



2022 Accomplishments

FY 2021 HUD CoC Funding – A total of \$13,587,501 was awarded and announced in January 2022. \$12,443,100 for renewal projects; \$529,188 for new projects and \$385,514 for CoC Planning Grant.

FY 2022 HUD CoC Funding – A total of \$14,258,147 was requested. Awards have not yet been announced.

- 1 New Projects – \$660,100
- 38 Renewal Projects - \$13,201,987
- CoC Planning Grant - \$396,060
- Criteria for rating and ranking of renewal projects is performance based

A supplemental NOFO which focused on Unsheltered Homelessness and Rural Set Aside projects was also released in FY2022. Awards have not yet been announced.

- 2 New Projects - \$4,384,402

HUD Data Reports - Point in Time (PIT), Housing Inventory Chart (HIC), Systems Performance Measures (SPM) reports and Longitudinal Systems Analysis (LSA) data were all submitted to HUD on a timely basis. LSA data is now used to provide the data for HUD's Annual Homeless Assessment Report (AHAR) submitted to Congress. Currently working on LSA data submission for the period 10/1/2020 - 9/30/2021.

HMIS - Training of HMIS users continues to be conducted virtually. Preponderance of new user training due to high staff turnover at programs. Training videos have been updated and new training videos have been added to the library. HMIS training videos can also now be accessed in the PEH Learning Center.

- The HMIS Capacity Building Grant with NY-513 (Ontario, Wayne, Seneca and Yates counties) ended 9/30/2021. All project activities were accomplished and included training of System Admin for NY513 and users, purchase of new licenses, data clean up, support for LSA and ESG-CV implementation, reporting, etc. Our grant was selected for audit by HUD Washington. An exit interview was conducted via Zoom on 9/9/2022. There were no concerns or findings. HUD staff commented favorably regarding our Finance Policies and Procedures, specifically regarding the separation of responsibilities. They also commented favorably on the model we implemented with the grant – training an “HMIS Super User” in the NY-513 CoC who will be responsible for recruiting and training users. We are still waiting on the final report from HUD.

Emergency Solutions Grant (ESG) – PEH continues to work with both the City and County on the allocation of ESG and ESG-CV funding in the community. Continued collaboration is important; eligible activities for ESG and CoC funding are very different and need to ensure that funding is maximized for each component of the continuum. HMIS staff provides training for ESG program staff and supports submissions of CAPER for ESG and CAPER bundles for ESG-CV.

Website – Continue to expand the website capacity. The website is the repository for all of the materials needed to apply for HUD CoC Funding and now allows for electronic completion and submission of Point in Time unsheltered count surveys (only open to PIT staff and volunteers). Weekly electronic newsletter continues to go out weekly nearly 500 people are now on the email list serve.

Project Monitoring – We were excited to return to on-site monitoring of CoC funded projects in 2022. There is a dedicated team of community volunteers who accompany PEH staff during the site visits and assist with reviewing client files and talk with program staff. The monitoring visits are now scheduled to coincide with the end of their program year so data is more relevant than in prior years. Data from monitoring reports is used during the rating and ranking process for all of our renewal projects. Currently about halfway through our CoC funded projects and will finish up by 3/31/23. Case note audits of PSH and RRH programs were done monthly. 20% of the client files were audited. In 2022, 84.45% of audited files had at least one monthly case notes; and in 71.4% of audited files there was a contact made with the client either in person or by phone. In 2021, 83.5% of audited files had at least one monthly case note and in 73% of audited files there was a contact made with the client either in person or by phone.

Non-HUD Funding Resources – 26 support letters were written for ESSHI, HHAP, SSVF, County ARPA and DOCCS funding in 2022. ESSHI and HHAP projects create additional units of affordable and permanent supportive housing which are crucial to achieving the goal of ending homelessness. Two ESSHI supportive housing projects dedicated to homeless populations opened in 2022. Four ESSHI projects for the frail elderly were renting up in 2022, Meadow Reserve, Edna Craven, Skyview and 270 On East. There are challenges in accessing these units for the homeless population. Meetings were held with these developers to develop solutions to address the barriers. Flower City a new ESSHI program, a partnership with PCHO and Home Leasing, is currently renting up. All units will be filled from the Prioritization List.

