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## Summary: Draft OHS Material for Preliminary Year 44 (FY19) Annual Action Plan

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### Significant changes from Year 43 Action Plan:

- Philadelphia received more ESG funds than anticipated when drafting the Year 43 Plan & allocated the additional funds to providing more Rapid Re-housing services. Year 44 Plan follows the final Year 43 allocation, assuming the same allocation for Year 44.
- Revision of AP-65 goals to include measures of length of stay, rates of exits to permanent housing, increased numerical goals for moves into permanent housing, moves with rapid-rehousing assistance, and numbers served with homelessness prevention
- Revision of AP-90 text to reflect November 2017 CoC Board approval of formal *Standards for Providing Assistance under the Continuum of Care and Emergency Solutions Grant Programs* and significant updates to status of coordinated entry implementation
- Revision of AP-10 text on consultation to reflect Strategic Planning work done in Year 43

### ESG Spending plan for Year 44

<u>Activity</u>	<u>Allocation</u>
Emergency Shelter	\$1,603,290
Rapid Rehousing	\$1,124,651
Prevention	\$400,000
Data Collection/HMIS	\$224,015
Administration	\$141,758
<b>Total</b>	<b>\$3,493,714</b>

### Goals for Year 44:

- Continue to coordinate outreach efforts to target key areas and identify new areas where homeless individuals are located, especially in the Kensington/Fairhill area
- Continue to provide emergency housing assistance to meet the needs of individuals and families experiencing homelessness, including women and families fleeing domestic violence and unaccompanied youth
- Reduce the length of stay in emergency and transitional housing to 160 days
- Increase the percentage of exits from emergency and transitional housing to permanent housing to 29%
- Move 820 households experiencing homelessness into permanent housing
- Move 400 families to permanent housing with rapid re-housing assistance
- Prevent 725 very low-income households from experiencing homelessness

### Division of Housing & Community Development Draft Schedule for Consolidated Annual Action Plan:

- Release *Preliminary Plan*: Friday, April 6<sup>th</sup>
- DHCD hearing on *Preliminary Plan*: Tuesday, April 24<sup>th</sup>, 2pm
- Release *Proposed Plan*: Tuesday, May 8<sup>th</sup>
- Council Finance Committee Hearing on authorizing bill and *Plan*: by Wednesday, June 6<sup>th</sup>
- Final Council passage: by Thursday, June 14<sup>th</sup>
- *Plan* Submitted to HUD: by June 29<sup>th</sup>

## **Annual Action Plans**

### **AP-10 Consultation - 91.100, 91.200(b), 91.215(l)**

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***Describe coordination with the Continuum of Care and efforts to address the needs of homeless persons (particularly chronically homeless individuals and families, families with children, veterans, and unaccompanied youth) and persons at risk of homelessness.***

The City of Philadelphia Office of Homeless Services (Homeless Services) is the public agency charged with the policy, planning, and coordination of the City's efforts to prevent and eradicate homelessness. Homeless Services provides support, leadership, funding, coordination and administration to the impressive network of homeless services, legal, housing, physical and behavioral health providers, and governmental entities, that comprises the CoC. Homeless Services provides staff support to the CoC governance bodies, committees, and work groups, acts as the CoC HMIS lead, and serves as the Collaborative Applicant for CoC Program funds, responsible for ensuring the CoC fulfills all of the duties set forth in 24 CFR Part 578.

Participation in the Philadelphia CoC is open to all stakeholders interested in its purposes of making homelessness rare, brief, and nonrecurring, including nonprofit homeless assistance providers, victim service providers, faith-based organizations, government, businesses, advocates, public housing agencies, school district, supportive service providers, hospitals, universities, affordable housing developers, law enforcement and individuals currently or formerly experiencing homelessness. In compliance with the CoC Program interim rule, the CoC Board includes members who represent the relative organizations and projects serving homeless subpopulations, specifically persons with HIV/AIDS, veterans, chronically homeless individuals, families with children, and unaccompanied youth 18-24 years old. Four members of the CoC Board formerly experienced homelessness, representing single men, single women, families with children, and youth.

