

## The State of Missouri Program Standards for ESG- Funded Rapid Re-Housing Programs

The State of Missouri developed the following ESG-funded Rapid Re-Housing Program standards to ensure:

- Program accountability to individuals and families experiencing homelessness
- Program compliance with HUD and State of Missouri rules
- Program uniformity
- Adequate program staff competence and training, specific to the target population being served

### **DEFINITIONS:**

**Rapid Re-Housing** – A program designed to help individuals and families exit homelessness as quickly as possible, move to permanent housing, and achieve stability in that housing. Rapid re-housing assistance is offered without preconditions (such as employment, income, absence of criminal record, or sobriety), and the resources and services provided are typically tailored to the unique needs of the household. The core components of a rapid re-housing program are housing identification and relocation, short-and/or medium-term rental assistance, move-in (financial) assistance, and case management and housing stabilization services. [24 CFR 576.104](#) & *Core Components of Rapid Re-Housing*, National Alliance to End Homelessness

**Homeless** – For the purposes of Rapid Re-Housing, homeless means: An individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning: (1) An individual or family with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground; (2) An individual or family living in a supervised publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state, or local government programs for low-income individuals); or (3) 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 place not meant for human habitation immediately before entering that institution; (4) Any individual or family who is fleeing, or is 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, including a child, that has either taken place within the individual's or family's primary nighttime residence or has made the individual or family afraid to return to their primary nighttime residence; (i) and has no other residence and lacks the resources or support networks, e.g., family friends, faith-based or other social networks, to obtain other permanent housing. [24 CFR 576.2](#)

**Family** - includes, but is not limited to, regardless of marital status, actual or perceived sexual orientation, or gender identity, any group of persons presenting for assistance together with or without children and irrespective of age, relationship, or whether or not a member of the household has a disability. A child who is temporarily away from the home because of placement in foster care is

considered a member of the family. [24 CFR 5.403](#).

**Housing First**- an approach to quickly and successfully connect individuals and families experiencing homelessness to permanent housing without preconditions and barriers to entry, such as sobriety, treatment or service participation requirements. Supportive services are offered to maximize housing stability and prevent returns to homelessness as opposed to addressing predetermined treatment goals prior to permanent housing entry.

**Homeless Management information System (HMIS)**- The information system designated by the Continuum of Care to comply with HUD's data collection, management, and reporting standards and used to collect client-level data and data on the provision of housing and services to homeless individuals and families and persons at-risk of homelessness. [24 CFR 576.2](#)

**Coordinated Entry**- a process developed to ensure that all people experiencing a housing crisis have fair and equal access and are quickly identified, assessed for, referred, and connected to housing and assistance based on their strengths and needs

## **PERSONNEL**

**STANDARD:** The program shall be adequately staffed by qualified personnel to ensure quality service delivery, effective program management, and the safety of program participants.

### **CRITERIA:**

1. The program provides training to all paid and volunteer staff on both the policies and procedures employed by the program and on specific skill areas as determined by the program.
2. All paid and volunteer service staff participate in ongoing and/or external training and development to further enhance their knowledge and ability to work with individuals and families experiencing homelessness and/or other issues that put individuals or families at risk of housing instability.
3. For programs that use HMIS or a Comparable Database, all users must abide by the standard operating procedures found in the HMIS/Comparable Database Policies and Procedures manual provided by the HMIS/Comparable Database vendor. Additionally, users must adhere to the privacy and confidentiality terms set forth in the User Agreement.
4. All staff have a written job description that at a minimum addresses the major tasks to be performed and the qualifications required for the position.
5. The program operates under an affirmative action/civil rights compliance plan or letters of assurance.
6. Agency staff review current cases and individual service plans on a regular and consistent basis to ensure quality/coordinated services.

