

# **ACTION PLAN**

## **2017 - 2019**

# MACOMB COUNTY CONTINUUM OF CARE CAMPAIGN TO END HOMELESSNESS

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Macomb County Continuum of Care  
Macomb County, Michigan

# TABLE OF CONTENTS

Executive Summary.....4

Our Vision.....5

Our History.....6-7

Continuum of Care Structure.....8

Homelessness in Macomb County.....9

Addressing Homelessness in Macomb County.....10

The Action Plan.....11

Increase Access to Affordable and Stable Housing.....12-16

Leadership, Collaboration and Civic Engagement.....17

Increase Economic Security.....18-19

Improve Health and Stability.....20

Retool the Homeless Crisis System.....21

List of CoC Members and Partners.....22

## EXECUTIVE SUMMARY

### **Macomb Homeless Coalition in conjunction with the Macomb County Continuum of Care (CoC)**

The Macomb Homeless Coalition (MHC) has served as Macomb County's Lead Agency on solutions to ending Homelessness since 1984. As the Continuum of Care Lead, MHC is the only agency recognized by HUD to apply for homeless funding in Macomb County. We secure over \$1.2 million dollars annually in federal funds. The federal funding supports local service agencies in their vision of eliminating homelessness in Macomb County. As the Continuum of Care Lead for the Homeless Management Information System (HMIS), we coordinate the process for providing comprehensive data on homelessness to our partner agencies, the Macomb County Community and HUD. Our database is designed to ensure we have accurate information on who is homeless, what their needs are, and what steps are being taken to address the needs of our homeless citizens in Macomb County.

MHC, also known as the ESG Fiduciary, and Housing Assessment Resource Agency (HARA) for MSHDA, secured over \$451,000 in funding in 2017. This funding also supports local service agencies in their vision of eliminating homelessness.

MHC, along with members of the Macomb County CoC, work with our community partners and elected officials to advocate for policy solutions to end homelessness among Youth, Families, Veterans and Individuals in our community. Together we help to provide a "Better Tomorrow" for Macomb County's Homeless Families and Individuals. Our member Agencies are proactive in engaging with those they serve, and it shows. From July 1, 2016 through June 30, 2017, 2,573 citizens sought services from our member organizations to better their living situations.

The Macomb County CoC, with the Macomb Homeless Coalition as the Lead Agency, promotes community-wide planning and strategic use of resources to prevent and end homelessness; improve coordination and integration of mainstream resources and other programs targeted to people experiencing homelessness; improve data collections and performance measurement; and ensure that every individual and family in Macomb County has an affordable place to call home and the resources and supports to remain there.

The Macomb County Continuum of Care, Campaign to End Homelessness Action Plan 2017-2019 can be found on the Macomb Homeless Coalition website. Please visit the website at [www.macombhomelesscoalition.com](http://www.macombhomelesscoalition.com).

## OUR VISION

We the members of the Macomb County Continuum of Care believe that housing is a basic need and the elimination of homelessness is an achievable goal. No man, woman, or child should be forced to sleep on the streets, in the woods, or on a cot in a shelter on any night, in any town or city in Macomb County, Michigan. Any homeless experience should be brief, rare, and non-recurring.

Together, our vision is to end homelessness by providing the most vulnerable members of our society with access to the housing, services, and income supports they need in a timeframe they deserve. Our Campaign attempts to bring together all interested constituent groups: shelters, housing providers, service providers, federal, state, and local agencies, foundations, education entities, businesses, and private citizens. We aspire to use the best data and use the best evidence-based practices to end homelessness. We will regularly measure our progress and continuously make any needed changes to improve our systems of care, which will lead to the elimination of homelessness.

In the end, we will realize our vision of ending homelessness in Macomb County because the collective capacity of our compassion is greater than the depth of this challenge.

## OUR HISTORY

Prior to the creation of the Macomb County CoC Membership Body, the Macomb Homeless Coalition served as the Continuum of Care for Macomb County. When the Macomb Coalition for Emergency Shelter (MCES) was founded in 1984, it was for the purpose of creating a place for homeless men and women to find shelter from the elements. Until 1984, the only shelter for those without permanent housing was Turning Point, which had been founded in 1979 as a facility for survivors of domestic assault, primarily women and their children.