In July 2017, Homeless Services and a Steering Committee of community leaders, including a representative of the Division of Housing & Community Development (DHCD), engaged the Corporation for Supportive Housing (CSH) to support creation of a new 5-year plan for Philadelphia's homeless assistance system. The goal of the new plan is to amplify the impact of our collective work by focusing on a shared set of measurable strategies that together reduce the number of people who experience homelessness, make the experience shorter and less traumatic for those who do, and reduce the number who cycle back through our system. The plan will build on past success, be guided by the Housing First approach, and be driven by both qualitative and quantitative data, including significant community input.

In the Fall, Homeless Services conducted 21 input sessions with 245 people to gather input from stakeholders who would not be attending the gathering of more than 110 representatives of 55 organizations who gathered on December 19th, 2017, to explore Housing First Approach and craft a broad set of recommended themes for framing the strategic plan. Through this gathering, the preceding input sessions, an OHS staff survey, and a discussion of the CoC Advisory Committee, more than 350 stakeholders have shared their perspectives on what they think currently works well in Philadelphia's homeless assistance system and have identified opportunities to improve and deepen community-wide commitment to supporting each other in responding to our shared responsibility to make Philadelphia a city for all.

Homeless Services is continuing to work with a committed stakeholder workgroup, including DHCD staff, to synthesize all of the input, assess feasibility, prioritize strategies, and design structures that will

support action towards our goals and accountability to our community. We envision a Philadelphia in which we are all invested in and committed to doing everything in our power to ensure that every person at risk of or experiencing homelessness has access to a holistic and coordinated system of housing and services delivered by caring, well-trained, and well-informed professionals to make homelessness rare, brief, and non-recurring in our great city.

***Describe consultation with the Continuum(s) of Care that serves the jurisdiction's area in determining how to allocate ESG funds, develop performance standards for and evaluate outcomes of projects and activities assisted by ESG funds, and develop funding, policies and procedures for the operation and administration of HMIS.***

Through a MOU, DHCD assigns the administration of ESG funds to Homeless Services, which prepares an annual plan to expend ESG funds in accordance with the City's larger strategy. This proposed plan, along with related narratives, is presented to the CoC Advisory Committee and CoC Board to ensure stakeholder agreement with and support for the proposed funding priorities, including by current ESG recipients. The Board votes on approving the plan.

As Collaborative Applicant for CoC funding, Homeless Services is responsible for ensuring that the Philadelphia CoC fulfills the duties of a continuum of care as set forth in 24 CFR Part 578, and as HMIS Lead, ensures that the CoC complies with HUD requirements for HMIS. In September 2017, the CoC Board approved substantially revised HMIS Policies and Procedures that align with HUD's new data standards and in November 2017, approved formal local standards for providing assistance under the CoC and ESG programs. Homeless Services also implemented, in July 2017, new Emergency Housing Standards for City-contracted providers, which includes all ESG-funded shelters. In January 2018, the CoC Board approved the Policies & Procedures for our local Coordinated Entry & Assessment-Based Housing Referral System, currently in the process of implementation. All of these new policies and standards were created in consultation with CoC stakeholders, primarily through ad-hoc committees or workgroups. The standing HMIS Subcommittee was also revived to provide further ongoing feedback on HMIS policy decisions. Draft policies were further presented to the CoC Advisory Committee for feedback and put before the CoC Board for approval.

ESG and CoC resources and activities had previously been coordinated due to location within Homeless Services, which uses PIT data, HMIS, and unmet need estimates to direct resources and services to homelessness response in the City. These new policies help to formalize that coordination.

Homeless Services monitors performance of ESG subrecipients through defined contract scopes of services, now aligned with the Written Standards, as well as with HUD System Performance Measures. Additionally, the CoCs Quality Improvement and Evaluation Subcommittee consults with Homeless Services to establish local performance targets appropriate for specific subpopulations and program types.