Emergency Housing Vouchers (EHV) - Funding made available through the American Rescue Plan that required Public Housing Authorities and CoCs to partner in the administration of the EHV housing vouchers. Rochester Housing Authority (RHA) received an allocation of 117 vouchers for Monroe County. RHA and PEH entered into an MOU to administer the program. 112 vouchers have been issued.

Emergency Rental Assistance Program (ERAP)/Eviction Moratorium - The vast majority of the ERAP funds were spent in 2021. \$1 million was set aside for people going through Housing Court once the NYS eviction moratorium ended on 1/15/2022; which was quickly spent. While the numbers of homeless have continued to increase, we were still not at pre-COVID numbers. Per HMIS data there

has not been a significant increase in persons entering the homeless system due to eviction through the court system at this time.

SOAR - SOAR began in December 2021 and was fully operational in 2022. Two FTE SOAR Benefit Specialists carry caseload of between 12 and 15. 88 referrals have been received. Currently there are 34 households who have participated in SOAR activities; 24 cases are active and 9 have been exited. There has been one successful SSI Determination and two were denied and now being appealed. The grant has been extended through June 2023.

1115 Waiver – A continuation of Medicaid Redesign. NYS is requesting \$13.4 billion dollars over next 5 years to address health disparities and systemic health care delivery issues that have been intensified by the COVID 19 pandemic. Could provide an opportunity for new funding for community based organizations serving the homeless to address social determinants of health. Common Ground Health and FLPPS have facilitated a number of community forums and coordinated the submission of comments to NYS. NYS DOH. The start date is anticipated to be in January 2023.

Housing and Behavioral Health Task Force – The Task Force is an outgrowth from the Shelter Task Force that began during COVID due to the growing concerns with the severity of behavioral health issues being addressed in the homeless system that are affecting housing stability for participants. It began meeting in September 2022 so is still defining its purpose/role. Have brought in hospital ED and Inpatient Psych unit staff to speak to the members regarding admission/discharge criteria. System is currently overloaded. The goal is to bring person to their baseline and ensure that they are not a harm to themselves or others.

Chronic Homeless Workgroup Report 2022

Thank you for another great year of collaboration and support of our vulnerable chronic homeless and street homeless communities in 2022.

During the 2022 year we were part of helping organize and address the following initiatives and activities with the intent of supporting the homeless:

- PIT count January
- Monthly Street outreach collaboration
- Collaborative clean ups with DOT and Naz College
- Effort to provide increased services and supports to Loomis Street
- Exploring the need for Safe Lot Parking Program
- Summer PIT Count
- Support of Non-Congregate shelter options
- Reexamining of CHWG purpose and members (Expanding our membership base to include more advocate groups and people with lived experience)

Most recently we began expanding our invites, editing our meeting times and frequency, and focusing in on our purpose of the group.

The Chronic Homeless Workgroup has two committees:

Chronic Homeless Workgroup – Direct Care Group: The purpose of this committee is to convene direct-care staff and direct-care advocates together to discuss specific client needs/concerns, discuss new locations, and identify barriers in the system that are hindering homeless from accessing housing, services, treatment, etc. We meet the 2nd and 4th Friday from 10am-11am via Zoom.

Chronic Homeless Workgroup – Stakeholders Group: The purpose of this committee is to convene community officials, law makers, community stakeholders, etc., together to discuss barriers identified in the system that are hindering homeless from accessing housing, services, treatment and discuss methods and collaborate on how to improve them. We meet the 2nd Friday from 11am -12pm via Zoom.