While this group considered transitional shelter also, their first concern was developing emergency shelters. And so a non-profit association of service providers was created and named to reflect that commitment.

**The Work Begins:** At that point MCES founders began the campaign which would result in The Salvation Army MATTS (Macomb's Answer to Temporary Shelter) facility opened in Warren. Subsequent to that, MCES participated in helping form MCREST (Macomb County Rotating Emergency Shelter Team) founded in 1988 by a small number of volunteers and dedicated churches.

**Today:** Today, the Macomb Homeless Coalition attracts diverse agencies, non-profit organizations, business leaders, government entities and interested county citizens to collaborate closely on the needs, solutions and efficient delivery of services to our county's citizens who are homeless or at-risk of becoming homeless. Our Point-in-Time Count of January 25, 2017 showed 354 citizens, including 52 children were homeless on that one night. From July 1, 2016 through June 30, 2017, over 2,573 of our homeless citizens, including over 120 children, sought services from the CoC member agencies. The Macomb Continuum of Care oversees the analysis and coverage of services while dedicated service providers assess, assist and refer the individual need. Statistics are maintained for results measurement and show that Coalition members have provided over 3000 county citizens a more permanent housing solution over the past three years.

The Homeless Emergency Assistance and Rapid Transition to Housing Act of 2009 (HEARTH Act) amended the McKinney-Vento Homeless Assistance Act. The HEARTH Act amendments to the McKinney-Vento Homeless Assistance Act codified in law the role and functions of the Continuum of Care (CoC); thus each community must establish a CoC in compliance with the new CoC Program interim rule. HUD published the Continuum of Care Program interim rule (24 CFR Part 578) in the Federal Register on July 31, 2012. The rule now governs the CoC Program.

## OUR HISTORY (cont.)

In 2015, the Macomb County CoC Membership Body was formed, and began meeting as a formal body in January of 2016.

The Macomb Continuum of Care coordinates the implementation of a housing and service system that meets the needs of all persons experiencing homelessness throughout its geography. The Homeless Prevention and Response System includes:

- **Outreach, engagement, and assessment;**
- **Shelter, housing, and supportive services; and**
- **Homelessness prevention and diversion strategies**

A Governance Charter outlines the roles and responsibilities of the Macomb Continuum of Care, the Macomb Continuum of Care Board, Continuum of Care Committees, the Continuum of Care Lead Agency, the Collaborative Applicant and the Homeless Management Information System (HMIS) Lead.

Below is a brief description of each entity:

- **The Macomb Continuum of Care** is a year-round planning body of representative stakeholders in the community's work toward ending homelessness. Its work includes gathering and analyzing information in order to determine the local needs of people experiencing homelessness, implement strategic responses, and measure results.
- **The Macomb Continuum of Care Board** is a group of elected leaders of the Continuum of Care who have authority to make decisions on behalf of the Continuum of Care.
- **The Continuum of Care Committees** are the action planning components of the Continuum. In the Committees, strategies are developed, deepened and expanded into timed work plans.
- **The Continuum of Care Lead Agency** provides technical, administrative and meeting support to the Continuum of Care, Continuum of Care Board and the Committees.
- **The Collaborative Applicant** is designated by the Continuum of Care to prepare and submit the Continuum of Care funding application to HUD each year.
- **The HMIS Lead** is designated to provide oversight and implementation support to the Macomb Continuum of Care's HMIS.

## CONTINUUM OF CARE STRUCTURE

The Macomb County Continuum of Care (CoC) promotes community-wide planning and strategic use of resources to prevent and end homelessness; improve coordination and integration of mainstream resources and other programs targeted to people experiencing homelessness; improve data collection and performance measurement; and ensure that every individual and family in Macomb County has an affordable place to call home and the resources and supports to remain there.

