



Entry Form 2018 Annual Awards for Program Excellence

Entry Deadline: Friday, June 15, 2018, Midnight ET

Each entry must include a completed entry form. Please complete a form for each entry your HFA is submitting. The completed entry form will become the first page of your entry.

This form is a fillable PDF. Type your information into the entry form and save it as a PDF. Please do not write on or scan the entry form. **Questions: Call 202-624-7710 or email awards@ncsha.org.**

Entry Title: Enter your entry's title exactly as you wish it to be published on the NCSHA website and in the awards program.

Category:

Subcategory:

Entry Summary: A 15-word (max) summary of the program, project, or practice you are entering.

HFA:

HFA Staff Contact:

Phone:

Email:

Visual Aids:

Are you mailing to NCSHA 10 copies of any visual aids that cannot be included in your entry PDF? Yes No

Payment:

My HFA is mailing a check to NCSHA.
My HFA is emailing the credit card authorization form to awards@ncsha.org.

HFA Name: Missouri Housing Development Commission
Entry Title: Missouri Coordinated Entry Network Initiative
Category: Special Achievement

In February 2015 HUD released a policy brief on Coordinated Entry (CE) for homeless assistance programs. This was the first indication of a future requirement for each Continuum of Care (CoC) to coordinate homeless assistance dollars as a condition of funding. HUD's primary goals for CE processes are that assistance be allocated as effectively as possible and that it be easily accessible no matter where clients make their point of contact. After learning about CE and creatively determining how to apply CE to a Balance of State (BoS) CoC community that included 101 counties, Missouri Housing Development Commission's (MHDC) Community Initiatives (CI) Team, (Collaborative Applicant and Lead Agency for the BoS CoC), went to work.

In an effort to go beyond merely meeting the CE needs of the regions, MHDC utilized its partnerships to connect state agencies who encounter housing barriers with their local CE networks. The agencies included: Missouri Department of Corrections, Missouri Department of Social Services, and the Missouri Department of Health and Senior Services. MHDC launched a pilot program called the Coordinated Entry Network Initiative (CENI), utilizing its own funding in two of ten regions of the BoS CoC and also secured technical assistance (TA) at no cost through HUD to complement the process. One selected region to implement the CENI was just outside of a major metro area and another region was in a very rural part of the state. The goal was for the TA providers to train the staff within the two regions on CE and for the funds to be utilized creatively to set a foundation for the CE system with referrals not only coming from the local homeless assistance system, but also from state partners in the area.

The CENI pilot program received support from local communities who were interested in learning how to create an effective system for prioritizing and allocating limited housing resources to end homelessness in their communities. The CENI project provided the necessary training and funding to give communities the opportunity to complete the complex community planning exercises that would establish the foundation needed to create a functioning system. The CENI project triggered meaningful regional collaboration between the different regions of the BoS CoC and between Missouri CoCs. Finally, the CENI pilot created lasting relationships between staff from among various state departments and service provider agencies that had never before coordinated their housing responses. Now, other state departments are providing data on homelessness and utilizing the CE system in their local areas. Through Coordinated Entry, from January 2017 through May 2018, the MO Department of Corrections housed 15 clients; the MO Department of Health and Senior Services housed 15 clients; the MO Department of Mental Health housed 41 clients; and the MO Department of Social Services housed 75 clients.

MHDC experienced unique challenges, including the selection of activities to fund and getting Memorandums of Understanding in place with other state partners who were not familiar with the daily struggles of those faced with homelessness. It took time for the state partners to assimilate how participating in CE would benefit and make their work to house clients more effective. The result of this partnership building and education were two pilot projects that would not only help to inform the other eight regions of the BoS CoC, but also be included in national conversations regarding the establishment of CE across a large, rural CoC.

