

Vida Nueva, photo courtesy Community Housing Sonoma County



# **Sonoma County's 10-Year Homeless Action Plan: Year Two Report**

**Sonoma County Continuum of Care Planning Group**

December 2008

## Introduction

In January 2007, the Sonoma County Continuum of Care Planning Group approved, and the Sonoma County Board of Supervisors unanimously endorsed, an ambitious 10-Year Homeless Action Plan. The Plan's 4 general goals and 92 action steps range from homelessness prevention to addressing chronic homelessness, from developing needed housing to ensuring the plan's success. This Year Two Report is the second annual progress report on that plan – delayed until the October close of the annual Continuum of Care competition to include its results.

The following pages list dozens of actions that have taken place since the first year report was published in July 2007, as well as their impact on the homeless-dedicated housing stock. Despite funding cuts, an historic economic crisis, and a discouraging financial outlook for the near future, homeless services providers, housing developers, and funders have collaborated in strategic partnerships with minimal new investments to provide needed services and to lay the groundwork for future solutions.

Outstanding highlights of 2007-08 include two just such new partnerships created with existing resources and often designed by homeless consumers themselves to address crucial issues. These are the development of Sonoma County Vet Connect, which has reached out to hundreds of homeless veterans to date, and the Community Health Outreach Workers partnership for street outreach in parks and encampments. Other highlights of 2007-08 include:

- Consolidation and expansion of Health Care for the Homeless efforts with small amounts of well-targeted funding.
- Despite the devastating loss of State-funded Project Hope, new permanent supportive housing units have opened and rental assistance programs have expanded, resulting in a net 11% increase in Sonoma County's permanent supportive housing stock.
- Establishment of baseline data and concrete goals for preventing new homelessness, accompanied by new or enhanced partnerships to reduce the number of individuals becoming homeless on discharge from public institutions.
- Development of new best practices to achieve superior rates of housing retention, placement in permanent housing and access to income among program participants.

The Year Two Report offers a picture of Sonoma County's strengths in addressing the anticipated new homelessness as the nation enters its worst recession in decades. Those credited in these pages can be proud of their achievements; others inspired by these efforts are invited to join us.

*Jenny Helbraun Abramson  
Sonoma County Continuum of Care Coordinator  
December 2008*

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# Executive Summary

Developed in 2006, Sonoma County's 10-Year Homeless Action Plan set goals in four major areas and prescribed more than 90 action steps toward ending homelessness. The four major goal areas encompass a strategy of "closing the front door, opening the back door" based on national 10-Year Planning best practices, focus on **housing as the key challenge** in one of the nation's least affordable housing markets, and set management goals to ensure the Plan's success:

- Goal 1: *Prevention of New Homelessness*: Reducing the number of new people becoming homeless;
- Goal 2: *Intervention*: Providing chronically homeless individuals with the stabilizing resources that will give them a hand out of homelessness;
- Goal 3: *Housing Infrastructure*: Developing homeless-dedicated housing to address the need documented in successive homeless counts and an extensive needs analysis during the planning process; and
- Goal 4: *Plan Oversight*: Managing the Continuum of Care to support accomplishment of 10-Year Plan goals.

## Goal 1. Prevention of New Homelessness:

Following major efforts to improve the quality of data stored in Sonoma County's Homeless Management Information System (HMIS), in 2008 it became possible to specify targets in preventing new homelessness.

The goal of reducing discharges from public institutions into homelessness by 80% over the next 10 years is now refined. Approximately 116 individuals now report becoming homeless on release from jail, foster care, hospitals, and substance abuse or mental health treatment facilities; our goal is that by 2016 no more than 23 individuals would become homeless in this way. Towards that end, discharge planning efforts have begun with each of the public systems involved. In the case of the foster care system and mental health treatment, documents have been drafted describing the scope of the challenge and the partnerships planned to address it.

The goal of reducing the number of people simply losing their housing, is now refined: our target is approximately 40 fewer individuals each year who enter the homeless services system because they've lost their housing. To that end, in 2008 United Way agreed to convene **community planning to build financial stability among working families** in Sonoma County; the County Economic Assistance Division provided information on TANF homeless prevention benefits, and the Sonoma County Volunteer Income Tax Assistance program **increased Earned Income Tax Credits to Sonoma County's low-income families by 29%**.

Strategies to ensure homeless children do not become the homeless adults of the future were examined, with the goal of building a county-wide partnership to end family homelessness.

### Goal 2. Stabilizing Chronically Homeless Individuals

Major efforts are underway to expand resources for chronically homeless individuals, who were designated by the 10-Year Plan as Sonoma County's most under-served homeless population. A *chronically homeless individual* is defined by the federal government as an unaccompanied individual living with a disability, who has been homeless more than a year (or 4 or more times in the past 3 years). Continuum of Care working groups and partner organizations are linking people who are homeless on the street with resources, working to expand mental health and substance abuse services, developing re-entry services to break the cycle between jail and the street, connecting homeless veterans with services, and building Sonoma County's integrated health resources for homeless individuals and families. Major accomplishments in 2008 include:

- Joint outreach in parks and on the street by community health outreach workers from at least 7 organizations.
- Provision of mental health services to 683 individuals in homeless shelters and service centers by Sonoma County Mental Health.
- Launch of the pilot Court Homeless Protocol re-entry model to divert homeless individuals from jail and help them resolve their homelessness.
- More than 200 veterans served through Sonoma County Vet Connect, a weekly 3-hour drop-in program initiated by homeless veterans.
- Funding for health care staff serving the homeless in Santa Rosa, Petaluma, and Guerneville.

### Goal 3. Developing Homeless-Dedicated Housing to Address the Need

Emergency Shelter: Development of Sonoma County's emergency shelter system is near-complete, with the opening of The Haven, a 10-bed shelter in Sonoma, and the expansion of Wallace House in Cloverdale. A significant gap remains in the lower Russian River area, where the seasonal shelter of the last two winters is threatened by loss of its usual location. For those shelters tracking this information, **fewer than half of guests leaving Sonoma County's emergency shelters return to the street.**

Transitional Housing: Continuing challenges in operating shared family transitional housing led to an overall loss of 23 transitional housing beds in the last year. However, needed transitional housing beds were added by Interfaith Shelter Network, Sonoma County Housing Authority (through its HOME/TBA partnership with the YWCA), the Cloverdale Community Outreach Committee, and the City of Healdsburg. The inventory of transitional housing beds, including those in development, now constitute nearly two-thirds of our goal of 943 transitional housing beds. County-wide, **nearly three-quarters of Sonoma County transitional housing residents exit to permanent housing** -- performance far outstripping goals set by the federal Department of Housing and Urban Development (HUD) for Continua of Care.

Permanent Supportive Housing: Approximately 11% of the new permanent supportive housing proposed in the 10-Year Action Plan was added in the last year. The inventory of permanent supportive housing units now constitutes 46% of our goal of 1,162 units. Through a unique partnership between COTS, Community Housing Sonoma County, Burbank Housing, and the City of Rohnert Park, the **Vida Nueva family permanent supportive housing project opened in**

**November** (and appears on the cover of this report). New Burbank Housing developments included 53 permanent supportive housing set-aside units. Shelter Plus Care projects were skillfully managed to yield 28 additional units. These significant expansions, and others, mitigated the loss of Project Hope to California's state budget crisis. On average, **87% of formerly homeless permanent supportive housing residents successfully stayed in their new housing for at least 6 months** -- again, far outstripping the goals set by HUD for Continuum of Care.