The Macomb County CoC in conjunction with the Macomb Homeless Coalition as Lead Agency (LA)/Housing Assessment and Resource Agency (HARA), and the Macomb County Human Services Coordinating Body, lead the charge to end homelessness by nurturing ongoing communications and training efforts with any organization or individual that aligns with the purpose of the Macomb County CoC.

The Macomb County CoC is established as member organization. Membership is open to any individual or organization that submits a signed application attesting to their commitment to work to end homelessness in Macomb County and participate as an active member of the CoC. Membership is automatic upon verifying eligibility and attestation. Members reaffirm their commitment and attestation each year at the annual meeting in January. The CoC is comprised of individuals and a variety of organizations, including, but not limited to:

- Non-Profit Homeless Assistance Providers
- Victim Service Providers
- Faith-Based Organizations
- Government Departments
- Business
- Advocates
- Public Housing Agencies
- School Districts
- Social Service Providers
- Mental Health Agencies
- Hospitals
- Colleges & Universities
- Affordable Housing Developers
- Law Enforcement
- Veterans Service Organizations/SSVF Providers
- For-Profit Companies
- Service Funders
- Homeless and Formerly Homeless Individuals
- Elected and Public Officials
- Representatives of the Judicial System
- Landlord and Landlord Associations
- Tenant Associations
- HIV/AIDS Service Providers
- Head Start & Preschool Programs
- Maternal & Infant Health Home Support Agency

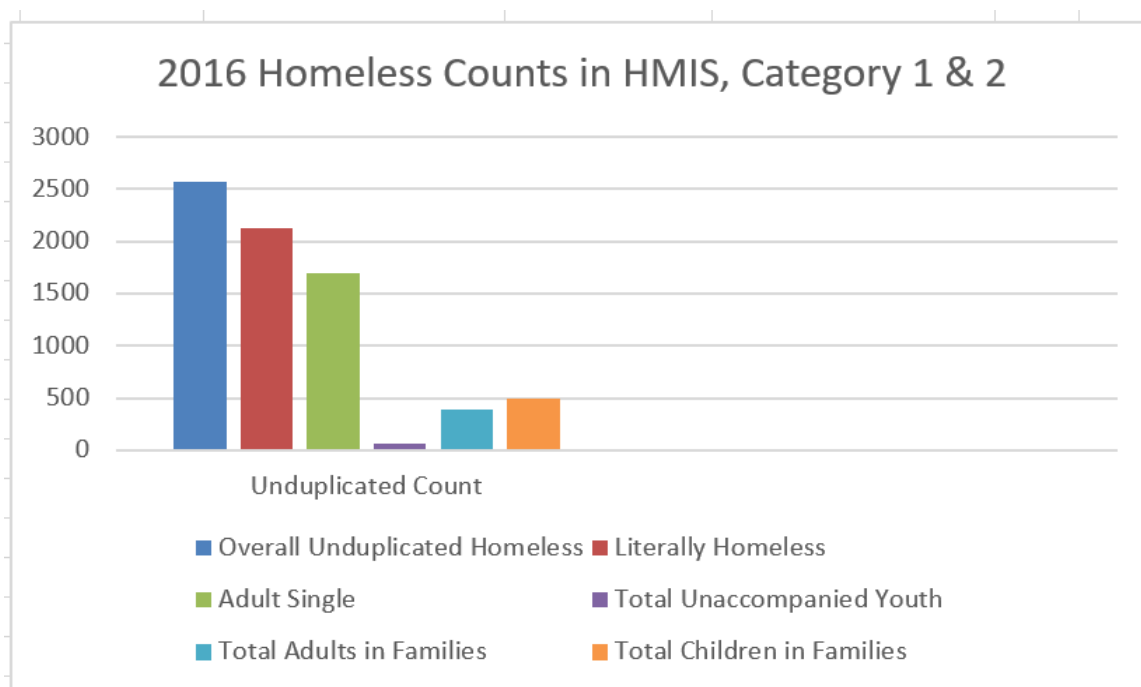
Each member has one vote on items of business brought before the membership for a vote. Members elect a board of directors who serve two year terms. Among other responsibilities, the members approve and implement an annual plan that includes strategies to end homelessness and increase the supply of permanent affordable and supportive housing in Macomb County.