## **CLIENT INTAKE PROCESS**

**STANDARD:** The program will be an active member in the Coordinated Entry system. The program will have minimal entry requirements to ensure the most vulnerable of the population are being served. The program will assist participants in locating safe, affordable housing that meets participants' needs in accordance with client intake practices and within ESG guidelines for Rapid Re-Approved by the Missouri GCEH: 00/00/2018

## Housing Programs.

### **CRITERIA:**

1. All Program participants must meet the following program eligibility requirements:
  - a. The household must meet either category 1 or category 4 of the homeless definition, set forth by HUD in [24 CFR 576.2](#).
  - b. Household members are encouraged to participate in developing and carrying out an appropriate housing stability plan.
2. Programs cannot disqualify an individual or family because of evictions or poor rental history, criminal history, or credit history.
3. The program explains the services that are available and the expectations for participation. A copy of the program expectations are given to the household prior to program entry.
4. The program will maintain a Release of Information that allows the sharing of information with relevant people and/or agencies. Program participants will be offered copies of all Releases of Information that they have signed, and have the right to revoke any Release of Information without penalty.
5. For each individual and family determined ineligible to receive Emergency Solutions Grant (ESG) assistance, the record must include documentation of the reason for that determination. [24 CFR 576.500](#)

### **PRIORITIZATION**

**STANDARD:** Programs will determine and prioritize which eligible families and individuals will receive Rapid Re-Housing assistance.

#### **CRITERIA:**

1. The program will prioritize each applicant household using the CoC Coordinated Entry process.

### **PROGRAM OPERATIONS**

**STANDARD:** The program will assist participants in locating and stabilizing in safe, affordable housing that meets participants' needs.

#### **CRITERIA:**

1. In locating housing, the program considers the needs of the individual or family experiencing homelessness.
2. Programs will assess potential housing for compliance with ESG requirements for habitability, lead-based paint, and rent reasonableness and fair market rent standards prior to the participant signing a lease with the landlord, and the program signing a rental assistance agreement with the landlord.
3. The program provides assistance in accessing suitable housing.
4. The program may provide assistance in accordance with the ESG [CFR 576.105/106](#). Eligible costs may include rental application fees, moving costs, temporary storage fees (up to 3 months), security deposits (up to 2 months), short and/or medium term rental assistance, utility deposits, utility payments (including up to 6 months arrears), rental arrears (one-time payment of up to 6 months arrears), credit repair, and legal services related to obtaining or retaining permanent

housing.

5. The program signs a rental assistance agreement with the landlord which must set forth the terms under which rental assistance will be provided, meeting all the requirements of the ESG Funder, and as outlined in ESG [CFR 576.106](#)
6. The program participant must sign a legally binding written lease with the landlord which must include a lease provision or addendum that includes all requirements that apply to tenants, the owner, or lease under 24 CFR part 5, subpart L (Protection for Victims of Domestic Violence, Dating Violence, Sexual Assault, or Stalking)
7. The program staff and the participant work together to develop a housing stabilization plan, which may include financial goals, periods and amounts of assistance, meeting schedules, employment goals, and a program exit strategy. [24 CFR 576.105](#)
8. Assistance will be tailored to individual client needs in order to reach housing stabilization.
9. Agencies should have standards for client income contribution which cannot exceed 30%. If an agency has income contribution standards they must apply to all program participants.
10. Individual case management is offered to program participants at least monthly. Case management includes the following:
  - a. **Housing Stability Case Management** assists participants in locating and obtaining suitable permanent housing, which may include:
    1. Assessment of housing barriers, needs, and preferences
    2. Development of an action plan for locating housing
    3. Housing search
    4. Outreach to and negotiation with owners
    5. Tenant support and/or counseling
    6. Assessment of housing for compliance with ESG requirements for habitability, lead-based paint, and rent reasonableness
    7. Assistance with submitting rental applications
    8. Understanding leases
    9. Arranging for utilities
    10. Making moving arrangements
    11. Monthly documented contacts with RRH participants.
  - b. **Ongoing Case Management** services include assessing, arranging, coordinating, and monitoring the delivery of individualized services to facilitate housing stability for a program participant who has obtained permanent housing through the Rapid Re-Housing program by:
    1. Developing an individualized housing and service plan, including planning a path to permanent housing stability
    2. Developing, securing, and coordinating services
    3. Obtaining Federal, State, and local benefits
    4. Monitoring and evaluating program participant progress
    5. Providing information about, and referrals to, other providers
    6. Conducting re-evaluations to determine on-going program eligibility