The Continuum of Care and its partners continually monitor and build relationships with both non-profit and for-profit developers, to maximize the possibility of new supportive housing set-aside units in the many new affordable housing projects in various stages of development. These efforts also help homeless individuals and families to access independent housing. A table summarizing the status of all homeless-dedicated housing appears on page 16 of this report.

#### Goal 4. Managing the Continuum of Care to Support 10-Year Plan Goals

The 10-Year Plan established a representative Continuum of Care Steering Committee to lead its efforts and ensure the CofC's many working groups remain focused on 10-Year Plan goals. Under the Steering Committee's leadership, the Outcomes Assessment Team completed the first phase of its work, establishing the system-wide performance goals listed on page 18. In 2008, Continuum of Care-funded renewal projects were evaluated on their performance on several of these performance goals:

- 90% of permanent supportive housing residents *in CofC renewal projects* retained their housing for more than 6 months (compared to HUD's goal of 71%);
- 84% of transitional housing residents *in CofC renewal projects* exited to permanent housing (compared to HUD's goal of 61.5%); and
- 38% of those exiting *CofC renewal projects* had employment income (compared to the HUD goal of 21%).

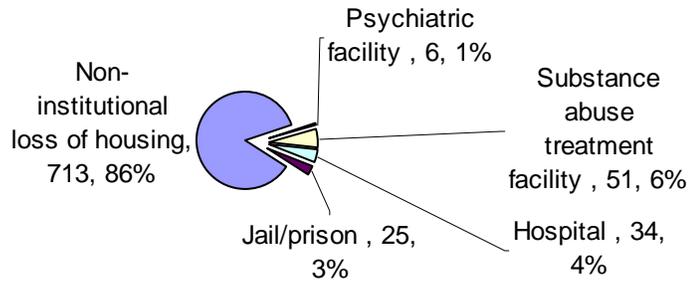
Efforts to address data quality brought HMIS error rates on required data elements below 2%. To address perceived problems with previous data collection, a variety of Homeless Count methodologies were evaluated and a new methodology was chosen for the 2009 Homeless Count. 10-Year Plan goals were communicated to jurisdictions as they develop revisions of their Housing Elements. Funders were offered opportunities to align their efforts with the 10-Year Plan, and a partnership was built with the Sonoma County Housing Coalition to promulgate permanent supportive housing as a key strategy for meeting Regional Housing Needs goals.

Despite an historic economic crisis, and a discouraging financial outlook for the near future, the Sonoma County Continuum of Care Planning Group has united homeless services providers, housing developers, and funders in strategic partnerships with minimal new investments to provide needed services and to lay the groundwork for future solutions. This report paints a portrait of Sonoma County's strengths in addressing homelessness even under difficult circumstances. With pride in these achievements, we invite the broader community to join us.

Those seeking further information may contact Jenny Helbraun Abramson, Continuum of Care Coordinator, (707) 824-2852, [continuumofcare@comcast.net](mailto:continuumofcare@comcast.net); or Mark Krug, Chair, Continuum of Care Steering Committee, (707) 565-7509, [mkrug@sonoma-county.org](mailto:mkrug@sonoma-county.org). For more information on the Continuum of Care, see: [www.sonoma-county.org/cdc/cdhomeless\\_cofc.htm](http://www.sonoma-county.org/cdc/cdhomeless_cofc.htm).

# Goal No. 1: Reduce the Number of People Becoming Homeless

**Discharges to Homelessness, 2007-08**

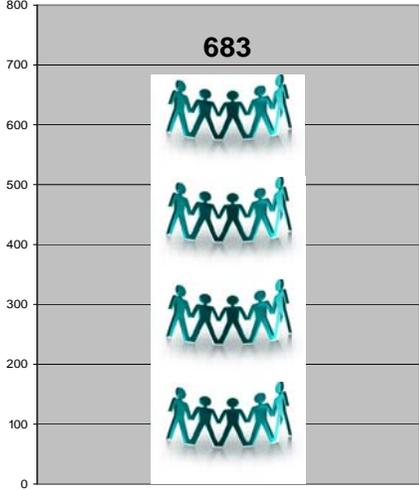


Discharges from public institutions constituted 14% (116) of those responding to questions about their previous living situation (as recorded in the Homeless Management Information System – HMIS). The balance left housing situations, most often having stayed with family or friends before becoming truly homeless.

Action Step:	2008 Accomplishments
<p><b>1. Reduce the number of people becoming homeless on discharge from public institutions by 80% over 10 years.</b></p> <p>Based on the data above, our goal is to reduce the number of people becoming homeless each year upon discharge from public institutions to no more than 23 individuals by 2016.</p>	<ul style="list-style-type: none"> <li>• Sonoma County Mental Health assisted in developing discharge strategies for exits of homeless individuals from Psychiatric Emergency Services, via the CofC Mental Health/Alcohol &amp; Other Drug Services Committee.</li> <li>• A discharge protocol has been drafted in partnership with Sonoma County’s Family, Youth &amp; Children’s Division, and the Continuum of Care Planning Group has assigned a representative to that division’s planning process for housing for foster youth as they leave the dependency system.</li> <li>• The CofC Housing Development Committee met with Alcohol &amp; Other Drug Services providers to gather input on housing needs for those exiting from substance abuse treatment.</li> <li>• The Hospital Council of Northern California hosted an initial meeting on discharge planning from hospitals in September 2007, attended by CofC staff and participants.</li> <li>• The Court Homeless Protocol Project the Superior Court and its partners established a process for court-ordered discharge from County jail. This process assures transferal to designated re-entry and housing providers only. This protocol has been cited as a model for the Community Corrections Center proposed by the County Corrections Master Plan, including services and linkages to housing that would significantly lessen discharges to homelessness.</li> </ul>

Action Step:	2008 Accomplishments						
<p><b>2. Reduce the number of people becoming homeless through loss of tenancy – by 5% annually</b></p> <p>Based on this information, the goal would be to reduce the number people becoming homeless through loss of tenancy by an average of <b>39 individuals each year.</b></p>	<p>In recognition of the prevalence of tenancy loss, United Way agreed to convene community planning to <b>build financial stability</b> among working families in Sonoma County.</p> <p>Sonoma County Human Services Economic Assistance Division staff presented information about the Temporary Aid to Needy Families (TANF) Homeless Assistance Program’s one-time homeless prevention benefits to the January 2008 Continuum of Care Planning Group (CCPG) meeting.</p>						
<p><b>3. Reduce the risk of future homelessness among Sonoma County’s low-income population.</b></p>	<p>The Sonoma County Human Services Department expanded its Volunteer Income Tax Assistance program to 5 sites, filing over 5700 tax returns for low-income individuals and families in 2008. <b>This increased the dollars returned to low-income families and individuals by 29% over 2007.</b></p> <div data-bbox="634 982 1425 1333" data-label="Figure"> <table border="1"> <caption>Earned Income Tax Credits Captured</caption> <thead> <tr> <th>Year</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td>2007</td> <td>\$614,333</td> </tr> <tr> <td>2008</td> <td>\$869,942</td> </tr> </tbody> </table> </div> <p>Community Foundation Sonoma County convened family homelessness grantees to examine best practices in ending family homelessness and preventing future homelessness in the next generation, reporting out to the CCPG in October 2008; United Way has concurrently been developing a model of change regarding family homelessness. COTS staff made a presentation of its Kids First program to the October 2008 CCPG meeting, and has made its curriculum available for download from its website.</p> <p>Sonoma County Office of Education joined the Continuum of Care Planning Group for a discussion of improving partnerships between homeless services providers and schools in October 2008.</p>	Year	Amount	2007	\$614,333	2008	\$869,942
Year	Amount						
2007	\$614,333						
2008	\$869,942						