## HOMELESSNESS IN MACOMB COUNTY MICHIGAN

The Macomb County Continuum of Care collects data on the homeless population within the Michigan State Homeless Management Information System (HMIS). HMIS has 17 participating agencies in Macomb County that contribute data from over 30 different projects. This data is used to calculate the number of citizens experiencing homelessness over the year and also to report information to HUD and MSHDA.

In 2016, 2,125 people experienced literal homelessness and another 448 were at imminent risk of homelessness. From July 1, 2015 through June 30, 2016, there was a 1% decrease in literal homelessness in Macomb County. This information is derived from the HMIS; domestic violence shelters do not report into HMIS for safety reasons.



In 2016, 43% of those that experienced homelessness did so for the first time; 17% were second-time homeless and for the remaining 40% this was their third time or more experiencing homelessness. The chronic homeless count in 2016 increased by 17% from 2015. This increase is mostly due to improved training on the definition of chronic homelessness and a better interview process to determine whether or not a client fits the rules for being chronically homeless. Clients who meet the definition of being chronically homeless are prioritized based on vulnerability for permanent supportive housing through the coordinated entry system. Of all those who experienced homelessness in 2016, 35% were adults and children in families. 58% of those families are single parent households. The average age of adults in the families was 35, 71% were woman and 29% were men.

## ADDRESSING HOMELESSNESS IN MACOMB COUNTY MICHIGAN

The United States Department of Housing and Urban Development (HUD) created 4 categories of homelessness in an effort to better describe the type of crisis our homeless citizens are experiencing. Understanding the type of housing crisis a household is experiencing, will enable our continuum of service providers, evaluate the type of housing program for which a family or individual is eligible. Per HUD the 4 Categories of Homelessness are:

Category 1: Individuals and families who lack a fixed, regular, and adequate nighttime residence and includes a subset for an individual who is exiting an institution where he or she resided for 90 days or less and who resided in an emergency shelter or a place not meant for human habitation immediately before entering that institution;

Category 1 also includes a subset entitled “Chronic Homelessness” which is defined as a single person, head of household, who has a disability and has been homeless and living or residing in a place not meant for human habitation. Chronically Homeless may also be located in a safe haven, or in an emergency shelter continuously for at least 1 year or on at least four separate occasions in the last 3 years, where the cumulative total of the four occasions is at least 12 months.

Category 2: Individuals and families who will imminently lose their primary nighttime residence;

Category 3: Unaccompanied youth and families with children and youth who are defined as homeless under other federal statutes who do not otherwise qualify as homeless under the above definitions\*;

\* Note: The Macomb CoC works with other agencies, such as the Michigan Department of Education, in conjunction with the Macomb Intermediate School District (MISD) to house families of homeless children, as defined under the McKinney Vento Act, that do not meet HUD’s Category 1 and 2 definitions of homeless, and may be living with family or friends, also known as “doubled up” or “couch surfing”.

Category 4: Individuals and families who are fleeing, or are attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions that relate to violence against the individual or a family member.

With the implementation of coordinated entry in 2015, the use of a uniform statewide assessment and prioritization screening tool began in 2014, and a shift in resource allocation toward greater spending on permanent housing resources, Macomb County experienced a slight decline in homeless counts as evidenced by a 1% drop in literal homelessness and a 17% decline in chronic homelessness in 2015. It has implemented best practices in all facets of the homeless crisis response system including:

- Identifying the needs of homeless citizens and matching services and housing interventions to that need
- More coordination across service sectors
- Performance measurement and efforts to share information across service sectors
- Data-driven, system-based decision making for programmatic approaches and funding directions

## THE ACTION PLAN

The Macomb County Continuum of Care Action Plan's 5 themes listed below come directly from Opening Doors, the federal strategic plan to prevent and end homelessness, as amended in 2015, and the Michigan Campaign to End Homelessness 2017-19 Action Plan:

