increased visibility for homelessness and housing issues. The Ottawa Housing Next initiative is designed to draw in sectors not traditionally involved locally in addressing the lack of affordable housing.*
* *The Lakeshore Housing Alliance hosted a community gathering in October 2016 to encourage the community as a whole to pledge to end veteran’s homelessness.*

**14. SSI/SSDI Outreach, Access and Recovery (SOAR)**

1. Please name the SOAR case managers serving in your CoC Jurisdiction.

*Erika McCombs*

*Alyssa Lang*

*Cheryl Schut*

*Matt Lowe*

1. If not, what efforts are being made to secure a SOAR trained case manager?

N/A

**15. Veterans**

1. Does your community have a By-name List for Veterans?

*Yes*

1. Has your CoC created a Veteran Committee? If so, list dates and times of their meetings:

Yes. Meetings dates:

April 7, 2017 – 12:00 – 1:00 PM

June 2, 2017 – 12:00 – 1:00 PM

August 4, 2017 – 12:00 – 1:00 PM

October 6, 2017 - 12:00 – 1:00 PM

December 1, 2017 – 12:00 – 1:00 PM

February 2, 2018 – 12:00 – 1:00 PM

April 6, 2018 – 12:00 – 1:00 PM

1. A Veteran report is required to be submitted to your MSHDA Homeless Assistance Specialist by the **15th** of each month for your CoC. Please list who is responsible for completing this report and their contact information:

*Lyn Raymond,* [*lakeshorehousingalliance@gmail.com*](mailto:lakeshorehousingalliance@gmail.com)

**16.** **Performance and Outcomes**

1. Explain the process your community will use to measure the performance of programs receiving ESG assistance. If there is no process in place, what steps are being taken to create measure performance?

*The Allocation and Accountability Committee is responsible for reviewing outcome measures annually during the ESG application process. This process determines whether or not the program is meeting its established, internal goals. In addition, during the strategic planning process the Lakeshore Housing Alliance identified a goal of measuring the effectiveness of housing programs. The HMIS Agency Administrators are tasked with this goal and will review the existing benchmarks for the grant funded programs and determine CoC-wide targets.*

1. Describe your Corrective Action Plan for a program that is not meeting their outcome performance:

*Each program funded by the Emergency Solutions Grant is held accountable for their efficiency and effectiveness. During the funding process, agencies requesting funding are required to submit written proposals which highlight previous and anticipated outcomes. All Allocation and Accountability Committee member agencies are encouraged to review the proposals in order to have input into the funding determination and be informed about the effectiveness of each funded program. Those programs not operating as intended or with poor performance could potentially lose funding during the next funding cycle. However, the intention of this process is to support member agencies in their efforts to meet identified needs; if a program is performing below anticipated outcomes, as a first step the LHA will take this opportunity to assist the agency in meeting their program goals. Agencies will be asked to present outcomes at quarterly meetings.*

1. Does your community use Continuous Quality Improvement (CQI)? If so, please describe the CQI process being used to improve program performance:

*The Lakeshore Housing Alliance has used CQI in the past and encourages its member agencies to employ the process whenever possible. Currently the LHA is focusing on the strategic planning work groups. Each work group is dedicated to a goal identified as lacking in the CoC.*

1. Describe how HMIS data is being reviewed and evaluated to measure program performance and success in your CoC:

*Data related to the strategic goals are presented and reviewed at the bi-monthly CoC meetings. When it is apparent that program performance is falling below the target percentage, a CQI process will be initiated. HMIS data is also reviewed at the quarterly HMIS Agency Administration meeting. This committee is responsible for tracking progress on the strategic plan goal, “Measuring Effectiveness of Housing Programs.”*

1. **New**: Based on HMIS data from 2015 provide the following data from the new System Wide Performance Measures. questions will be asked on the revised Progress Reports):

* Total number of homeless identified in the county: 1268
* Number of persons/households homeless for the 1st time: 814
* Number of successful housing placements: 674 (ES, TH, RRH) 93 (PSH)
* Length of time clients/households remained homeless:

|  |  |  |
| --- | --- | --- |
| Program Type | Average | Median |
| ES | 51 | 27 |
| ES and TH | 108 | 38 |