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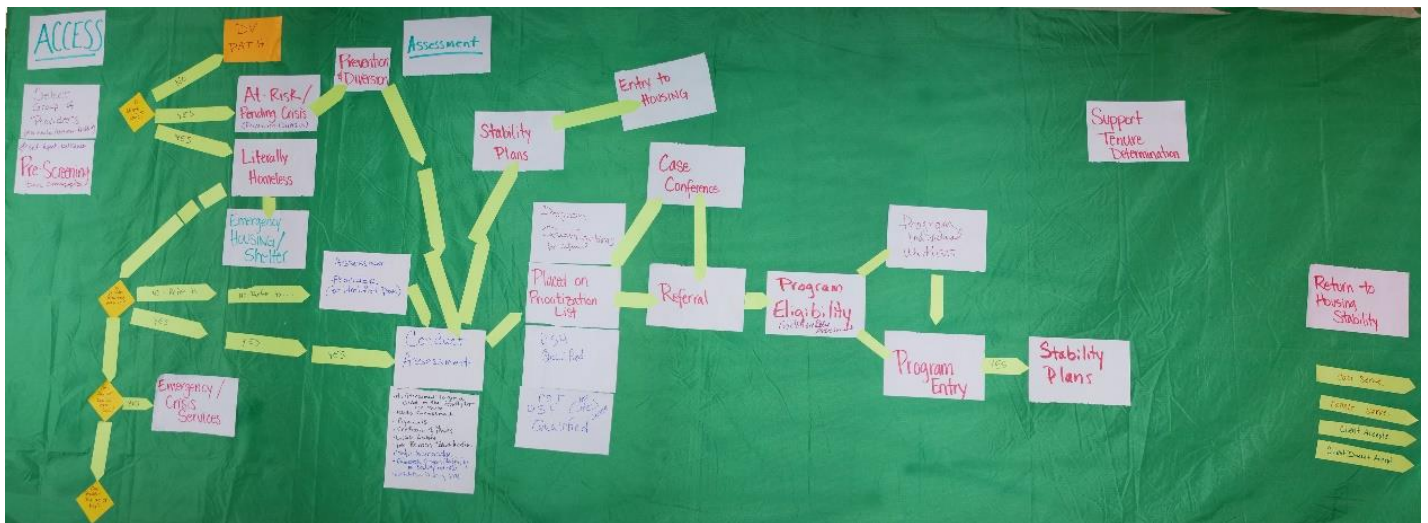
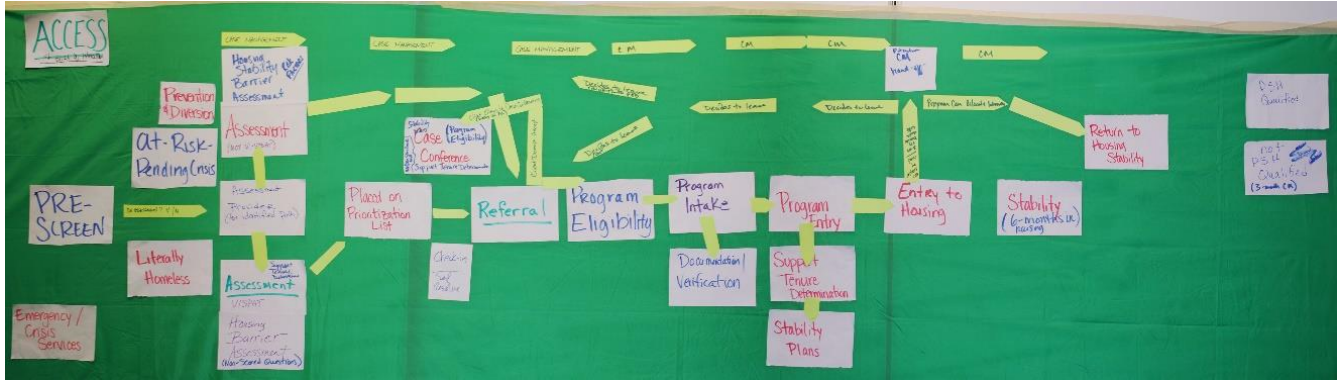
The January 2016 Point-in-Time (PIT) Count of homeless individuals and families completed by eight Continua of Care in Missouri indicated that 6,441 people were homeless on a single night in January. Of the 4,913 adults experiencing homelessness during the PIT Count, 26 percent reported mental health disorder, another 26 percent reported chronic substance use, and 24 percent were considered chronically homeless. In a 2015 study on homelessness in Missouri conducted by the University of Missouri St. Louis and Missouri Institute of Mental Health, 26 percent of those utilizing emergency rooms for managing a behavioral health crisis from within 51 counties across the state were homeless. The data indicates that we must proactively house and provide support to those who are homeless so that the utilization of costly emergency services decreases and the overall health of homeless individuals and families is increased. Limited homeless assistance must be used efficiently and effectively in a coordinated way across the entire state of Missouri through existing Continua of Care. The target group for the CENI pilot project were individuals and families who are homeless or at-risk of homelessness. When people do not have access to safe, decent, and sanitary permanent housing, they often are not able to adequately address the factors contributing to their homelessness.

