**TCHC Report**

*November 2019*

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| **Goal #1:** *Effective Response System*- Build an effective and efficient housing crisis system of care |  |

* **Priority Populations**
  + **Veterans-** continuing to drive numbers down, need more progress to declare functional zero
  + **Youth-** 61 youth housed in 100 Day challenge to date
  + **Chronic-**
    - Hardest to House- the community is starting a hardest to house review process and is analyzing these cases to see what interventions are needed beyond our traditional housing pathways.
    - HOPE Team- The FW PD has also established at 6-person unit called the HOPE response team. This team recently added 4 firefighter paramedics and 1 MHMR law liaison team member and a MHMR outreach person to assist with crisis response on Lancaster. We hope to gain information on what our high utilizers of crisis services need as interventions as well.
  + **Families**- continued progress is being made on the diversion/rapid exit for family’s program through PNS and TSA.
* **Targeted Interventions**
  + **Economic Mobility**- “UPWARD” Program to integrate an employment assessment for people receiving a scan card started July 1. Benefits specialist has been hired by MHMR and has begun taking referrals October 1.
  + **Rapid Exit**- This new intervention is being piloted this year through funding from City of Fort Worth and a CoC grant. This allows TCHC to start dynamic prioritization practices by referring those less vulnerable off the coordinated entry list to PNS and CEC.
  + **DCSF**- DCSF has been expanded to serve outside of City of Fort Worth through HCC dollars. TCHC hopes to have these dollars available in December 1. City of Fort Worth has also added dollars to specifically serve hardest to house and youth in addition to regular DCSF and Veterans.
* **Streamlined Services**
  + **Green River-** the coordinated entry process has been automated as green river implementation continues. UGM data has been integrated and DV data is being streamlined currently
  + **Dashboards-** all subcommittees have reviewed dashboards and baseline numbers have been shared with all committees.
* **Best Practices**
  + **Learning Institute-** applications for the pilot cohort (10) of the learning institute will be available in December. The cohort will start after the first of the year.

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| **Goal #2:** *Data Driven Solutions*- Better understanding of scope and need through data analysis and data sharing |  |

* **Key Data Points**
  + **Community Dashboards- dashboards** for each CoC Committee have been developed and revised
  + **Coordinated Entry metrics-** have been developed and are being tracked. HUD has new Coordinate Entry data standards that must be implemented by April 1. This will be a big impact to our coordinated entry data collection and processes.
* **Data Sharing**
  + **Internal data sources-** new 5-year contract with Social Solutions is finalized. TCHC has been working with Outreach Grid to integrate data with ETO. TCHC will be working with Outreach Grid to review and revise the app for the point in time count over the next couple of months as well.
  + **Integrate data-** UGM data is integrated. DV data is being integrated in a better way. TCHC has signed a data sharing agreement with Amerigroup (the largest provider of Medicaid) in order to better identify and target high utilizers of our healthcare system. TCHC is starting conversations around employment data integration, integrating housing authorities list data, and jail data.
* **Data Quality Management**
  + **Training-** TCHC has begun recording a new series of training videos. TCHC has also purchased a computer-based learning system for our CoC members to be able to take HMIS and other trainings. The system will better track who has been trained and who needs additional assistance.
  + **Develop Metrics-** data quality metrics are included in the dashboards. Program managers have also been trained on how to use the data quality reports available in green river.
  + **Identify secondary sources-** progress continues trying to identify reports and data collection that are currently not in HMIS and to make every effort to build out those reports in ETO so we can all be using one database
* **Cross System Analysis**
  + **Employment efforts-** the employment screening form is being filled out and referrals are being made. TCHC tracks the % completed by each agency weekly- currently we are at 92% with a community goal of 95%

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| **Goal #3:** *Housing Focused*- Ensure adequate housing stock and access for those at risk of or experiencing homelessness |  |

* **Prioritize Policy**
  + **Affordable Housing Strategic Plan-** TCHC and Housing Solutions will join City of Fort Worth to continue to work on affordable housing strategic plan as soon as new Director of Neighborhood Services is hired
  + **Arlington 10-year plan review-** has been completed, results will be coming soon
* **Develop Solutions**
  + **Emergency Shelter Utilization-** utilization is being tracked in Green River
  + **Unit Development-** the housing committee is compiling housing stock report, it will appear on your Goal 3 dashboard when complete
  + **Landlord Engagement-** A program design has been completed and TCHC created an implementation timeline. A new database, called PADMISSION, has been purchased and is being populated. Hopefully the landlord engagement program including the use of the database for case managers and an incentive package for landlords will be launched for the community in April of next year.

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| **Goal #4:** *Engaged Community*- Increase knowledge and community response around the issue of homelessness |  |

* **Leader Engagement**
  + **Leadership Council Meeting-** has not met since Sept 12
  + **Leadership Report-** the leadership report was published in October
* **Grassroots Outreach**
  + **Speakers bureau-** TCHC completed 4 community presentations in Oct and Nov.
  + **Workshops/Events-**
    - Annual Appreciation and Awards Luncheon – December 10, 2019
    - Memorial Service- December 20, 2019
* **Mobilize Community**
  + Mosaic Strategy Partners has been selected as the third party vendor to assist with the community education campaign development

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| **Goal #5:** *Committed Resources*- Maximize resources by strengthening commitment to support community members at risk of or experiencing homelessness |  |

* **Performance Driven**
  + **Utilization analysis-** agreement with Amerigroup signed. Steering committee established and meeting to explore need
  + **Priority population metrics-** USICH application in on-going review of metrics
  + **Community dashboards-** working to develop automated dashboards on website using tableau
* **Continuous Quality Improvement**
  + **Program Monitoring plans-** TCHC revised monitoring handbook and has hired new planning coordinator, Katie Welch, to begin on-site monitoring visits and desk reviews. The new financial monitoring workbook will be implemented as well.
* **Expand Opportunities**
  + **Funding Models**
    - RHY Grant- TCHC wrote application in partnership with Citysquare to provide street outreach for youth. We were not awarded this funding
    - CoC Competition- local competition has been completed. Full grant was submitted to HUD September 30.