## Goal No. 2: Stabilize Chronically Homeless Individuals

Action Step:	2008 Accomplishments				
<p><b>1. Expand resources for people who are homeless and on the street</b></p>	<p>Early in 2007, 15-20 community health outreach workers began meeting monthly. These include staff from the Drug Abuse Alternatives Center, Face to Face, North Bay Veterans Resource Center, Social Advocates for Youth, Sonoma County Mental Health's Community Intervention Program and Interlink programs, and Southwest Health Center. From an initial focus on trends and case conferencing, outreach workers have visited parks, soup kitchens, and needle exchange sites together as <b>The Outreach Team</b> on at least a weekly basis, since February of 2008. So far the focus has been the city of Santa Rosa, where unsheltered people are easily found in the parks during the day. Recently the Outreach Team has begun serving Petaluma and Guerneville, and have been teaming up with homeless individuals for street outreach as well. They plan to expand to Sonoma and Cloverdale soon.</p>				
<p><b>2. Expand resources for homeless people living with mental illness</b></p>	<div style="display: flex; justify-content: space-between;"> <div data-bbox="423 863 883 1245" style="width: 45%;"> <p>During fiscal year 2007-2008, the Community Intervention Program (CIP) and Community Mental Health Centers (CMHC) provided services to 683 unduplicated homeless individuals in homeless shelters and service centers. Of these, 16 were identified as severely and persistently mentally ill and are enrolled in ongoing services. In addition, another 10-15 individuals were referred to other Sonoma County Mental Health services programs.</p> </div> <div data-bbox="927 779 1346 1388" style="width: 45%; text-align: center;"> <p><b>Homeless People Served by the Community Intervention Program 2007-08</b></p>  <table border="1" style="display: none;"> <caption>Homeless People Served by the Community Intervention Program 2007-08</caption> <thead> <tr> <th>Year</th> <th>Number of People Served</th> </tr> </thead> <tbody> <tr> <td>2007-08</td> <td>683</td> </tr> </tbody> </table> </div> </div>	Year	Number of People Served	2007-08	683
Year	Number of People Served				
2007-08	683				
<p><b>3. Expand resources for homeless individuals with chronic substance abuse</b></p>	<p>The CofC-funded Community Turning Point transitional substance abuse program increased the percentage of homeless participants moving from treatment to permanent housing to 100%, utilizing new client retention strategies to outperform its projections.</p> <p>The Sonoma County Department of Health Services, Alcohol &amp; Other Drug Services Division, developed a collaborative proposal to the federal Substance Abuse and Mental Health Services Administration, to provide 9 homeless-dedicated substance abuse treatment beds plus county-wide chemical dependency outreach, education, and assessments for homeless individuals. (The proposal scored highly but was not funded in a very competitive national process.)</p>				

Action Step:	2008 Accomplishments				
4. Expand resources for homeless individuals in jail	<p>The Court Homeless Protocol Project began providing re-entry services via a pilot project led by Project Intercept. The vast majority of its ~70 clients to date have been homeless individuals.</p> <p>The Community Corrections Center proposed in the Sonoma County Corrections Master Plan will help homeless individuals in the County Jail access services towards resolving homelessness and reducing recidivism.</p>				
5. Expand resources for homeless veterans	<div data-bbox="565 611 1274 1031" data-label="Figure"> <p style="text-align: center;"><b>Sonoma County Vet Connect, first 6 months</b></p> <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td>Services Provided,</td> <td>543</td> </tr> <tr> <td>Unduplicated Veterans Served,</td> <td>213</td> </tr> </table> </div> <p>Through the CofC Committee on Homeless Veterans, homeless veterans designed the Sonoma County outreach program. Since May 2008 Vet Connect has provided a 3-hour weekly drop-in program at the Santa Rosa Free Clinic, drawing dozens of homeless veterans every week and linking them with services. In addition to outreach by homeless veterans, the Sonoma County Veterans Service Office, Sonoma County Mental Health's Community Intervention Program, the VA Medical Clinic, and North Bay Veterans Resource Center attend to enroll veterans in services. Vet Connect has been replicated at the Guerneville Veterans Building since August 2008, and will soon expand to Sonoma and Petaluma. More than 200 unduplicated veterans were served in the first 6 months.</p> <p>In December 2007, the Veterans Administration Homeless Veterans Coordinator for this region presented the VA Homeless Per Diem Program to an expanded meeting of the Committee on Homeless Veterans, encouraging Sonoma County providers to apply for funds to serve veterans.</p> <p>Vietnam Veterans of California is working with Community Housing Sonoma County to develop 12 units of transitional housing and 20-30 units of permanent supportive housing for homeless veterans on a 2.5 acre site in southwest Santa Rosa.</p>	Services Provided,	543	Unduplicated Veterans Served,	213
Services Provided,	543				
Unduplicated Veterans Served,	213				