## Annual Action Plans

### AP-35 Projects - OHS

9	<b>Project Name</b>	Emergency Solutions Grant (ESG)
	<b>Target Area</b>	Philadelphia
	<b>Goals Supported</b>	Homeless & Special Needs Hsg & Services (23)
	<b>Needs Addressed</b>	Shortage of Homeless and Special Needs Housing
	<b>Funding</b>	ESG: \$3,494,000 City General Funds: \$3,494,000
	<b>Description</b>	ESG will be used to support emergency shelter operations, housing relocation and stabilization services for both homelessness prevention and Rapid Rehousing purposes, and HMIS data collection. The "Other" funding is the required match, to be provided with City General Funds.
	<b>Target Date</b>	6/30/2019
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	At least 1,100 very low income households will benefit.
	<b>Location Description</b>	Citywide
	<b>Planned Activities</b>	ESG will be used to support emergency shelter operations, housing relocation and stabilization services for both homelessness prevention and Rapid Rehousing purposes, and HMIS data collection. The "Other" funding is the required match, to be provided with City General Funds.
10	<b>Project Name</b>	Rental Assistance / Homeless
	<b>Target Area</b>	Philadelphia
	<b>Goals Supported</b>	Homeless & Special Needs Hsg & Services (23)
	<b>Needs Addressed</b>	Shortage of Homeless and Special Needs Housing
	<b>Funding</b>	CDBG: \$108,000 HOME: \$2,033,000
	<b>Description</b>	The City will provide rental assistance and security deposit assistance to homeless persons in order to rapidly re-house households experiencing homelessness.
	<b>Target Date</b>	6/30/2019
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	At least 250 very low income households will benefit.
	<b>Location Description</b>	Citywide
	<b>Planned Activities</b>	The City will provide rental assistance and security deposit assistance to homeless persons in order to rapidly re-house households experiencing homelessness.

<b>13</b>	<b>Project Name</b>	Homeless Prevention Program
	<b>Target Area</b>	Philadelphia
	<b>Goals Supported</b>	Homeless & Special Needs Hsg & Services (23)
	<b>Needs Addressed</b>	AFH Factor: Lack of Affordable Housing Options Shortage of Homeless and Special Needs Housing
	<b>Funding</b>	City General Funds: \$595,000
	<b>Description</b>	Homeless Services will provide Housing Retention (homelessness prevention) services to individuals and families to assist them to maintain or move into stable, permanent housing.
	<b>Target Date</b>	6/30/2019
	<b>Estimate the number and type of families that will benefit from the proposed activities</b>	At least 100 very low-, low- to moderate-income households will benefit.
	<b>Location Description</b>	Citywide
	<b>Planned Activities</b>	Homeless Services will provide Housing Retention (homelessness prevention) services to individuals and families to assist them to maintain or move into stable, permanent housing. In 2018-19, these services will include rental assistance and utility assistance.

## ***Annual Action Plan***

### ***AP-65 Homeless and Other Special Needs Activities***

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The activities described in this section are designed to respond to the Year 44 objective of preventing homelessness by keeping people housed. Specific sub-populations targeted include individuals and families who are chronically homeless, individuals and families at risk of homelessness, veterans and their families, individuals and families who are experiencing domestic violence, individuals living with HIV/AIDS, and unaccompanied youth 18-24 years old. Homeless Services collaborates with the nonprofit housing and service providers and City, State, and Federal government entities to create the City's homelessness response system. Currently, based on the 2017 Housing Inventory Chart, the Philadelphia Continuum of Care includes an inventory of 71 emergency housing facilities for singles and families with a total capacity of 3,652 beds; 41 transitional housing programs with 1,587 beds; and 104 Permanent Supportive Housing programs with 3,692 units containing 6,179 beds. Homeless Services provides the leadership, coordination, planning, and mobilization of resources to make homelessness rare, brief and non-recurring in the City of Philadelphia. In Year 44, Homeless Services will continue to provide homelessness prevention and diversion, emergency, transitional and rapid rehousing, permanent supportive housing, case management, supportive services, emergency response, service days, food and commodity distribution to contracted emergency housing facilities and soup kitchens, and to operate the Riverview Home.