- Theme 1: Increase Access to Affordable and Stable Housing
- Theme 2: Leadership, Collaboration and Civic Engagement
- Theme 3: Increase Economic Security
- Theme 4: Improve Health and Stability
- Theme 5: Retool the Homeless Crisis System

This Action Plan creates the framework for accomplishing the goals of preventing and ending homelessness. The objectives identify high-level action system change needed to facilitate increased access to housing, economic security, health and stability for specific populations. The strategies articulate steps that will be taken collaboratively by the Macomb County Continuum of Care, in partnership with federal, state, and local leaders, to address the differentiated needs of identified homeless populations.

## INCREASE ACCESS TO STABLE AND AFFORDABLE HOUSING

Increase the number of permanent affordable housing units provided to persons experiencing homelessness, or who are at most risk of homelessness, and create additional Permanent Supportive Housing to prevent and end chronic homelessness. The CoC proposes to accomplish this through a combination of strategies that foster expanded partnerships and collaboration between the Macomb County Continuum of Care (CoC) and local rental housing owners and Public Housing Agencies (PHAs), as well reduce the financial risk of PHAs and private rental housing owners to provide such housing.

### Strategy 1:

Prepare, at minimum, the following reports that analyze information about the homeless population and identify the extent of need for permanent affordable and supportive housing, rapid-rehousing, shelter, and homeless prevention services.

- AHAR
- HUD System Performance Measures
- HUD Housing Inventory Charts (HIC)
- HUD Point in Time (PIT).

Reports are to be prepared and submitted per HUD deadlines and discussed at CoC Meetings. Entity Responsible for Implementation: Macomb Homeless Coalition (HARA).

### Strategy 2:

Facilitate a process of regular communication between CoC members that are actively working to place homeless persons in permanent housing and have established landlord referral relationships, to provide referrals on a case by case basis to participating CoC members to increase the number of homeless persons housed.

Participating CoC members would agree to:

- Actively participate in the Oakland / Macomb Bi-County landlord networking events sponsored by the CoC, strengthening and expanding relationships with landlords, while maintaining privacy laws and practices. Invitations to Bi-County Landlord events will be extended to CoC Members in good standing with the goal of broadening the number of CoC landlord referrals.
- Not provide landlord lists to clients, or publish or distribute landlord lists.
- Make the initial contact with landlord referral to request assistance for a specific client, and not have clients making cold contacts to landlords.
- Have said contact person make best faith effort to either follow-up with Client or refer Client to an agency (or agencies) that may be able to provide needed support services.

**INCREASE ACCESS TO STABLE AND AFFORDABLE HOUSING** (cont.)

Entities Responsible for Implementation: CoC members that are actively working to place homeless persons in permanent housing and have established landlord referral relationships.

**Strategy 3:**

Expand the number of private property owners willing to rent housing to 25 additional homeless families over two years. CoC to seek private grant funding to increase the availability of short-term tenant based rental assistance so homeless families pay no more than 30% of their income for rent. Subsidies would be provided for no more than two years. Twenty percent (20%) of subsidies to target households with incomes less than 30% of AMI.

CoC to also seek additional private funding to increase case management services provided by participating CoC members to assist participating tenants to develop and implement self-sufficiency plans to achieve greater economic independence so that subsidies are no longer required.

Entities Responsible for Implementation: Macomb Homeless Coalition, Community Housing Network, and Hearts for Homes.

Measurable Objectives	2017	2018	2019
Obtain plan approval, complete TBRA program prep, submit funding proposals	Complete by 12/31/17		
Obtain funding required for private tenant based rental assistance (TBRA) program		Complete by 3/31/18	
Provide TBRA for homeless families (30 – 50% AMI) / obtain access to permanent housing		8	12
Provide TBRA for homeless families (<30% AMI) / obtain access to permanent housing		2	3
Number of placed families that have increase in incomes		25% (5)	50% (10)

**INCREASE ACCESS TO STABLE AND AFFORDABLE HOUSING** (cont.)**Strategy 4:**

Improve access to federally-assisted housing assistance by eliminating barriers and encouraging prioritization of a portion of their units for people experiencing or most at risk of homelessness.