HSN Highlights - 2022

- Attendance - 70 - 80 people each month, many months closer to 90-100
- Zoom seems a good tool for HSN but we do miss the in person, so will consider this in the future.
- Steering Committee: dedicated and open to tackling any issues; held annual planning meeting at the YWCA in August again.
- Planning a legislative breakfast in early Jan 2024 at Nazareth College with the help of Tad Mack and a small committee of HSN members.
- Chronic Homelessness – HSN continues to try to address openly the philosophical differences and approaches to how to best support the chronically homeless. HSN Steering Committee did send Mayor Evans and his team a letter of support on the closing of Loomis Street, which he graciously acknowledged and appreciated. A copy of the letter is available for anyone interested.
- Speakers: Empire Justice; Systems Integration (now doing a quarterly report to the group and called Together Now); Mayor Malik Evans; Dr. April Aycock, Director of MC OMH; Darnell Rhodes, Reentry; Alzheimer's Association, Brian Hooker, Monroe County RED TEAM; Michelle Hills, MC IMPACT TEAM.
- Monthly updates from Connie from PEH, Kim from Coordinated Entry, Alex from Eviction Prevention, Charles re: PIT/Treasurer Report; Becky and Lisa for chronic homeless/street outreach;
- Other work groups: LGBTQ (Heather Crimmens); Training (Craig Johnson); Advocacy (Mike Rood);
- New Funding Opportunities are shared as they arise, with particular focus on ARPA funding this year.
- ID PROJECT UPDATE, partnering and perhaps replacing Project Homeless Connect.
- Memorial/Tributes to Edgar Santa Cruz
- Questions

Coordinated Entry Report
CoC Annual Board Meeting | January 10, 2023

- Thanks, Connie for inviting me to share this year
- For those who may not be as familiar:
 - Coordinated Entry facilitates the collaboration of human service providers across sectors (i.e., housing, healthcare, behavioral health, etc.) to address the complex needs of people who are experiencing homelessness and those who are most vulnerable to becoming homeless*
- I want to begin by thanking the CoC for their continued support of CE and all the work they are doing to ensure we have an effective system that adapts to the ever-changing needs in the community. The staff is always great to work with, and it's been great that we have CoC leadership that embraces that value of Coordinated Entry.

I. I thought I would start with a quick data review
CE data

690 households prioritized for permanent housing from July 2021 through June 2022	
PSH Referrals	235
RRH Referrals	414
Joint PH-RRH Project	41
EHV Program thru RHA (<i>not included in household prioritized for permanent housing</i>)	230
TOTAL	920
Successful referrals	440 ((clients accepted into CoC/ESG programs); 335 (clients housed through CoC/ESG programs)

- A. The numbers of referrals are not de-duplicated
- B. Additionally, the number of referrals does not indicate the number of persons who were permanently housed through the different interventions

II. Landlord Engagement/Housing Recruitment

A. Landlord Engagement sub-committee

1. Continue to hold monthly workgroups that are well attended by landlords and service providers
2. Serves as a forum to discuss challenges and to help identify potential solutions to facilitate a stronger landlord/tenant/provider relationship

III. Front Door NY

A. Rental listing website that we set up exclusively for homeless service providers

1. Currently, the site is open to all housing service providers
2. Some data from the website:
 - 81 total landlords signed up on the site.
 - 112 active agency workers using the site.
 - Currently there are 32 active listings on the site ranging from rooming houses to 4-bedroom apartments.
 - 15 total apartments or rooms have been rented through the site.