Homeless Services will continue to utilize a 24 hour per day/365 days per year centralized housing crisis triage and assessment approach to provide diversion, prevention and intake to short-term (emergency and transitional) housing to resolve the immediate housing crises of vulnerable individuals and families. In January 2018, the CoC launched a Coordinated Entry and Assessment-Based Housing Referral System that will maximize our housing resources by matching people to housing based on needs. Two new youth-focused access points are launching in 2018, The Attic Youth Center and Valley Youth House.

Homeless Services Outreach teams will continue to locate and engage individuals living on the streets and encourage them to accept services, treatment, and housing. Operating our Supportive Housing Clearinghouse, we will continue to facilitate access to permanent support housing, which is an evidence-based housing intervention that combines non-time-limited affordable housing for people with disabilities with wrap-around supportive services. The Riverview Home, a 100-bed facility licensed by the Pennsylvania Department of Human Services will continue to provide individualized personal care services to adults who require assistance with Activities of Daily Living (ADLS).

Homeless Services will continue its rapid rehousing focus, providing housing stabilization counseling, rental assistance, security and utility deposits, and/or payments for rent or utility arrearages to enable moves from homelessness into stable housing. With the goal of preventing experiences of homelessness, we will further expand the similar services and resources provided to those at risk.

Homeless Services is supported by the City's housing entities, primarily the Division of Housing and Community Development and the Philadelphia Housing Authority, and the other members of the Mayor's Health and Human Services Cabinet, which includes the Department of Behavioral Health and Intellectual Disability Services (DBHIDS), the Department of Human Services (DHS), the Department of Public Health (DPH), and the Mayor's Office of Community Empowerment and Opportunity (CEO).

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***Describe the jurisdiction's one-year goals and actions for reducing and ending homelessness including:***

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***Reaching out to homeless persons (especially unsheltered persons) and assessing their individual needs:***

Year 44 Goals:

- Continue to coordinate outreach efforts to target key areas and identify new areas where homeless individuals are located, especially in the Kensington/Fairhill area

Philadelphia coordinates street outreach to individuals experiencing homelessness through the Outreach Coordination Center, located at Project HOME, and in collaboration with local nonprofit organizations. The City's street outreach activities are funded and overseen by the Department of Behavioral Health and Intellectual Disability Services (DBHIDS). Quarterly, a Collaborative Outreach Committee brings together all outreach teams (including those for youth) with key stakeholders such as the Center City District and the Philadelphia Police Department to coordinate efforts.

In addition to a quarterly street counts, citywide street outreach efforts include 24-hour, 365-day hotline and dispatch to ensure outreach presence on the streets and walk-in services. Street outreach teams locate and engage individuals and encourage them to accept services, treatment, and housing. Outreach teams regularly coordinate with and link individuals to shelter, mental health crisis systems, the courts, medical care, and the U.S. Department of Veterans Affairs (VA), as needed. In collaboration with DBHIDS, the Department of Public Health, and Law Enforcement, Homeless Services has re-engineered its approach for increased uniformity in response, increased effectiveness with engagement, increased focus on housing placements, and increased visibility in "hot spots" with large populations of people experiencing homelessness. Homeless Services also increased outreach in the area hardest hit by the opioid crisis.

Outreach has access to a van that accommodates wheelchairs and the City's "language line" translation system. In Year 42, outreach teams surveyed 159 people living on the street to better assess their housing, drug and mental health treatment and social service needs and wants, and to inform future housing system programs and services in Philadelphia; in Year 43, they continued to conduct surveys and one on one conversations with people outdoors to better understand their needs and how to help them end their experience of homelessness.