2. Other eligible services may be provided including:

- a. **Legal Services** to resolve a legal problem that prohibits a program participant from obtaining or retaining permanent housing, including:
    1. Client intake
    2. Preparation of cases for trial
    3. Provision of legal advice
    4. Representation at hearings
    5. Counseling
    6. Filing fees and other necessary court costs
  - b. **Mediation** between the program participant and the owner or person(s) with whom the participant is living
  - c. **Credit Repair**, including:
    1. Credit counseling
    2. Accessing a free personal credit report
    3. Resolving personal credit problems
    4. Other services needed to assist with critical skills related to household budgeting and money management
3. The program will re-evaluate the household for continued eligibility a minimum of every 12 months. To continue to receive Rapid Re-Housing assistance, the household must demonstrate:
- a. Lack of resources and support networks. The household must continue to lack sufficient resources and support networks to retain housing without program assistance.
  - b. Need. The program must determine the amount and type of assistance that the household needs/wants to (re)gain stability in permanent housing.
  - c. Income. The household's annual income must be at or below 30% AMI.

### **SERVICE COORDINATION**

**STANDARD:** The program will assist program participants, pursuant to [24 CFR §576.400](#), in attempting to obtain appropriate supportive services and other Federal, State, local, and private assistance available for such individuals as needed and requested by the household. Staff should be knowledgeable about mainstream programs and services in the community.

#### **CRITERIA:**

1. Arrangements shall be made as appropriate and available with community agencies and individuals for the provision of education, employment, and training; schools and enrichment programs; healthcare and dental clinics; mental health resources; chemical dependency assessments and treatment; legal services; budgeting and credit repair; and other assistance requested by the participant, which are not provided directly by the program.
2. Other homeless and mainstream resources for which, if eligible, a client may be assisted in obtaining, include: Emergency Financial Assistance; domestic violence shelters; local Housing Authorities, public housing, rent subsidies and subsidized housing; temporary labor agencies; childcare resources and public programs that subsidize childcare; consumer credit counseling service agencies; youth development and child welfare; Community Support Programs; WIC; SNAP; Unemployment Insurance; Social Security benefits; Medicaid/Medicare.

### **TERMINATION**

**STANDARD:** Termination is expected to be limited to only the most severe cases. Programs will exercise judgment and examine all extenuating circumstances when determining if violations are serious enough to warrant termination.

**CRITERIA:**

1. In terminating assistance to a program participant, the agency must follow the due process provisions set forth in [24 CFR 576.402](#), as well as the following process: (1) providing the program participant with a written copy of the program rules and the termination process before the participant begins to receive assistance; (2) written notice to the program participant containing a clear statement of the reason for termination; (3) a review of the decision, in which the program participant is given the opportunity to present written or oral objections before a person other than the person (or a subordinate of that person) who made or approved the termination decision; and (4) prompt written notice of the final decision to the program participant.
2. Termination under this section does not bar the program from providing further assistance at a later date to the same individual or family.
3. Programs are encouraged to re-house, rather than terminate assistance to households that are evicted from their housing while participating in the Rapid Re-Housing program.

**FOLLOW-UP SERVICES**

**STANDARD:** The program shall attempt to provide a continuity of services as necessary to all participants following their exit from the program. These services can be provided directly and/or through referrals to other agencies or individuals.

**CRITERIA:**

1. The program develops exit plans with the participant to ensure continued housing stability and connection with community resources, as desired.
2. It is recommended that a program attempt to follow up with phone or written contact at least once after the client exits the program. A program may provide follow-up services that include identification of additional needs and referral to other agency or community resources in order to prevent future episodes of homelessness.

**CLIENT FILES**

**STANDARD:** The documentation necessary for the effective delivery and tracking of service will be kept up to date and the confidentiality of program participants will be maintained.

**CRITERIA:**

1. The file maintained on each participant should, at a minimum, include information required by HUD and the funder, homeless documentation and backup, housing stabilization plans, and case notes.
2. Client information must be entered into HMIS or a Comparable Database in accordance with the data quality, timeliness and additional requirements found in the HMIS/Comparable Database Policies and Procedures manual provided by the vendor.
3. The program will maintain each participant file in a secure place and shall not disclose information from the file without the written permission of the participant as appropriate except to project staff and other agencies as required by law.