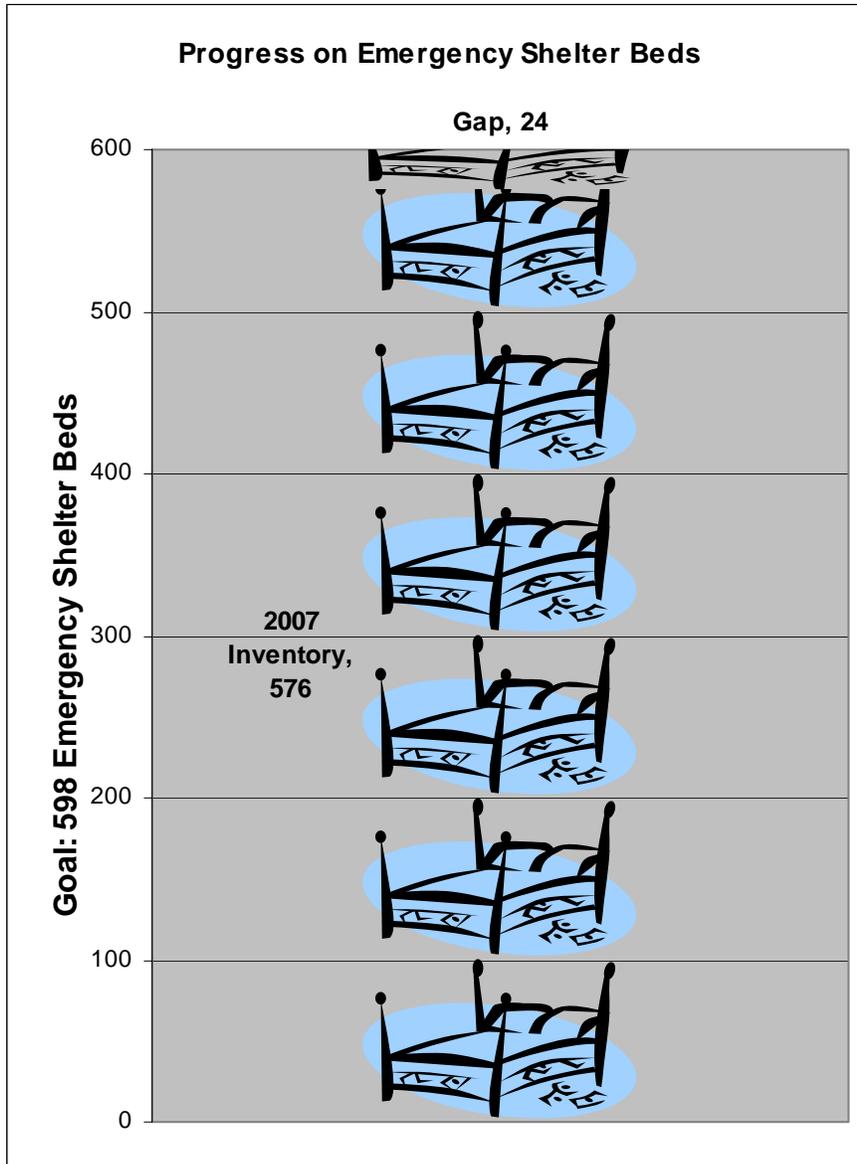
<b>Action Step:</b>	<b>2008 Accomplishments</b>
<b>6. Expand primary health care for people who are homeless</b>	<p>The Health Care for the Homeless Collaborative received funding through the Task Force for the Homeless, to enhance services for homeless individuals and families at the Santa Rosa Free Clinic (which has become a satellite clinic of Southwest Community Health Centers), West County Health Centers, and for clients of COTS in Petaluma.</p> <p>The Task Force is facilitating the collaborative to develop quality assurance standards specific to primary care for homeless families and individuals, to coordinate case management across health care, homeless services, substance abuse, and mental health, and to share information across these systems to enhance patient services.</p>

# Goal No. 3: Develop Homeless-Dedicated Housing to Address the Need

Action Step:

2008 Accomplishments

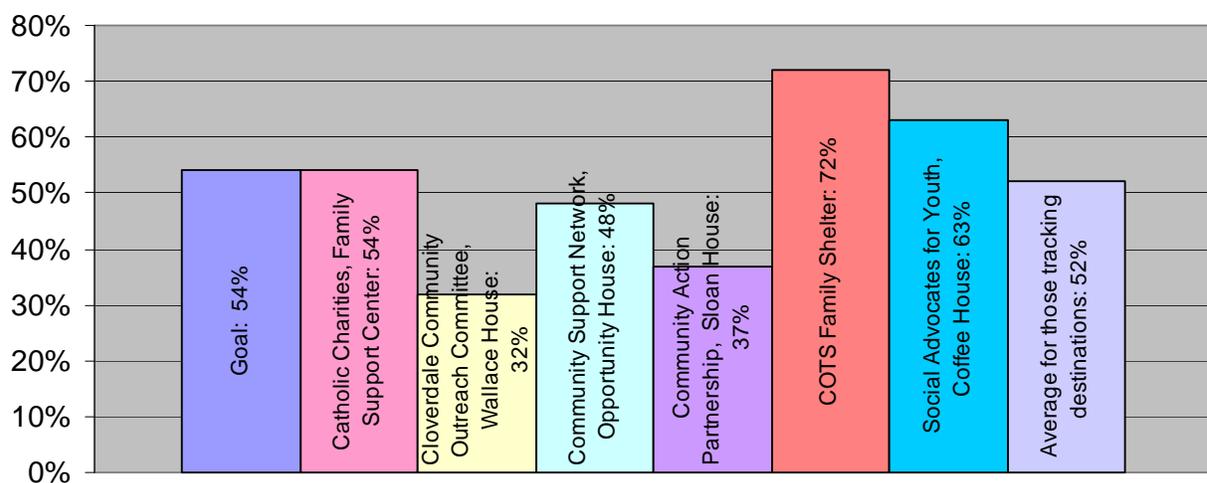
## 1. Complete Development of Emergency Shelter Beds Where Needed



The City of Sonoma's 10-bed emergency shelter, the Haven, opened, with services provided by Sonoma Overnight Support.

<b>Action Step:</b>	<b>2008 Accomplishments</b>
Cloverdale Community Outreach Committee completed renovation of its emergency shelter and transitional housing, resulting in the addition of 6 new emergency shelter beds.	
The Russian River Interfaith Coalition operated a 22-bed winter shelter for a second year. The Continuum of Care (CofC) Coordinator and numerous other CofC participants built a supportive relationship with the Russian River Interfaith Coalition and other activists in the lower Russian River area.	

### Safe Exits from Emergency Shelters



The Continuum of Care Outcomes Assessment Team adopted an initial goal that 54% of people leaving emergency shelters will go to a safe place -- another shelter, a treatment program, or transitional or permanent housing rather than returning to the street (or worse, jail).

In some shelter settings, obtaining information about exit destinations is very difficult; therefore several shelters are not yet recording this information in the Homeless Management Information System. Results above are for those able to track client destinations upon exit.