B. Incentive Program Pilot

1. Launched a year ago to encourage landlords to work with service providers
 2. Currently runs through August 2023
 3. Incentives are only available for landlords who utilize the Front Door NY website to rent to households exiting homelessness
 4. Incentives include
 - a. Bonus for listing & renting first unit and subsequent bonuses for the next four units
 - b. Funds available to repair any damages caused by tenant that are beyond what the security deposit will cover and that are not due to normal wear and tear – these funds are not designed to replace what PSH programs can provide but will help supplement costs associated with a tenancy
 - c. For the first quarter of 2023 we have introduced a Landlord Referral Program to further incentivize landlords we are working with to refer their landlord friends to list with the website (show flyer).
 - d. In total we have paid over \$22,000 in landlord incentives.
- C. **Housing Recruitment Specialist**
1. Josh Ramos started in the role of Housing Recruitment Specialist in April of 2022, and the program has taken off since then. He has been responsible for cultivating and maintaining relationships with landlords, managing the Incentive Program, and serving as the primary point-of-contact for the Front Door NY website.
- IV. Steering Committee
- A. Continues to meet monthly and is a cross-section of housing providers, the CoC, community-based organizations, DHS, and representatives from the City and County including OMH
 - B. Helps ensure the system stays on-track and is effectively meeting the needs of people experiencing homelessness.
- V. Housing and Behavioral Health Workgroup
- A. Our community has long identified the need for providers across services to communicate more effectively. Many times, we hear how we all “share the same clients” but never know it until it is too late. With that in mind Coordinated Entry has joined with the Monroe County Office of Mental Health to get providers together on a monthly basis to discuss concerning topics to all of us, as well as hear from providers in the community about what services they can offer and how we can all collaborate better to serve our clients. Our hope is that this collaboration will help break down the barriers between our different service communities. So far, we have approximately 30 providers that meet monthly.
- VI. Final thoughts
- A. The VI-SPDAT has been our community assessment tool that we have used to help prioritize homeless people in our community since we began utilizing the Coordinated Entry process in 2017. Since then, we have found there to be several questions regarding its ability to measure a person’s needs with equity and in a trauma informed way. We will be working towards a modified tool this year that will accurately prioritize households for appropriate permanent housing interventions.
 - B. We are working on creating some new committees this year to focus on specific areas of need including equity and diversity in our Coordinated Entry system.
 - C. We are working to have Landlord Tenant mediation services available for clients who are working with a Homeless Services Provider and their landlords. Our hope is to help clients and landlords utilize these services before a problem gets too big and a client is facing an eviction.



Coordinated Entry for Homeless Services
Monroe County, NY

January 10, 2023

Some data points to highlight the work we are doing throughout the CoC

690 households prioritized for permanent housing from July 2021 through June 2022	
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Landlord Incentive Program

MONROE COUNTY, NY

For more info, visit FrontDoorNY.org

Front Door NY is a **FREE** rental listing website used exclusively by Permanent Supportive Housing & Rapid Re-Housing service providers

NOTE: Tenants do not have direct access to Front Door NY

Properties listed on Front Door NY may be eligible for the following incentives:



How do I qualify?

- Qualifying units must be listed & rented through [Front Door NY](http://FrontDoorNY.org) (listings can include photos, videos, rental applications, etc. & we can take care of posting for you)
- Completed *Incentive Request* and *W-9* forms

What's in it for me?

- Once in housing, case managers check-in at least monthly with tenants to ensure basic needs are met, to coordinate services, which may include support to help tenant move towards financial independence
- Direct payments from service providers to landlords for any security deposit or rental assistance paid on behalf of the tenant
- Front Door NY also serves as a centralized way to get connected to assistance, should you have questions or concerns that arise

FOR MORE INFO CONTACT: **Josh Ramos** | support@frontdoorny.org | 585-333-9667



LANDLORD REFERRAL PROGRAM

frontdoorny.org
585-333-9667

SIGN UP TODAY!