Expand active conversations and negotiations with local PHAs to encourage changes in policies to prioritize a portion of their units for people experiencing or most at risk of homelessness.

Entity Responsible for Implementation: Macomb Homeless Coalition (Lead Agency)

Measurable Objectives	2017	2018	2019
Number of PHAs contacted	8	5	5
Number of PHAs in active conversations / negotiations	3	5	7
Number of PHAs that change policies to prioritize people experiencing or most at risk of homelessness	1	2	3

**Strategy 5:**

Facilitate an on-going dialogue between the CoC, local PHA's, and the Michigan State Housing Development Authority (MSHDA) to develop strategy for obtaining additional Moving-Up Vouchers for Macomb County to create availability of more Permanent Supportive Housing units in Macomb County.

Entities Responsible for Implementation: CoC Board, Macomb Homeless Coalition (Lead Agency), identified community partners / stakeholders, identified PHA partners, and identified MSHDA representatives.

Measurable Objectives	2017	2018	2019
Conduct discussions between CoC, PHA's, & MSHDA re: strategy for obtaining additional Moving Up Vouchers			
Obtain additional Moving Up Vouchers from MSHDA		10	10
Process placement of PSH tenants into permanent housing		5	10
Complete processing and placement of tenants into available PSH units		5	10

**INCREASE ACCESS TO STABLE AND AFFORDABLE HOUSING** (cont.)**Strategy 6:**

Expand the supply of permanent housing rented to people experiencing homelessness, or those who are most at risk of homelessness, by reducing the overall risk of private rental property owners to provide such housing.

The CoC will explore the feasibility of implementing the “Rent Well”, or similar, tenant education program, currently being implemented in the Portland Oregon metro area. The program is a 15-hour tenant education program covering key information and skills for becoming a responsible, successful, and stable tenant.

The CoC also will explore the feasibility of pairing the above tenant certification program with a Landlord Guarantee Fund (LGF). The Rent Well Landlord Guarantee is an incentive for a landlord to rent to a Rent Well graduate. The Guarantee provides landlords with up to \$2,000 of financial coverage if the graduate vacates the unit within twelve months from the move-in date noted on the Lease/Rental Agreement and leaves unpaid rent or damages beyond what their security deposit will cover.

Entities Responsible for Implementation: Macomb Homeless Coalition (Lead Agency), Community Housing Network, Hearts for Homes, MSU Extension Macomb, others to be identified.

Measurable Objectives	2017	2018	2019
Identify prospective program partners, clarify roles and responsibilities, administrator of Landlord Guarantee Fund (LGF)		Complete by 6/30/18	
Identify prospective funding sources to train trainers in Macomb County		Complete by 6/30/18	
Identify prospective funding sources Landlord Guarantee Fund		Complete by 6/30/18	
Obtain funding, train trainers, & start training program			1/1/19
Obtain funding for LGF and promote program to landlords			1/1/19
Number of persons completing tenant certification program			100
Net increase in number of units rented to people experiencing homelessness, or those who are most at risk of homelessness			25
Number of loss claims paid by LGF			5

**INCREASE ACCESS TO STABLE AND AFFORDABLE HOUSING** (cont.)**Strategy 7:**

Advocate for additional private and public funding at the local, county, and federal levels to develop 150 additional permanent affordable and permanent supportive units by the end of 2020 for people experiencing homelessness, those who are most at risk of homelessness, and for low- and very low-income households that are paying more than half of their incomes in housing expenses.