***Addressing the emergency shelter and transitional housing needs of homeless persons.***

Year 44 Goals:

- Continue to provide emergency housing assistance to meet the needs of individuals and families experiencing homelessness, including women and families fleeing domestic violence and unaccompanied youth
- Reduce the length of stay in emergency and transitional housing to 160 days
- Increase the percentage of exits from emergency and transitional housing to permanent housing to 29%

In 2018-19, the City of Philadelphia will provide short-term housing (emergency and transitional) for vulnerable individuals and families to resolve an immediate housing crisis. Case management assistance will be provided to assist the household with obtaining appropriate permanent housing. The City will utilize funds from the Emergency Solutions Grant, City General Funds, and the state Homeless Assistance Program to support emergency shelter activities. Transitional housing activities will be supported by State Homeless Assistance Program and Continuum of Care (CoC) Program funds.

The Philadelphia CoC's emergency and transitional housing system is structured to accept all subpopulations of individuals and families that are experiencing homelessness, and there are facilities specifically designated for survivors of domestic violence, individuals and families in recovery from substance abuse, youth aged 18-24, and veteran households. This year, Homeless Services will also see full implementation of the Equal Access policy, meaning male headed households, couples, and families with teenage children will be placed together in shelter, space permitting. Emergency housing provides short-term accommodation for individuals and families to resolve an immediate housing crisis, assess level of need, and provide case management assistance in obtaining appropriate housing. Transitional housing helps households move toward self-sufficiency by providing supported semi-independent living for a period of up to 24 months.

Philadelphia has emergency and transitional housing programs specifically designated for survivors of domestic violence, and emergency and transitional housing programs dedicated to youth experiencing homelessness. Veterans also have the option to stay in targeted emergency and transitional housing funded through the VA Grant and Per Diem program.

***Helping homeless persons (especially chronically homeless individuals and families, families with children, veterans and their families, and unaccompanied youth) make the transition to permanent housing and independent living, including shortening the period of time that individuals and families experience homelessness, facilitating access for homeless individuals and families to affordable housing units, and preventing individuals and families who were recently homeless from becoming homeless again:***

Year 44 Goals:

- Move 820 households experiencing homelessness into permanent housing
- Move 400 families to permanent housing with rapid re-housing assistance

In 2018-19, funds from the CoC Program, ESG, Supportive Services for Veteran Families (SSVF), and Veterans Affairs Supportive Housing (HUD-VASH) will assist individuals and families experiencing homelessness transition to permanent housing and independent living. Philadelphia is committed to identifying and prioritizing the most vulnerable and chronically homeless individuals for housing placement. Our Coordinated Entry and Assessment-Based Housing Referral System will use the Vulnerability Index - Service Prioritization Decision Assistance Tool ("VI-SPDAT") to assess households for their severity of service needs.

Based on the 2017 Housing Inventory, Philadelphia has 6,179 permanent housing beds, with 1,497 dedicated to chronically homeless individuals.

Philadelphia's primary strategies to assist families with children experiencing homelessness move to permanent housing is Rapid Re-housing funded through General Funds, ESG and the CoC Program. Eligibility for Rapid Re-housing assistance is outlined in the Written Standards for Providing ESG Assistance (see Appendix pages 36-40). All households receiving rapid re-housing assistance direct 30 percent of income to rent.

Philadelphia effectively ended veteran homelessness on December 17, 2015. Philadelphia reached this goal through the collaboration of Philly Vets Home, a network of veteran-serving providers and programs, community stakeholders, and government representatives, working together to end veteran homelessness. In 2018-19, efforts will focus on keeping veterans housed and supported in their homes once housed, and preventing homelessness among at-risk veterans.