REFERRAL

If any landlord currently working with frontdoor refers a new landlord to the site, receive \$250 when they sign up & post 1st unit

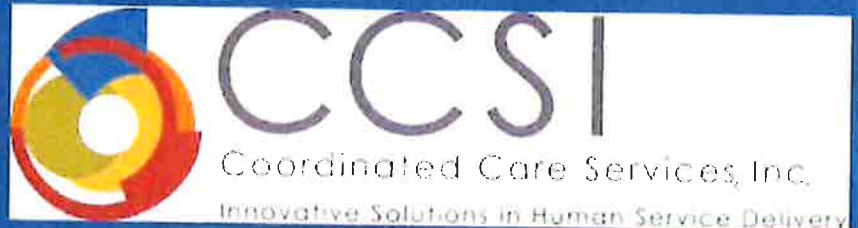
\$250



SIGN UP

Any new landlords receive \$250 when they sign up and post their 1st unit

\$250



APARTMENTS

Each Additional Apartment posted receive \$100 (max 5)

\$100



Coordinated Entry for Homeless Services
Monroe County, NY

Offer ends 3/31/23

This program is an extension of Coordinated Entry & CCSI



Partners Ending Homelessness

Strategic Plan Status Report – 1/10/23

1. **Expand and deepen partnerships with health systems, schools, and other community initiatives, for new opportunities to address safe housing needs for homeless/at-risk populations as they are discharged from hospitals, incarceration, treatment facilities, as well as children/families, being mindful that we are serving a racially diverse population; and that we are reaching out to those least likely to access our services**
 - **Create new and solidify current partnerships with other systems, community initiatives, including Systems Integration, etc.**

Status:

 - Relationship with Mayor Evans established quarterly reporting to be provided
 - PEH participation in (3) TogetherNow workgroups
 - **Leverage resources from other systems to address homelessness**

Status:

 - PEH participation in Common Ground Health Community Engagement Workgroup
 - Member of group meeting to determine role of CBOs with 1115 Waiver
 - Attending LatinX Leadership Work group meeting addressing concerns regarding homeless individuals on N. Clinton & El Camino Trail

2. **Ensure that all partners' housing and service interventions meet community needs, function at their highest level, are appropriately scaled and sustainable to deliver on future needs**
 - **Establish a clear process for determining homeless system gaps and community priorities**

Status:

 - Data points identified & 1st board report provided
 - **Use data to understand the scope of homelessness, guide investments and measure progress**

Status:

 - Initial metric established; continued work in process to develop sub-population metrics
 - **Continuously improve quality of data collection**

Status:

 - In process
 - **Expand training opportunities to build internal capacity and the capacity of our provider partners**

Status:

 - Expanding training modules for PEH Learning Center

3. Build and implement a unified community- wide commitment to ending homelessness

- **Develop and execute a plan to raise the visibility of PEH, homeless issues, and populations in need, with key audiences, especially developers and landlords to promote development of needed housing**
- **Position PEH, informed by the HSN and the broader homeless service community, as the one source that conveys accurate and consistent information and data on homeless issues**
- **Facilitate community discussions that bring diverse partners together to reach consensus on homeless issues**
- **Identify the gap between the housing inventory and the needs in the community by sub-population and develop strategies to meet those needs: adults with a serious mental illness, adults with a substance use disorder, adults with HIV/AIDS, adult survivors of domestic violence, chronic homeless, veterans, youth, and frail elderly**

Status:

- Continued active members of Landlord Engagement Workgroup
- Working with developers and non-profit partners to support and promote ESSHI projects with new partnerships for 2022 ESSHI – Dakota Partners and Willow; Home Leasing and Jewish Senior Living; Edgemere, RHA and Lifespan; CSD and YWCA.
- Working with Home Leasing to develop training for Homeless Program staff
- Currently have data for chronic homeless, veterans, youth and domestic violence

4. Diversify and increase funding for PEH and HUD funded partners

- Encourage partnerships and collaborative efforts to research advocate for, and pursue new funding opportunities to increase availability of affordable housing units including for populations < 30% AMI (area median income) without qualifying for supportive housing
- Explore risk/benefit of obtaining Unified Funding Agency status

Status:

- Monitoring funding opportunities for PEH/partners through 1115 Waiver
- Submitted application for 2022 Supplemental NOFO to address unsheltered homeless in October
- Exploring alternative funding sources for SOAR for 2023
- Support ESSHI applications that will serve homeless population and reduce barriers to accessing the housing
- Exploring community-bank funding opportunities