Measurable Objectives	2017	2018	2019
Develop a fact sheet documenting the need for permanent affordable and supportive housing units	12/1/17		
Work with DRIVE and other partners to facilitate dialogue with county leaders and philanthropic organizations to identify new funding sources		9/1/18	
Contact affordable housing developers to initiate new housing proposals		12/1/18	
Complete feasibility & development process for 150 new units			12/1/19
Construct units in 2020			



## LEADERSHIP, COLLABORATION AND CIVIC ENGAGEMENT

The Macomb County CoC is guided by the principle of Collaboration in our approach to serving the homeless citizens of Macomb County, because we know homeless individuals often need to access multiple agencies and organizations in order have all of their needs met. Our Coordinated Entry Process for servicing our homeless citizens was designed to strengthen collaboration, ensure agency systems are aligned, and help to ensure we utilize our resources more effectively. No longer will agencies and partners work in silos. Our Coordinated Entry Process should enable a broader population to be served, while achieving improved outcomes.

### Strategy 1:

The Macomb County CoC Membership, in partnership with the Macomb Homeless Coalition (MHC) and the Macomb County Human Services Coordinating Body (MCHSCB), continue to collaborate with public and private organizations, and other partner agencies (see list of CoC members and partner organizations at end of plan document) on issues of increasing housing availability and affordability, mental health stability, economic security, health and well-being for the purpose of developing a system where episodes of homelessness are rare.

### Strategy 2:

The Macomb County CoC continue to expand partnerships beyond Macomb County into Wayne, Oakland, and St Clair Counties.

### Strategy 3:

The Macomb County CoC members & partners continue working to increase legislative education and advocacy around bills and policies that support solutions to prevent and end homelessness.

## INCREASE ECONOMIC SECURITY

Federal and state programs targeted to homelessness are vital, but not sufficient, to achieve the goal of ending homelessness for all Americans. We must also enlist the larger set of federal, state, and local programs that serve low-income citizens. These mainstream resources, like TANF, Medicaid, and Social Security provide healthcare, income supports, and other forms of assistance. It is critical for the homelessness service system to build partnerships with the agencies that administer these programs.

### Strategy 1: Improve access to jobs and earned income

- Work with MDHHS to develop a workforce development strategy with a specific focus on working with people experiencing homelessness by exploring innovative collaborations with workforce initiatives in Michigan.
- Increase CoC member capacity and funding to provide additional case management workers to assist homeless persons, and those at risk of homelessness, to develop and implement self-sufficiency plans to gain greater economic self-sufficiency.
- CoC local service providers to partner with Michigan's re-entry employment initiatives where feasible.
- CoC local service providers to partner with the veteran employment initiatives.

### Strategy 2: Improve access to mainstream resources

#### A. Streamline process for securing identification documents

- Encourage Macomb County community partners to utilize the Secretary of State ID pilot exception program to obtain ID's (necessary to pursuing housing assistance) for those experiencing homelessness.
- The Macomb Homeless Coalition will work with the County Clerk to pursue a fee waiver, or fee reduction program, to obtain vital documents for those experiencing homelessness.
- Recruit a representative of the Macomb COC membership to participate on the state wide ID taskforce committee.

#### B. Improve access to mainstream programs and services to reduce people's financial vulnerability to homelessness

- Increase the number of housing and homeless service providers that are MI Bridges community partners.
- Assist individuals experiencing homelessness with leveraging and maintaining financial supports (TANF, Food Assistance, Veterans benefits, Medicaid, etc.)

## INCREASE ECONOMIC SECURITY (cont.)

### Strategy 3: Expand access to SOAR resources

- Continue to build and sustain community capacity to implement SOAR and increase access to SSI/SSDI benefits for individuals experiencing or at-risk for homelessness, with a target on families, veterans, and chronically homeless individuals.
- Maximize resources to sustain SOAR dedicated benefits specialists and facilitate the collection and evaluation of complete, timely data on SOAR cases.
- Develop and strengthen partnerships with SSA/DDS, medical providers, and community organizations to increase efficiency in processing SOAR applications.

## IMPROVE HEALTH AND STABILITY

Access to safe, quality affordable housing and the supports necessary to maintain that housing constitute one of the most basic and powerful social determinants of health. In particular, for individuals and families trapped in a cycle of crisis and housing instability due to extreme poverty, trauma, violence, mental illness, addiction or other chronic health conditions, housing can entirely dictate their health and health trajectory. Health care financing systems including Medicaid, Medicare and private payers, are exploring innovative payment models that incentivize greater collaboration between health, housing and social service sectors.