Currently, progress throughout the state to coordinate and prioritize limited housing resources is taking place through the CENI, and it has expanded to other regions and CoCs through a new partnership and capital secured from the Missouri Foundation for Health. Early data from the CENI pilot program implemented by MHDC in 2017 indicates that as of May 2018, people on the BoS CoC prioritization lists spend an average of 27.5 days on the list until they receive a housing referral, and an average of 44 days until they are placed into permanent housing. Through the CENI and survey data collected, MHDC identified the top three needs and concerns of the CoC regions as: the need for flexible CE staff funding; funding for targeted housing responses; and assistance with tracking data effectively. The CENI pilot program addressed a community need to meet HUD CE requirements and also provided data that was utilized to secure additional capital for CE. Regions now have one place to make housing referrals, thereby removing the burden of contacting multiple agencies for the clients. Additionally, those most in need are prioritized versus a first come, first serve approach.

The CENI pilot project started through a requirement of HUD to implement a CE system in each CoC by January 2018. MHDC utilized HUD technical assistance to provide training to the BoS CoC regions on how to evaluate and redesign a homeless response system that prioritizes and coordinates limited funding. The intention of the program is to help communities implement cost effective strategies to prioritize their funding for those clients who are most in need and to implement diversion strategies for those who may have other natural or community resources. MHDC originally contributed \$160,000 for two regions to establish CE. Through the success of this program, and through the consolidation of other MHDC programs, the CI team established one program containing \$810,000 for CENI activities in 2018. MHDC secured a grant from Missouri Foundation for Health to match the program with \$810,000 additional dollars and is in final contract stages with the Department of Social Services to contribute an additional \$300,000. The program has grown in less than two years from its inception to currently allocating over \$1,920,000 for CE.

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What was once a response to a mandate from HUD has become an instrument for producing new systems of care and collaboration between many state and local partners, thus eliminating the need to call multiple agencies in order to find housing assistance. Now, only one call is needed to find the best referral for clients in 101 of Missouri's counties.



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ARE YOU HOMELESS?



If you are without housing or will be without housing within 72-hours, you might be eligible for emergency shelter or other homeless assistance services.

If you reside in Laclede, Douglas, Ozark, Howell, Texas, Wright, Dent, Shannon or Oregon counties and are interested in learning more about homeless assistance services, please

Dial: **844-554-6635**
for more information.

A State of Missouri Inter-agency Partnership:

Missouri Department of
SOCIAL SERVICES



Missouri Department of
Corrections



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¿ ESTÁS SIN HOGAR?



Si no tiene vivienda o estará sin vivienda dentro de 72 horas, podría ser elegible para refugio de emergencia u otros servicios de asistencia para personas sin hogar.

Si usted reside en los condados de Laclede, Wright, Ozark, Douglas, Howell, Texas, Dent, Shannon o Oregon y está interesado en aprender más sobre servicios de asistencia para personas sin hogar, por favor

Marque o llame al número: **660-287-2228** para obtener más información.

Un estado de la sociedad inter-agencia de Missouri:

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