4. All records pertaining to ESG funds must be retained for 5 years after the expenditure of all funds from the grant under which the program participant was served. Copies made by digital scanning, photocopying, or similar methods may be substituted for the original records. Records pertaining to other funding sources must adhere to those record retention requirements.

**EVALUATION AND PLANNING:**

**STANDARD:** Ongoing program planning and evaluation will be conducted.

**CRITERIA:**

1. The program has written goals and objectives for its services to meet the outcomes required by HUD, the local Continua of Care, and the funder.
2. The program reviews the case management, housing, and follow-up needs of program participants and the existing services that are available to meet these needs. As appropriate, revisions to goals, objectives and activities are made based on program evaluation.
3. The program exhibits due regard for participant privacy in conducting and reporting its evaluation.

**1) Support the development and functioning of Coordinated Entry systems in each CoC to:**

- Quickly identify and engage people at risk of and experiencing homelessness;
- Intervene to prevent and divert people from entering the homelessness services system through linkages with mainstream and community support services;
- Provide immediate access to shelter and crisis services. Quickly connect households to available housing assistance to help them achieve and maintain stable housing.
- Strengthen linkages between workforce development, domestic violence providers, early education, mainstream resources, state resources, faith based organizations, public housing authorities, and Coordinated Entry systems.

**What can we accomplish in 2 years?**

**What is Priority 1?**

*a) Quickly identify and engage people at risk of and experiencing homelessness*

- **What do we need to accomplish this in all CoCs & regions?**
- **Persons responsible: CoC lead organizations & community partners**
- **Goal completion date:**

**What is Priority 2?**

*b)*

- **What is needed to accomplish this?**
- **Persons responsible:**
- **Goal completion date:**

## 2) Expand availability and accessibility of affordable permanent housing

### Production & development

- Communicate Missouri Housing Development Commission (MHDC)'s targeted number of planned affordable housing units to be developed annually
- Map homeless data, rental vacancy rates, and areas of high job growth to target high need areas for affordable rental production. Share information with stakeholders and developers.
- Review and promote statewide actions to identify, fund, and construct, and/or subsidize rental housing units
- Provide feedback on the State Consolidated plan for affordable housing

### Rental subsidies

- Compile all state & federal rental subsidy resources and criteria for accessing subsidies, along with waiting lists, and share information statewide
- Map homelessness and waiting list data to highlight most needed areas for stronger resource coordination around rental subsidies.

## What can we accomplish in 2 years?

### What is Priority 1?

- What is needed to accomplish this?
- Persons responsible:
- Goal completion date:

### What is Priority 2?

- What is needed to accomplish this?
- Persons responsible:
- Goal completion date:

### **3) Keep people in their homes (Homeless prevention)**

- Identify and align federal and state funding available for homeless prevention and crisis intervention, to support households in keeping their current housing
- Encourage and support effective discharge planning from corrections, foster care, mental health, health care, and other institutional settings
- Communicate state and federal agency resources that may be available to support housing families in crisis to local Continuums of Care.
- Promote training in case management focused on housing and income stability.

**What can we accomplish in 2 years?**

**What is Priority 1?**

- **What is needed to accomplish this?**
- **Persons responsible:**
- **Goal completion date:**

**What is Priority 2?**

- **What is needed to accomplish this?**
- **Persons responsible:**
- **Goal completion date:**

#### **4) Use data to evaluate statewide progress and report on results**

- Develop a simple GCEH data dashboard with indicators to track statewide progress in ending homelessness
- Engage stakeholders across state & federal agencies & nonprofits, to review data quarterly, communicate success, and recommend strategies to strengthen progress
- Specifically track state progress in ending veteran, chronic, family, and youth homelessness.

### **What can we accomplish in 2 years?**

#### **What is Priority 1?**

- **What is needed to accomplish this?**
- **Persons responsible:**
- **Goal completion date:**

#### **What is Priority 2?**

- **What is needed to accomplish this?**
- **Persons responsible:**
- **Goal completion date:**

## 5) To strengthen communication with key stakeholders

### Develop a statewide communications strategy to key stakeholders to:

- Share and promote national evidence-based best practices
- Spotlight successes around the state
- Share data indicators of progress
- Share opportunities for education & advocacy
- Share resource information including sample MOUs, performance measurement tools, assessments, etc.