***Helping low-income individuals and families avoid becoming homeless, especially extremely low-income individuals and families and those who are: being discharged from publicly funded institutions and systems of care (such as health care facilities, mental health facilities, foster care and other youth facilities, and corrections programs and institutions); or, receiving assistance from public or private agencies that address housing, health, social services, employment, education, or youth needs.***

Year 44 Goals:

- Prevent 725 very low-income households from experiencing homelessness

In 2018-19, Philadelphia will continue to work with extremely low-income individuals and families to help them avoid the experience of homelessness, including those being discharged from publicly funded institutions, corrections, and systems of care, and those receiving assistance from public or private agencies. Homeless Services' Emergency Assistance and Response Unit (EARU) prevents eviction through rental or security deposit assistance, funded through the Community Services Block Grant. Homeless Services has also expanded the funding and programming available to provide diversion and prevention services to Philadelphia's households and will use Housing Trust Fund dollars and ESG funds to remove financial barriers to sustaining housing and prevent shelter entry.

There are no publicly funded hospitals in Philadelphia. However, through the work of the Continuum of Care, the City has sought to develop and implement policies around discharge planning from healthcare institutions so that no person is discharged into homelessness. In 2018-19, the Continuum of Care will seek solutions to the problem of discharging medically fragile and ill individuals to shelter from hospital settings, the medical respite will be expanded from 4 to 20 beds, funded by local hospitals.

In 2018-19, the City of Philadelphia, in conjunction with the Department of Behavioral Health (DBH), will continue its implementation of policies affecting those individuals being discharged from mental health facilities. Currently, all discharges from the Targeted Case Management Unit (TCM) must seek approval that is contingent upon documentation of a stable housing plan. For discharges from DBH residential programs, a written request is required stating the reason why behavioral health supports are no longer needed and that alternative living arrangements have been secured.

The federal Fostering Connections to Success Act requires that a transition plan be developed for young people exiting the foster care system at least 90 days before they discharge from care—whether that is when they are aged 18 or older. In Pennsylvania, youth can remain in foster care up to age 21 if they meet eligibility requirements. In addition, Pennsylvania law allows youth to petition to re-enter care up to age 21 if they exited foster care after their 18<sup>th</sup> birthday. The Philadelphia Department of Human Services (DHS) starts transition planning for youth as early as 14 years old and a minimum of six months prior to discharge. Multiple state and local government agencies and nonprofit organizations collaborate to ensure that persons being discharged from a system of care are not routinely discharged into homelessness. While many youth make private arrangements to obtain safe and sustainable housing, the City offers several resources for youth to assist them as they transition to adulthood to ensure stability. DHS's Achieving Independence Center is a one-stop shop for youth aged 14-21 currently or formerly in care and provides independent living skills programming and services. This includes connection to housing resources including several programs designated for youth who have exited DHS care and are facing housing instability as well as referrals to aftercare case management resources for youth who have exited DHS care. In addition, the Room and Board Program provides up to 12 months of housing assistance and case management to prevent homelessness among those about to or recently aged out of systems of care.

## ***Annual Action Plan***

### ***AP-90 Program Specific Requirements - 91.220(l)(1,2,4)***

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#### ***Emergency Solutions Grant (ESG) – 24 CFR 91.220(l)(4)***

##### ***1. Include Written Standards for providing ESG assistance.***

###### Emergency Shelter

Homeless Services has Emergency Housing Standards that all contracted providers must meet (see attached). The guiding principles ensure individuals and families living in emergency housing are provided:

- a safe environment;
- treatment with dignity and respect; and
- provision of housing and related services without regard to race, ethnicity, age, gender, disability, or sexual orientation.

Emergency housing programs provide:

- Safe, temporary emergency shelter;
- Housing-focused, person-centered, strengths-based case management services;
- Assistance with obtaining housing;
- Referrals to supportive services for special populations; and
- A savings program to enable clients to save income toward housing.

HUD's definition of homelessness determines eligibility for shelter. When possible, centralized intake staff divert households to resources for securing housing options other than shelter placement. By 2019, a Vulnerability Index - Service Prioritization Decision Assistance Tool (VI-SPDAT) assessment will facilitate appropriate referrals through the City's coordinated entry system (See below).

