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## 2017 Central Florida CoC Highlights

As we look back at 2017, we want to thank the Continuum of Care partners, the CoC Board, the HSN Board and HSN staff for some of the exciting Continuum accomplishment of the past year.

The CoC seeks to end homelessness by getting homeless people into housing and in 2017 our region placed:

- ❖ 224 people experiencing chronic homelessness moved into permanent supportive housing (PSH), bringing the total living in PSH to 810 during the year (more than 750 living in projects that use the Coordinated Entry System), and
- ❖ 294 families were rapidly rehoused.

These successes were supported by partners working together in a redesigned homeless services system. Some of these efforts included:

### **Funding**

- ❖ Success in the competitive HUD Continuum of Care 2016 application (announced and awarded in 2017) with the highest score in the State of Florida, bringing in more than \$7.4M to the region.
- ❖ Success in the competitive HUD Continuum of Care 2017 application, with an award of \$7.55M.
- ❖ Successful DCF award for \$199,000 in Emergency Solutions Grant (ESG) used for rapid rehousing in Seminole and Osceola counties, serving approximately 20 households at a given time and \$205,000 for Bridge Housing funding as part of the 2017 Challenge Grant.
- ❖ Administration of \$2.7M in funding for ending homelessness among Veterans.
- ❖ Investment of \$1.5M by Orange County for a Rapid ReHousing project serving between 120 -150 families each year.
- ❖ Investment of \$600,000 Rental Assistance project funded by City of Orlando to house 55 chronically homeless households.
- ❖ Investment of \$500,000 Relocation Assistance project funded by Orlando Community Reinvestment to house 45 chronically homeless households.
- ❖ Investment of \$500,000 by Orange County to provide supportive services to an estimated 125 chronically homeless individuals and families.
- ❖ Successful competitive application for regional HOPWA funds expanding rental assistance from 25 to 60 homeless persons who are HIV positive.

### **Housing**

- ❖ The Housing Locator Team has been tasked with identifying units to be used by the system, for the highest priority households regardless of which agency is providing services. In 2016 this team identified over 650 units managed by landlords who are willing to work with chronically homeless tenants.
- ❖ The Team increased the number of participating landlords/property managers from 66 to 127 in one year.

- ❖ The Team coordinated a Veterans Housing Summit in January and ended the year with a December Landlord Appreciation Luncheon.
- ❖ The Housing Locator Team also conducted inspections on units receiving CoC funding, ensuring that public dollars are not spent on sub-standard rental units.
- ❖ Partnered with the Central Florida Commission on Homelessness to support the Welcome Home Project focused on identifying housing for 129 chronically homeless Homeworthy neighbors.

## **HMIS, Coordinated Entry System and Contract Management**

- ❖ Opened 3 additional HUBS, bringing the regional total to 5 including one at the VA. The HUBS are supplemented by over 10 Access Points to facilitate a no wrong door entry to the Coordinated Entry System.
- ❖ Working with Cloudburst and The Impact Lab as the first community in the country selected for a demonstration project using HMIS to show community outcomes.
- ❖ More than 383 active HMIS users.
- ❖ 1,148 HSN help desk tickets submitted with 97.4% solve rate and 99.6% satisfaction score.
- ❖ Conducting more than 500 HMIS training sessions for more than 200 HMIS users.
- ❖ Calculating regional, system wide Performance Measures allowing data to further inform improved policies, procedures, and project design.
- ❖ Improving communication with partner agencies, including regular site visits to contracting partners.
- ❖ Launching Employment and Income Pilot Project for homeless families in partnership with the Central Florida Foundation and Goodwill.
- ❖ Conducted annual Point in Time Count, regional mini-surges and supporting the regional Voices of Youth Count as tools for improving system performance measurement and access to the Coordinated Entry System.

## **Training**

- ❖ More than 200 staff attended one or more of multiple trainings on Housing First, Trauma Informed Care, Motivational Interviewing and/or Rapid ReHousing.
- ❖ Training requirements were built into contracts to improve system implementation of evidence based practices.
- ❖ Implementing improved training curriculum and offering monthly HMIS and Coordinated Entry System training available to new and existing agency staff.

HSN is proud to serve the Central Florida Continuum of Care and we look forward to being a part of the great accomplishments we know will happen in 2018!