## What can we accomplish in 2 years?

### What is Priority 1?

- What is needed to accomplish this?
- Persons responsible:
- Goal completion date:

### What is Priority 2?

- What is needed to accomplish this?
- Persons responsible:
- Goal completion date:

## **Draft Governor’s Committee to End Homelessness (GCEH) Proposed Action Plan 2018-2023**

To achieve an end to homelessness, the GCEH supports the development of capacity in the eight Continuums of Care across the state to have a comprehensive response in place to ensure homelessness is prevented whenever possible, or if it can’t be prevented, it is a rare, brief, and non-recurring experience.

### **GCEH Goals**

The GCEH aligns the **goals** of the State of Missouri plan to end homelessness with Opening Doors, the Federal Strategic Plan to End Homeless:

- End Veteran Homelessness
- End Chronic Homelessness
- End Family Homelessness
- End Youth Homelessness

### **The GCEH supports the following key strategies to accomplish the Goals of ending homelessness:**

- Share national and local “best practices” to support planning to end homelessness
- Strengthen communication at all levels
- Encourage collaborations and cross-sector problem solving
- Review and share data to evaluate Statewide progress in ending homelessness
- Encourage development of specific strategies as needed to address unique needs of underserved populations

### **GCEH Action Agenda to End Homelessness**

#### **1) Support the development and functioning of Coordinated Entry systems in each CoC to:**

- Quickly identify and engage people at risk of and experiencing homelessness;
- Intervene to prevent and divert people from entering the homelessness services system through linkages with mainstream and community support services;
- Provide immediate access to shelter and crisis services. Quickly connect households to available housing assistance to help them achieve and maintain stable housing.
- Strengthen linkages between workforce development, domestic violence providers, early education, mainstream resources, state resources, faith based organizations, public housing authorities, and Coordinated Entry systems.

## 2) Expand availability and accessibility of affordable permanent housing

### Production & development

- Communicate Missouri Housing Development Commission (MHDC)'s targeted number of planned affordable housing units to be developed annually
- Map homeless data, rental vacancy rates, and areas of high job growth to target high need areas for affordable rental production. Share information with stakeholders and developers.
- Review and promote statewide actions to identify, fund, and construct, and/or subsidize rental housing units
- Provide feedback on the State Consolidated plan for affordable housing

### Rental subsidies

- Compile all state & federal rental subsidy resources and criteria for accessing subsidies, along with waiting lists, and share information statewide
- Map homelessness and waiting list data to highlight most needed areas for stronger resource coordination around rental subsidies.

## 3) Keep people in their homes (Homeless prevention)

- Identify and align federal and state funding available for homeless prevention and crisis intervention, to support households in keeping their current housing
- Encourage and support effective discharge planning from corrections, foster care, mental health, health care, and other institutional settings
- Communicate state and federal agency resources that may be available to support housing families in crisis to local Continuums of Care.
- Promote training in case management focused on housing and income stability.

## 4) Use data to evaluate statewide progress and report on results

- Develop a simple GCEH data dashboard with indicators to track statewide progress in ending homelessness
- Engage stakeholders across state & federal agencies & nonprofits, to review data quarterly, communicate success, and recommend strategies to strengthen progress
- Specifically track state progress in ending veteran, chronic, family, and youth homelessness.

## 5) To strengthen communication with key stakeholders

### Develop a statewide communications strategy to key stakeholders to:

- Share and promote national evidence-based best practices
- Spotlight successes around the state
- Share data indicators of progress
- Share opportunities for education & advocacy
- Share resource information including sample MOUs, performance measurement tools, assessments, etc.

## **GCEH Action Agenda Questionnaire with comments**

### **1. Given the proposed action agenda (attached), do we have the right people at the table to move this agenda forward? If not, who are we missing?**

**DESE-** yes, we have the right people. Each organization brings a special mindset, and, as a whole, we can address homelessness and its effects on Missourians, both young and old.

**DHSS-** I think we have a good start. As things move forward and I become more familiar with the group I will have a better insight on who else is would be beneficial.