Intake interviews at facility entry must include reviewing of client rights, assessment information in HMIS, and program expectations. Within 5 to 10 days, case managers must begin collaborative and interactive service planning that includes client input about goals, accounts for client strengths and capabilities, and addresses challenges to obtaining and sustaining housing. Clients must have biweekly case management meetings and regularly scheduled Client Progress Reviews by teams including case management, behavioral health, and emergency housing staff.

Case managers must prepare clients for planned termination from the program and complete exit interviews and HUD exit assessments in HMIS. When behavior threatens safety, the provider may restrict or terminate program participation, with a client right to appeal.

Both electronic (HMIS) and hard copy records are required for all households in emergency housing.

###### Rapid Rehousing and Prevention

Sharing the goal of providing the resources and services needed to secure stable permanent housing and prevent a return to housing crisis, rapid rehousing services target families and individuals currently in emergency housing programs, meeting the HUD definition of "literally homeless," while prevention services target families and individuals at risk of homelessness. HUD's definition of "at risk" includes annual household income below 30% of area median and a lack of sufficient resources or

support networks immediately available to prevent literal homelessness. Prevention services may also be provided to families with children and unaccompanied children and youth who are defined as homeless under Federal statutes but not under the ESG definition.

Rapid rehousing may provide rental assistance for up to 12 months, for the balance of the rent after the household contributes 30 percent of its monthly income. Providers may also cover rental arrearages up to 6 months or offer financial assistance with security deposits, utilities, or moving costs. All payments must be made to third parties. Households receive assistance with locating, securing, and stabilizing in affordable housing. Intake and service information must be tracked in HMIS.

Each household is limited to a maximum of 24 total months of rapid rehousing assistance over any three-year period. Homelessness prevention assistance will only be provided once within a twelve-month period.

***2. If the Continuum of Care has established centralized or coordinated assessment system that meets HUD requirements, describe that centralized or coordinated assessment system.***

Philadelphia's Coordinated Entry Process, locally called Coordinated Entry and Assessment Based Housing Referral System (CEA-BHRS), is a process designed to coordinate program participant access, assessment, and referrals to homeless assistance services and housing. The CoC Board approved the CEA-BHRS Policies and Procedures Manual on January 11, 2018, and CEA-BHRS is now being implemented to meet all requirements outlined in 24 CFR 576.400(d), 24 CFR 578.7(a)(8), and Notice CPD-17-11. The Office of Homeless Services is responsible for the day-to-day operations and oversight of CEA-BHRS in FY19.

There are multiple physical locations where households who are at risk of or are currently experiencing homelessness can present for assistance. Persons living in an unsheltered location and encountered by street outreach workers are offered the same standardized process as those who access CEA-BHRS through site-based access points. Also, Mobile Assessors will be hired to connect those living in an unsheltered location to the CEA-BHRS process.

CEA-BHRS utilizes standardized assessment tools and applies a consistent assessment process. Philadelphia uses a phased assessment approach and each phase only includes questions needed to refer a household at that point. This allows for stabilization in emergency housing or safe haven before a more intensive assessment of housing needs and eligibility is conducted. The assessments build on each other to limit the number of times people must repeat their stories as much as possible. The Phase I Screening and Triage assessment occurs at Access Points and collects basic demographic information to create an HMIS record, a safety screening, a prevention/diversion screening, and if a household cannot be prevented/diverted a crisis services intake assessment collects the information necessary to place a household in an emergency shelter. The Phase II assessment occurs once a household is stabilized in a safe haven or emergency shelter and includes the Vulnerability Index – Service Prioritization Decision Assistance Tool (VI-SPDAT), a project eligibility screening, and information on housing needs and preferences.

Prioritization factors for transitional housing, rapid re-housing, and permanent supportive housing include the following: severity of service needs (VI-SPDAT score), verified chronic homeless status, length of time homeless, and if the household is currently living in an unsheltered situation. The CEA-BHRS Order of Priority is based on the Order of Priority included in HUD's Prioritization Notice (Notice

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CPD-16-11). The prioritization order is managed using a Prioritized By-Name-List, which is generated by HMIS during the prioritization process and serves as the basis of the CEA-BHRS referral process.