**Action Step:**

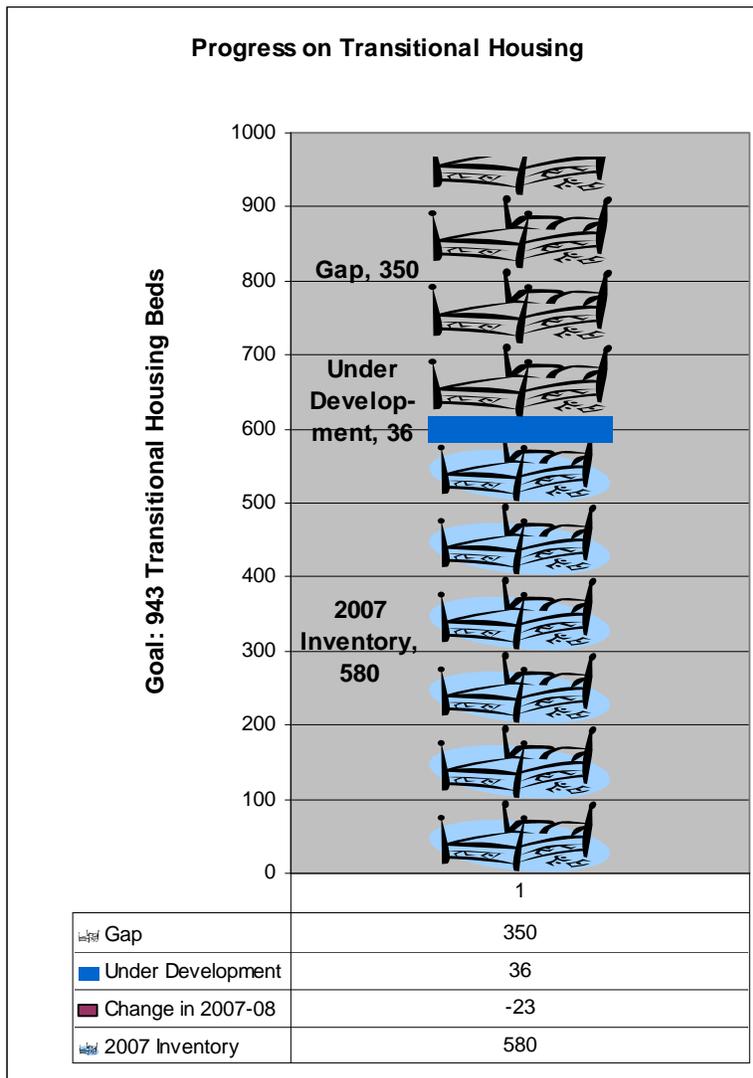
**2008 Accomplishments**

**2. Complete Development of Transitional Housing**

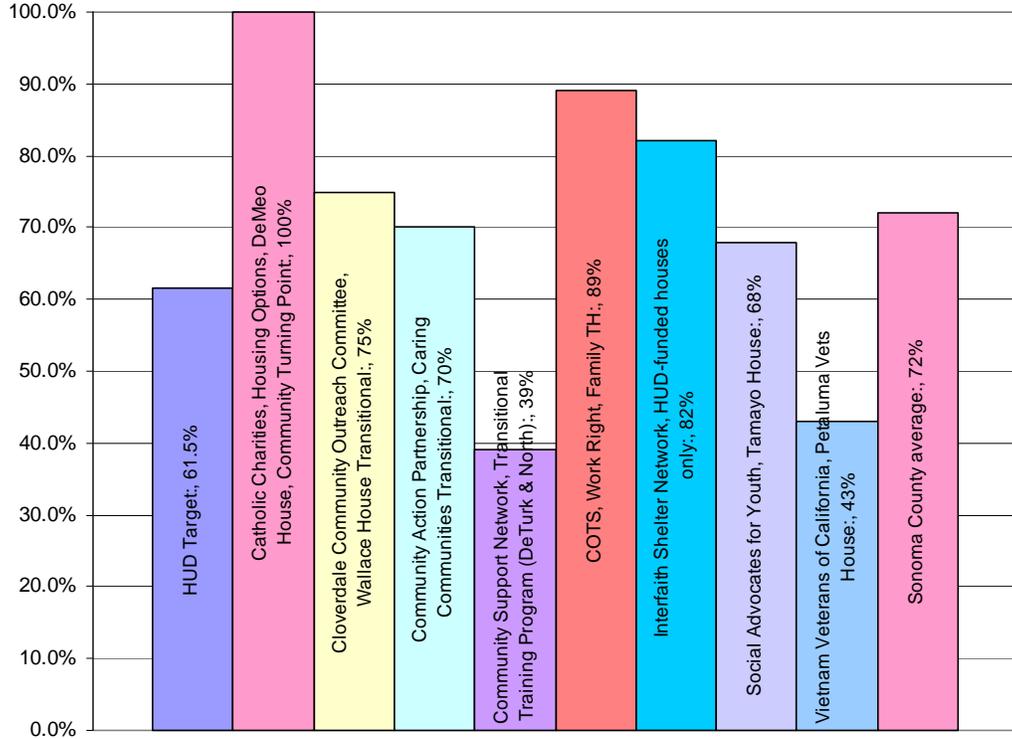
Santa Rosa: Interfaith Shelter Network opened 12 beds at Yukon I & II family transitional housing; the Sonoma County Housing Authority added 9 beds to its HOME/TBA transitional housing partnership with the YWCA.

Sonoma Valley: Initial linkages were built between a Vallejo-based church operating transitional housing in Schellville, and Sonoma Overnight Support. Interfaith Shelter Network is in the process of purchasing a second facility in Glen Ellen.

North County: Expanded transitional housing at Wallace House opened September 2008 with 6 new transitional housing beds. North County Community Services and the City of Healdsburg opened another 4-bed family transitional housing unit at Holbrook House.



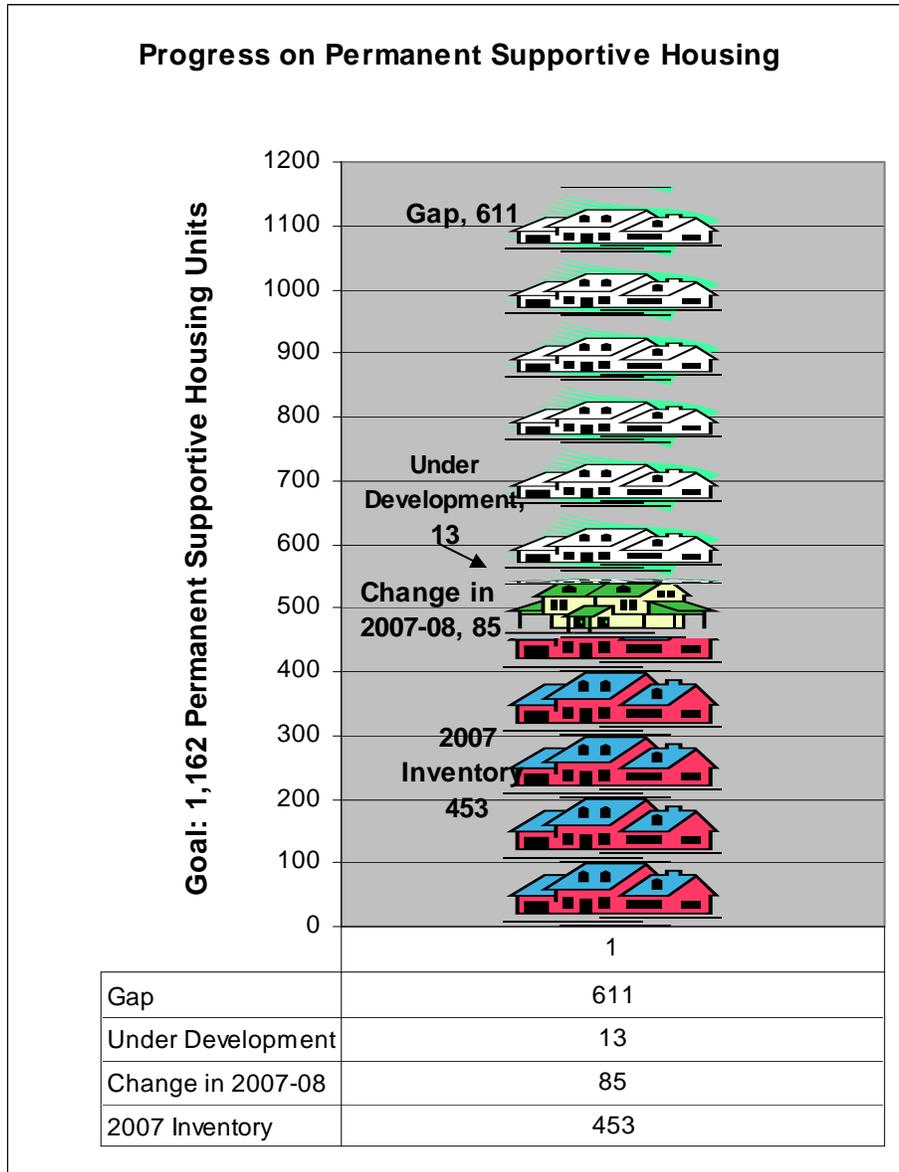
### Exits from Transitional to Permanent Housing



The Continuum of Care Outcomes Assessment Team adopted HUD's goal that at least 61.5% of people leaving transitional housing would go to a permanent housing situation.