**MCADSV-** Consider adding USDA Rural Housing; and federal representation to connect between local, state, and federal initiatives; designate agency/staff primarily responsible for moving GCEH forward.

**Joplin CoC-**yes

**St. Charles CoC-** we have a good start for now.

**Boonville PHA –** yes!

### **2. How can the agency/organization you represent fit into this plan?**

**Children's Division-** 1) Provide information about how housing instability impacts removal and reunification decisions; 2) Learning from youth with foster care history who become homeless later in life; 3) Improved discharge planning for older youth in foster care; 4) Identify where CD can provide preventative services with families seeking assistance. Strengthening cross systems collaboration and Continuums of Care.

**DESE-**students affected by homelessness are better served when caregivers have stable housing. By finding, more affordable and accessible housing our students can then be better prepared for a learning environment. Our data from homeless students reflects Missouri's homeless population.

**DHSS -** Bring awareness to the HIV/AIDS homeless population; addressing housing and medical needs related to housing stability and barriers

**MCADSV-** member agencies include DV shelters, which are part of the Housing Inventory chart (HIC) and sheltered Point in Time (PIT) numbers. Domestic violence shelters are a part of the overall housing/homeless sector in MO>

**Joplin CoC-**We all lead in our Continuum of care and the Coordinated Entry door. We are a Community Action Agency and a Public Housing Agency.

**St. Charles CoC-** We lead our Continuum, Coordinated Entry, and HMIS

**Boonville PHA –** PHA's need a county – community Coordinated Entry contact person!

### **3. What can your agency/organization commit to?**

**Children's Division-** 1) Providing data about youth and families and links to resources and information; 2) Providing information about older youth transitions and discharge planning; 3) Providing information about families involved with CD who cross systems; 4) Examining data provided to CD and considering policy and practice improvements; 5) Collaboration with other systems.

**DESE-** We are committed to sharing our knowledge about homeless students, the barriers they face, and the data we collect. By sharing this knowledge, we want to achieve collaborations with other GCEH members and agencies they represent. We are committing to collaborations among all agencies represented on the GCEH.

**DHSS-** Providing information from our Consolidated Annual Performance and Evaluation Report (CAPER)-this report measures HOPWA Programs outcomes

**MCADSV-**1) Collaboration with other systems; 2) providing training and technical assistance to member agencies and community partners regarding coordinated entry, domestic/sexual violence, housing protections, etc. 3) MCADSV has committed substantial staff time to serve as vice-chair and chair, as well as participate with a variety of GCEH activities over the year.

**Joplin CoC-** Provide data from Joplin and N County CoC; collaborate on issues around homelessness

**St. Charles CoC-**Provide homeless data and performance data for St. Charles, Lincoln, and Warren Counties. Provide unmet need data from Coordinated Entry.

**Boonville PHA –** Need a Coordinated Entry contact for each PHA to work locally on what PHA can commit to.

**Rep. Bruce Franks –** Assistance with legislation to support affordable housing and policy legislation to support the plan to end Homelessness.

#### **4. Request - What information does your agency/organization need from GCEH to make progress with ending homelessness among the clients you serve?**

**Children's Division-** 1) Prevention and keeping families safely together: Would like to see Priority of available housing options given to families in situations where: Housing insecurity is a critical need to prevent kids from coming into foster care; Housing insecurity is a critical barrier to reunification; Families in rural settings with limited infrastructure in both above cases; 2) Quality improvement: CoC partners to collect data about youth and young adults seeking services for housing insecurity -Were they ever in foster care? Were they released from foster care after a certain age? (16); what were the circumstances of their release from care? Adoption, Guardianship, Reunification, Independence; 3) Accessibility: Identify a central point of contact for homeless resources such as a homeless coordinator. (For families or staff?) – Coordinated Entry contact person? 4) Long Term: Create tailored prevention and responses for specialized groups of youth at higher risk for homelessness – LGBTQ, African American, pregnant and parenting etc. CD role more on preventative side with youth in care at higher risk and disproportionately represented in homeless population.