The Office of Homeless Services' Supportive Housing Clearinghouse serves as the CEA-BHRS Centralized Referral Entity and manages the process of referring households to available transitional housing, rapid re-housing, and permanent supportive housing programs (Receiving Programs). All projects receiving funding from the CoC Program, ESG Program, or the City of Philadelphia Office of Homeless Services are required to participate in CEA-BHRS and use the CEA-BHRS referral process as the only source from which to fill vacancies. Eligible households are not limited in the number of referrals they can refuse, but receiving programs may only deny a referral made by the Clearinghouse for limited reasons.

HMIS manages all data related to CEA-BHRS and electronic referrals are made through HMIS. This ensures privacy protections of all participant information. Quality and effectiveness of CEA-BHRS is evaluated at least annually through feedback from participating projects and households. This feedback is used to make necessary updates to policies and procedures.

***3. Identify the process for making sub-awards and describe how the ESG allocation available to private non-profit organizations (including community and faith-based organizations) will be allocated.***

In 2018-19 DHCD will continue to assign the administration of ESG funds to the City's Office of Homeless Services under a Memorandum of Understanding. Homeless Services awards all of these funds to private nonprofit subrecipient organizations through contracts for the provision of services. To identify ESG funding sub-recipients, Homeless Services periodically issues competitive Requests for Proposals to nonprofit housing assistance providers. Although funding allocations are not made on a geographic basis, Homeless Services ensures that residents citywide can access all services. In the case of emergency shelter, Homeless Services manages centralized intake, where individuals seeking shelter are assessed and referred to a bed. With regard to rapid rehousing and prevention activities, subrecipients are required to serve individuals throughout the city.

***4. If the jurisdiction is unable to meet the homeless participation requirements in 24 CFR 756.405 9a), the jurisdiction must specify its plan for reaching out to and consulting with homeless or formerly homeless individuals in considering policies and funding decisions regarding facilities and services funded under ESG.***

The Office of Homeless Services consults with the Philadelphia CoC Advisory Committee and Board when considering policies and funding decisions regarding activities funded under ESG. The Philadelphia CoC Board, which is the primary decision-making body of the CoC, consists of 17 members, four of whom are individuals currently or formerly experiencing homelessness. Additionally, contracted homeless assistance providers regularly obtain input from individuals with lived experience through a variety of methods including participant meetings, committees, and peer employment.

***5. Describe performance standards for evaluating ESG.***

Homeless Services will continue to utilize each of the seven HUD System Performance Measures to evaluate the progress of the Philadelphia Continuum of Care in its efforts to make homelessness rare, brief, and no-recurring. The performance of all projects, regardless of funding source, are included in this analysis.

The CoC's Quality Improvement and Evaluation Subcommittee will continue to consult with Homeless Services to establish local performance targets appropriate for specific subpopulations and program types. While implementing HUD's measures and developing its new Strategic Plan, Homeless Services will evaluate how best to set local standards for activities supported with ESG funds and to track provider performance.

In addition to measuring the overall performance of the CoC, Homeless services will also track progress at the project type and individual project level.

#### Emergency Shelter

To evaluate Emergency Housing activities funded by ESG, the following performance standards will be tracked by Homeless Services:

- Average length of stay;
- Percentage of persons who exit to permanent housing; and
- Timeliness of HMIS data entry and quality of HMIS data.

#### Rapid Re-housing

To evaluate Rapid Re-housing activities funded by ESG, the following performance standard will be tracked by Homeless Services:

- Percent of persons who exit to permanent housing; and
- Timeliness of HMIS data entry and quality of HMIS data

#### Homelessness Prevention

To evaluate homelessness prevention activities funded by ESG, the following performance standard will be tracked by Homeless Services:

- Number of new persons entering homelessness.