Most programs do not yet use the Homeless Management Information System to generate federally-mandated Annual Progress Reports (APRs). Therefore the data above is from APRs for Continuum of Care (CofC)-funded projects. Where HMIS data appears reliable for non-CofC-funded programs, it is included.

3. Develop Permanent Supportive Housing To Meet The Need

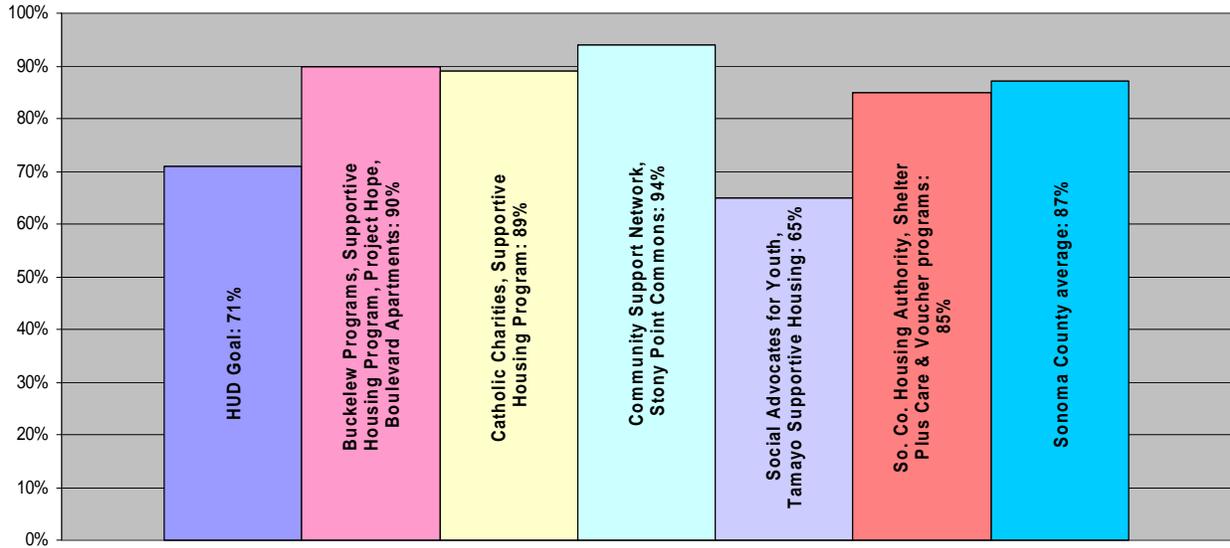


Sonoma County now has 538 permanent supportive housing units for homeless people, serving 466 single adults and 220 people in 72 families. This represents an increase of 176 units over the baseline established in 2006, 85 of them added since the last report. The baseline (2006) and 2007 inventories have been corrected to more accurately reflect the use of housing facilities.

The new permanent supportive housing units added over the past year have brought Sonoma County's total to 46% of our goal. They represent 11% of the new permanent supportive housing proposed by Sonoma County's 10-Year Homeless Action Plan.

Action Step:	2008 Accomplishments
<p data-bbox="186 310 430 409"><b>3. Permanent Supportive Housing, cont'd.</b></p>      	<p data-bbox="488 300 1282 331">2007-08 was a year of severe losses accompanied by robust growth:</p> <p data-bbox="488 338 917 369"><i>Permanent Supportive Housing Lost:</i></p> <ul data-bbox="488 375 1404 504" style="list-style-type: none"> <li data-bbox="488 375 1404 438">▪ 63 Project HOPE units were lost when AB2034 programs were eliminated from the State budget;</li> <li data-bbox="488 445 1404 504">▪ Face to Face's Henry House (6 beds) and 4 units at Apple Valley were closed.</li> </ul> <p data-bbox="488 510 950 541"><i>Permanent Supportive Housing Added:</i></p> <ul data-bbox="488 548 1421 856" style="list-style-type: none"> <li data-bbox="488 548 1421 646">▪ 43 set-aside units at Burbank Housing's new Monte Vista development, at Cypress Ridge and in other housing developments; another 10 set-aside units are planned in the Rowan Court and Colgan Meadows developments.</li> <li data-bbox="488 653 1421 684">▪ Interfaith Shelter Network added 6 beds at Powderhorn.</li> <li data-bbox="488 690 1421 751">▪ 12 beds were added through Buckelew's new CofC-funded Samaritan project and the reopening of the MHSA-funded FACT program.</li> <li data-bbox="488 758 1421 789">▪ Shelter Plus Care projects were expanded to include 28 new units.</li> <li data-bbox="488 795 1421 856">▪ 47 units in Buckelew Program's SCIL program were brought into service to house Project HOPE clients as that program shut down.</li> </ul> <p data-bbox="488 877 1421 1066">127 new units of permanent supportive housing opened in Santa Rosa. Of these 95 serve homeless individuals living with mental illness, 5 serve seniors, and 20 serve people with physical/medical disabilities. Community Housing Sonoma County &amp; Sonoma County Mental Health have identified potential sites for a 20-unit permanent supportive housing development for individuals with severe mental illness.</p> <p data-bbox="488 1098 1404 1226">COTS' Vida Nueva housing project opened November 2008, providing 24 units of permanent supportive housing for families. COTS also developed a 6-bed shared permanent supportive housing model in Petaluma, called Integrity House.</p> <p data-bbox="488 1262 1404 1390">Community Housing Sonoma County &amp; Burbank Housing are moving forward on a project in Guerneville to include up to 17 PSH set-aside units. No new affordable housing has been created in the lower Russian River area in more than 20 years.</p> <p data-bbox="488 1430 1339 1537">Cloverdale Community Outreach Committee, with Community Housing Sonoma County and the City of Cloverdale, embarked on developing Franklin Court, a 10-unit permanent supportive housing project.</p> <p data-bbox="488 1589 1421 1749">The Housing Development Committee hosted forums on master leasing; and on housing needs of homeless seniors, homeless clients with mental illness, and homeless clients exiting alcohol &amp; drug treatment programs. Members of the Steering Committee are planning a meeting with Area Agency on Aging staff to explore partnerships in planning for the needs of homeless seniors.</p>

**Permanent Supportive Housing Residents Retaining Housing For At Least 6 Months**



The Continuum of Care Outcomes Assessment Team adopted HUD’s permanent housing retention goal: at least 71% of permanent supportive housing residents stay for at least 6 months. On average, **87%** of Sonoma County’s permanent supportive housing residents have stayed in their housing for at least 6 months.