**DESE** – Provide MO-DESE with contact information (Coordinated Entry and CoC contacts) for our school districts so that they too can collaborate with the CoCs across the state. Homeless children and youths are identified by school personnel through outreach and coordination with other agencies so that local Homeless school liaisons can insure the following McKinney-Vento mandates: 1) that homeless families, children, and youths have access to and receive educational services for which they are eligible, including **Head Start** programs, early intervention services under Part C of the Individuals with Disabilities Education Act (IDEA), and other preschool programs administered by the Local education agency; 2) that homeless families, children, and youths receive referrals to health care services, dental services, mental health and substance abuse services, **housing services**, and other appropriate services; and 3) that public notice of the educational rights of homeless children and youths is disseminated in locations frequented by parents or guardians of homeless children and youths, and unaccompanied youths, including schools, shelters, public libraries, and soup kitchens, in a manner and form understandable to parents and guardians and unaccompanied youth.

**DHSS-** What resources are other agencies finding helpful in leading to stable housing? What processes have been helpful in overcoming barriers?

**MCADSV-**GCEH to help highlight the great work being done statewide, and make sure everyone attending GCEH meetings are actively participating during and between meetings to accomplish goals. Just showing up won't move us forward.

**Joplin CoC-**Statewide reports on homelessness; statewide agreements or MOUs on discharge planning

**St. Charles CoC-** better coordination of state resources at the local level. Information on what state resources can be accessed by CoCs to reduce and end homelessness.

**Boonville PHA** – PHA's need local Coordinated Entry contact to work and figure out what works best for their community.

**Legislators** – Communication around progress made in ending homelessness and state support needed.

## 5. Goals - Given the proposed agenda, what are your agency/organizations' top priorities?

**DESE-** To enroll students and maintain their schools of origin. By providing assistance and coordination with CoC members, MO-DESE can meet this goal.

**DHSS-** Keeping clients housed; Keeping clients engaged in medical care; Finding ways to improve coordination of services for our HIV/AIDS population

**MCADSV-** 1) Coordinated Entry-Making sure there is a strong and consistent process for homeless individuals with victimization safety risks to have "immediate access to shelter and crisis services" by connecting to emergency domestic violence shelter and 24/7 hotline numbers 2) Homeless prevention: Although it is not appropriate in all circumstances due to safety risks, if there were enhanced housing protections for victims then they could continue to stay where they are living or move without penalty versus being evicted and/or having a poor rental history which leads to going to shelter. 3) End Family homelessness: To successfully address ending family homelessness we must also consider victimization as there is often intersection with domestic violence

**Joplin CoC-**1) Coordinated Entry success; 2) Rapid Rehousing; 3) Data evaluation

**St. Charles CoC** – 1) Coordinated entry success; 2) Rapid rehousing; 3) Increasing access to affordable housing

**Boonville PHA** – Establishing local Coordinated Entry contacts for each PHA.

## 6. How can GCEH help support your agency/organization's top priorities?

**DESE-** Through collaboration and the sharing of knowledge, GCEH members can make sure every homeless student in Missouri is in school and receiving their free-public education.

**DHSS-** Help identify ways to access data to improve coordination of services; identify other resources that could lead to more stable/permanent housing

**MCADSV-**Support implementation of VAWA 2005/2013 Public Housing protections as this would allow some individuals to not become homeless.

**Joplin CoC-**Information sharing; evaluation tools

**St. Charles CoC-** Identifying underutilized resources; promoting results and needs with legislators and funders

**Boonville PHA** – Providing local Coordinated Entry contacts to share with PHAs across the state.

## **7. How can GCEH begin to establish statewide benchmarks and track results?**

**DESE-** Increase the number of collaborations between GCEH members and Missouri's public school homeless liaisons. We can track this by the number of homeless students identified in Missouri.

**DHSS-** Start with figuring out the data we need to collect and who we need to collect it from, then come up with the best way to track it to get the results we need

**MCADSV--**I would like to see a decrease of turn-away numbers of residential services from domestic/sexual violence agencies. There will always be a need yet what can we do with a better housing/homeless infrastructure to create less demand on shelters because there are options.

**Boonville PHA** – By tracking through a local Coordinated Entry contact person.

**\*\*\*DMH** – Received feedback in support of the overall GCEH Action plan, with minor language modifications that were incorporated into this second draft. \*\*\*