**Strategy 1:** Improve access to and utilization of services and treatment for homeless households.

With the expansion of eligibility for Medicaid in the State of Michigan, almost all individuals and families who are homeless should qualify for services provided by this system. However, this population still experiences significant barriers to enrollment, maintaining eligibility, and fully accessing services. Adjusting the system to accommodate the characteristics of homelessness would improve the health and stability in housing for households in these circumstances.

- Develop working partnerships with local hospitals, health plans, and Federally Qualified Health Centers (FQHCs) through the Macomb County Human Services Coordinating Body.
- Develop an outreach plan and/or HMIS referral system for the most medically vulnerable, who have been also identified as homeless, to be quickly connected to the continuum of care.

## RE-TOOL THE HOMELESS CRISIS SYSTEM

To end homelessness in Macomb County, service providers must maximize the resources already available to ensure clients are being connected to the appropriate housing intervention. To be effective, the Continuum encourages all stakeholders to collaborate and implement best practices. In order to ensure client needs are being served by appropriate resources and housing intervention, it is necessary to evaluate and measure outcomes.

**Strategy 1:** Increase the focus on outcomes to determine homeless response system priorities and policies.

- An HMIS Data Entry committee has been established for continuous quality improvement. The goal is to increase the efficiency and effectiveness of the Continuum of Care through collaboration and data driven decision making. The committee reviews data quality and outcomes and shares the information with the CoC Board of Directors and Membership.

**Strategy 2:** Prioritize individuals and families most in need based on their level of need.

- Coordinated Entry is used to assess clients for factors affecting their homelessness, prioritize individuals and families based on vulnerability, and connect clients to agencies that can help persons experiencing homelessness find or maintain their housing.

**Strategy 3:** Integrate a housing first approach throughout the homeless response system.

- Practice shelter diversion
- Identify system gaps that prevent someone from utilizing rapid rehousing programs
- Move people out of shelter to positive housing destinations faster
- Low Barrier Sheltering: educate shelters on homeless rules and best practices to reduce barriers prohibiting people from accessing sheltering resources

**Strategy 4:** Utilize data driven service interventions and decision-making

- Ensure system users enter quality data
- Use outcomes data to drive funding decisions
- Use data to identify gaps
- Continue to “pitch” HMIS to agencies that are not already participating on the system.
- Establish benchmarks and measurable goals to end homelessness.

## LIST OF MACOMB COUNTY CONTINUUM OF CARE MEMBERS AND PARTNERS

Baker College of Clinton Township  
Busch Housing Services  
CARE of SE Michigan  
Chuck O'Brien (Individual)  
Community Housing Network  
Disability Network of Oakland & Macomb  
Family Youth Interventions  
Fraser Department of Public Safety  
Gianna House  
Good Shepherd Coalition  
Hearts for Homes  
Henry Ford Macomb Hospital  
Hope Center in Macomb  
IMS Realty  
Lakeshore Legal  
Legal Aid & Defenders Association, Inc  
Liberties, Inc.  
Macomb 37<sup>th</sup> District Court  
Macomb County Community Mental Health  
Macomb Community Action  
Macomb County Habitat for Humanity  
Macomb County Sheriff's Office  
Macomb County Veterans Affairs  
Macomb County Warming Center/Ray of Hope  
Macomb Feeding the Need  
Macomb Homeless Coalition

Macomb/St. Clair Workforce  
Development  
MCREST  
MDHHS  
MISD  
Mycare  
Oakland University – Macomb  
OLSHA  
PACE  
Perfecting Community Development  
Providence Family Life Center  
Renaissance Unity  
Roseville Police Department  
Salvation Army  
Second Chance Network  
SMART  
SCS Police Department  
St Margaret of Scotland Catholic Church  
St Vincent De Paul  
Sterling Hgts Police Department  
Szajna & Associates  
Training and Treatment Innovation  
Turning Point  
UD Department of Veterans Affairs  
Utica Police Department  
Volunteers of America