* To the extent to which a client/household exits homelessness to Permanent housing destinations, how many returned to homeless within

6 months? ES – 23%; TH – 18%; PSH – 0%

12 months? ES -7%; TH -0%; PSH -0%

24 months? ES – 9%; TH – 5%; PSH – 6%

**17. CoC Meeting Schedule**

**It is mandatory for the CoC to provide the MSHDA Homeless Assistance Specialists with the following:**

* + Meeting Agendas
  + Meeting Minutes and other pertinent events/information

**Please Note:** Only CoC/Homeless Coalition meeting information needs to be submitted in the chart below.

|  |  |  |
| --- | --- | --- |
| **Meeting Date** | **Time** | **Location & Address** |
| **CoC Meetings** |  |  |
| October 6, 2017 | 12:00 PM | Fillmore Complex,12220 Fillmore St.,  West Olive, MI 49460 |
| December 1, 2017 | 12:00 PM | Fillmore Complex,12220 Fillmore St.,  West Olive, MI 49460 |
| February 2, 2018 | 12:00 PM | Fillmore Complex,12220 Fillmore St.,  West Olive, MI 49460 |
| April 6, 2018 | 12:00 PM | Fillmore Complex,12220 Fillmore St.,  West Olive, MI 49460 |
| June 1, 2018 | 12:00 PM | Fillmore Complex,12220 Fillmore St.,  West Olive, MI 49460 |
| August 3, 2018 | 12:00 PM | Fillmore Complex,12220 Fillmore St.,  West Olive, MI 49460 |
| **Executive Committee** |  |  |
| September 15, 2017 | 9:00 AM | Greater Ottawa County United Way  115 Clover Street, Holland |
| November, 17, 2017 | 9:00 AM | Greater Ottawa County United Way  115 Clover Street, Holland |
| January, 19, 2018 | 9:00 AM | Greater Ottawa County United Way  115 Clover Street, Holland |
| March 16, 2018 | 9:00 AM | Greater Ottawa County United Way  115 Clover Street, Holland |
| May 18, 2018 | 9:00 AM | Greater Ottawa County United Way  115 Clover Street, Holland |
| July 20, 2018 | 9:00 AM | Greater Ottawa County United Way  115 Clover Street, Holland |

**18.Disclosure of Community Financial Assistance Guidelines**

The MSHDA ESG Policy and Procedures manual provides a complete chart outlining the assistance, qualifications, and guidelines for processing Rapid Re-Housing and Homeless Prevention Financial Assistance. Communities are permitted to apply stricter guidelines, but with limits found in the chart below. No other added guidelines will be accepted. MSHDA will have final approval of additional guidelines.

**Please disclose any additional guidelines your CoC implemented below:**

|  |  |
| --- | --- |
| **MSHDA ESG Key Policies Addressing Financial Assistance** | **Additional CoC Guidelines Disclosure Log** |
| **Income below 30% AMI** | ***If you select to set a cap below 30% AMI please disclose:*** |
| **Homeless Prevention Financial Assistance** | ***If you select to not provide Homeless Prevention Financial Assistance please disclose:*** |
| **Rental Arrearages**  **up to 3 months maximum** | ***If you select to set a cap below 3 months please disclose:*** |
| **Leasing Assistance**  **6 months maximum**  **(Note, no more than 6 months total in combination with Rental Arrearages)** | ***If you select to set a cap below 6 months please disclose:*** |
| **Security Deposit**  **up to one month’s rent** | ***If you select to set a cap below one month’s rent please disclose:*** |
| **Utility Deposits and Utility Arrearages**  **capped at $1,500 per household per year for the combination of the 2 categories.** | ***If you select to set a cap below $1,500 please disclose:*** |
| ***If your community selected to require participants to contribute to a portion of rent please disclose:***  Yes, 1% of the gross monthly income is required of participants for short term leasing assistance. | |