Action Step:	2008 Accomplishments
<p><b>4. Build linkages to help homeless individuals and families to access independent, very low income housing.</b></p>	<p>The Sonoma County Housing Coalition compiled an 84-page listing of rental housing units with affordability restrictions: <a href="http://www.sonoma-county.org/cdc/pdf/cdaffhou/websiteinventory.pdf">www.sonoma-county.org/cdc/pdf/cdaffhou/websiteinventory.pdf</a>.</p> <p>The CofC Housing Development Committee, Sonoma County Housing Coalition, Taskforce for the Homeless, and Community Housing Sonoma County have all monitored and built relationships with both non-profit and for-profit developers to maximize the possibility of new set-aside units in the many new affordable housing projects in various stages of development.</p>

Sonoma County Homeless Housing Inventory Update						
	Goal	2007 Inventory	Change in 2007-08	2008 Inventory	Under Development	Gap
<b>Emergency Shelter beds</b>	598 <sup>1</sup>	575 <sup>1</sup>	-1	574	0	24
<i>% of goal</i>	100%	96%	<1%	<b>96%</b>	0%	4%
<i>Comments</i>	Goals have not been set for seasonal or overflow beds; this goal does not include 110 safe haven or treatment beds needed.		The Sonoma Haven opened; Cloverdale's Wallace House expanded. 15 beds were reclassified as transitional, 2 as overflow – only 1 actually lost.			Remaining year round emergency shelter needs are in Healdsburg & Guerneville.
<b>Transitional Housing beds</b>	943	580 <sup>2</sup>	-23	557	36	350
<i>% of goal</i>	100%	61.5%	-2%	<b>59%</b>	4%	37%
<i>Comments</i>			38 new beds were added, and 15 existing beds were reclassified as TH (from emergency shelter). 76 beds were lost or reclassified as PH.		New transitional facilities are in development in Healdsburg and Santa Rosa.	Most remaining need is in North County, Sonoma Valley, and the Russian River area.
<b>Permanent Supportive Housing units</b>	1,162	453 <sup>3</sup>	85	538	13	611
<i>% of goal</i>	100%			<b>46%</b>	1%	53%
<i>Comments</i>		These units included 537 beds.	171 new units were added (including 6 reclassified from TH), offsetting 86 units that were lost.	These units include 821 beds.	Planned units for single adults.	Our goal is to bring an average of 77 units on line each year.

Permanent housing beds for *chronically* homeless individuals increased by 93 since the 10-Year Plan was adopted. This number represents a *decrease* of 6 beds over the last year due to the loss of Project Hope. These losses were significantly offset by the addition of new beds and expansion of Shelter Plus Care contracts.

<sup>1</sup> 2007 Inventory is revised down due to corrections (-31 beds); the Emergency Shelter Goal is revised down to reflect revised initial inventory.

<sup>2</sup> 2007 inventory is revised up by 3 beds due to corrections, but the Goal is not affected.

<sup>3</sup> 2007 inventory is revised down by 44 units due to corrections of double reporting of units provided through partnerships, but the Goal is not affected.

## Goal No. 4: Manage Continuum of Care To Support 10-Year Plan Goals

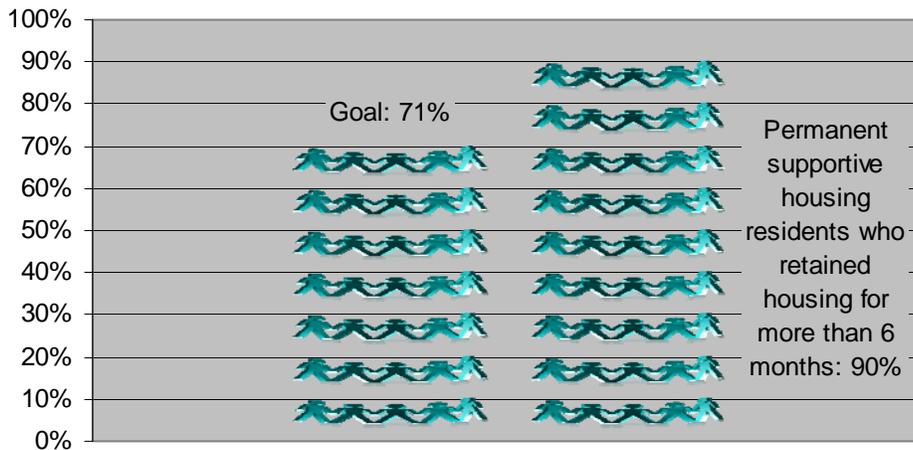
Action Step:	2008 Accomplishments
<p data-bbox="186 508 332 693"><b>Obtain Community Support for the 10-year Homeless Action Plan</b></p> 	<p data-bbox="511 520 1485 613">The CofC Coordinator presented 10-year plan goals to City and County staff as part of their Housing Element development, to ensure consistency between all local plans.</p> <p data-bbox="511 640 1485 802">The Task Force for the Homeless provided input for Housing Element revisions underway in Sonoma County, Santa Rosa, Rohnert Park, Windsor and Cloverdale. The Task Force requested 10-Year Plan housing goals be incorporated into jurisdictions' Housing Element goals, and noted each jurisdiction's progress toward achieving ABAG Regional Housing Need goals.</p> <p data-bbox="511 829 1485 928">The CofC Coordinator worked with the So. Co. Housing Coalition to create inventories of permanent supportive housing and to develop strategies to assist jurisdictions in meeting new "extremely low income" housing targets.</p> <p data-bbox="511 955 1485 1054">The Task Force for the Homeless advocated for numerous housing projects that will produce or preserve needed housing, as well as for thoughtful policies on behavior standards at Public Libraries.</p> <p data-bbox="511 1081 1485 1297">A special meeting of funders of homeless services was held, gathering information on funders' contributions to homeless services in Sonoma County. The countywide Funders Roundtable adopted Basic Needs (food security and housing) as one of three areas in which to begin to work together, to assess and improve outcomes toward building a more healthy community; it is incorporating the outcome measures developed by the Continuum of Care as part of this process.</p>
<p data-bbox="186 1318 451 1381"><b>Measure outcomes for homeless people</b></p>	<p data-bbox="511 1333 1485 1486">The CofC Outcomes Assessment Team completed design of a system-wide outcomes assessment program, and presented its work to the Continuum of Care Planning Group, providers, and to other homeless services funders. Key performance benchmarks were established each for each component of the homeless services system, and appear on the next page.</p> <p data-bbox="511 1501 1485 1654">The Outcomes Assessment Team also developed and piloted a Child Risk Screening Form which is now in use by all family emergency shelters and transitional housing programs. The goal is to screen 70% of children in emergency shelters within one week, and to screen 100% of children in transitional housing within one month.</p> <p data-bbox="511 1669 1485 1801">The Outcomes Assessment Team's outcomes were used in evaluating CofC-funded renewal projects in this year's CofC competition. Results appear on the following pages. The focus on results has significantly improved program outcomes.</p>

## KEY GOALS ESTABLISHED

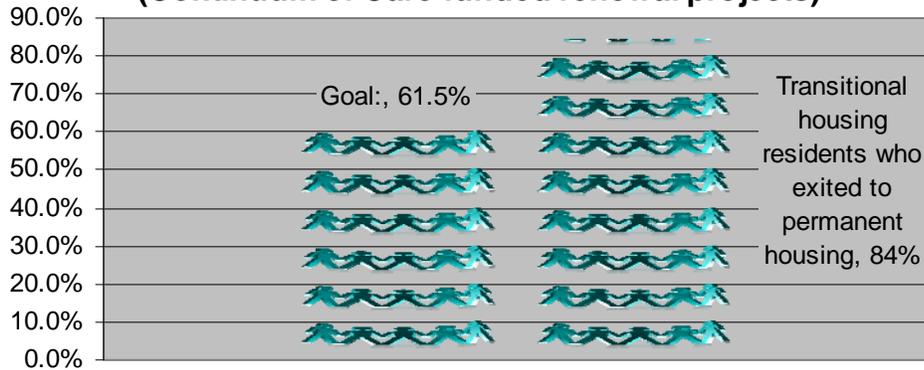
SERVICE MODALITY	OUTCOMES	BENCHMARKS
Street Outreach/ Drop-In Programs	<ul style="list-style-type: none"> <li>• Clients have meaningful contacts with the program</li> </ul>	<ul style="list-style-type: none"> <li>• To be determined</li> </ul>
Emergency Shelter	<ul style="list-style-type: none"> <li>• <u>Adults</u>: Safe exit</li> <li>• <u>Children</u>: Screening for risk factors is being piloted</li> </ul>	<ul style="list-style-type: none"> <li>• 54% of adults exit to a safe location</li> <li>• 70 % of children screened within first 7 days</li> </ul>
Transitional Housing	<ul style="list-style-type: none"> <li>• <u>Adults</u>: Clients exit program to permanent housing.</li> <li>• Income is higher at exit than at entrance.</li> <li>• <u>Children</u>: Screening for risk factors is being piloted</li> </ul>	<ul style="list-style-type: none"> <li>• At least 61.5 % of adults leave TH for PH</li> <li>• At least 21% have employment income</li> <li>• 100% of children screened with first 30 days</li> </ul>
Permanent Supportive Housing	<ul style="list-style-type: none"> <li>• Residents maintain their PSH for at least 6 months.</li> <li>• Income is higher at exit than at entrance.</li> </ul>	<ul style="list-style-type: none"> <li>• 71 % of residents retain their PSH for at least 6 months</li> <li>• At least 21% have employment income</li> </ul>

## PERFORMANCE:

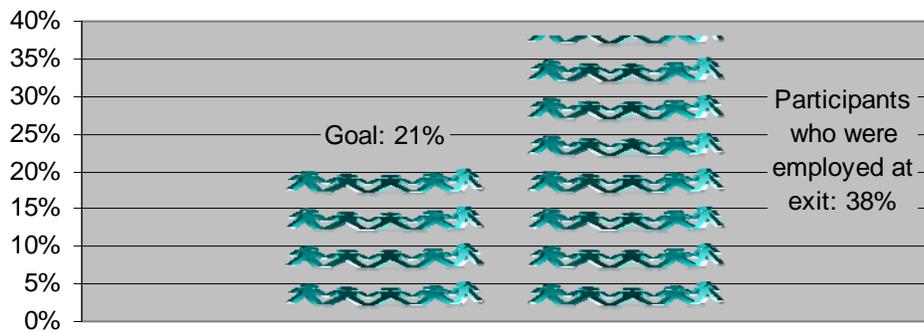
### Retention of Permanent Supportive Housing (Continuum of Care-funded renewal projects)



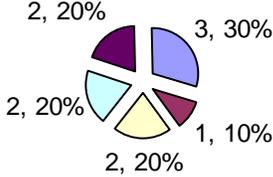
### Exits to Transitional Housing (Continuum of Care-funded renewal projects)



### Employment at Exit (Continuum of Care-funded renewal projects)



Action Step:	2008 Accomplishments
Refine Plan goals and action steps based on continual data-gathering	The Continuum of Care Steering Committee reviewed the 2007 Homeless Count and conducted an investigation into social science-based methodologies. An RFP was issued and a consultant selected to provide methodological guidance for the 2009 Homeless Count. Preparations for the 2009 Homeless Count are underway.
	Report-writing software for the Homeless Management Information System (HMIS) was purchased and installed; initial training was provided October 8, 2008.
	Data quality in the HMIS was systematically addressed, with the result that the highest rate of system-wide null answers in any required data field was a mere 1.5%.

Action Step:	2008 Accomplishments																		
<p><b>Establish working groups to accomplish Plan goals and ensure homeless service providers are prepared for change and growth.</b></p>	<p>The second election to the CofC Steering Committee (a 10-member governing board with 30% public, 70% private representation) took place in April 2008.</p> <div style="text-align: center;">  <table border="1" style="margin: 0 auto;"> <caption>CofC Steering Committee Composition</caption> <thead> <tr> <th>Category</th> <th>Count</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Appointees from Sonoma County, City of Santa Rosa, City of Petaluma</td> <td>3</td> <td>30%</td> </tr> <tr> <td>Taskforce for the Homeless</td> <td>1</td> <td>10%</td> </tr> <tr> <td>Largest homeless services providers (Catholic Charities, COTS)</td> <td>2</td> <td>20%</td> </tr> <tr> <td>Private funders (Community Foundation, United Way)</td> <td>2</td> <td>20%</td> </tr> <tr> <td>At large non-profit representatives (Buckelew Programs, Community Action Partnership)</td> <td>2</td> <td>20%</td> </tr> </tbody> </table> </div> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <ul style="list-style-type: none"> <li><span style="color: blue;">■</span> Appointees from Sonoma County, City of Santa Rosa, City of Petaluma</li> <li><span style="color: maroon;">■</span> Taskforce for the Homeless</li> <li><span style="color: yellow;">■</span> Largest homeless services providers (Catholic Charities, COTS)</li> <li><span style="color: cyan;">■</span> Private funders (Community Foundation, United Way)</li> <li><span style="color: purple;">■</span> At large non-profit representatives (Buckelew Programs, Community Action Partnership)</li> </ul> </div> <p>An impartial CofC Evaluation Committee again scored and prioritized projects in the 2008 CofC competition. The scoring system reflected 10-Year Plan priorities and system-wide outcomes, with a minimum performance threshold and policy for projects scoring below the threshold. The CofC Steering Committee reviewed and confirmed the Evaluation Committee's recommendations for project priorities.</p> <p>The following work groups were convened:</p> <ul style="list-style-type: none"> <li>Mental Health/Alcohol &amp; Other Drug Services Committee, co-chaired by County Mental Health and DAAC staff</li> <li>Committee on Homeless Veterans, chaired by VA Medical Clinic staff</li> <li>Evaluation Committee, chaired by Human Services Department staff</li> <li>Housing Assistance Center Planning Group, chaired by Community Action Partnership</li> <li>Homeless Management Information Systems Policy Group, led by So. Co. Community Development Commission staff</li> <li>Housing Development Committee, co-chaired by Community Housing Sonoma County and Buckelew Programs Supportive Housing staff</li> </ul> <p>Chairs of the Housing Development Committee, Homeless Veterans Committee, Mental Health/Alcohol &amp; Other Drug Services Committee, and Evaluation Committee made in-depth progress reports to the CofC Steering Committee in lieu of appointing Steering Committee representatives to those committees.</p>	Category	Count	Percentage	Appointees from Sonoma County, City of Santa Rosa, City of Petaluma	3	30%	Taskforce for the Homeless	1	10%	Largest homeless services providers (Catholic Charities, COTS)	2	20%	Private funders (Community Foundation, United Way)	2	20%	At large non-profit representatives (Buckelew Programs, Community Action Partnership)	2	20%
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