CALIFORNIA HOMELESS COORDINATING AND FINANCING COUNCIL

Homeless Emergency Aid Program (HEAP)

Reporting Periods Please Select One

- ☑ September 1, 2018 - September 30, 2019 Report must be submitted no later than January 1, 2020
- ☐ October 1, 2019 - September 30, 2020 Report must be submitted no later than January 1, 2021
- ☐ October 1, 2020 - June 30, 2021 Report must be submitted no later than September 30,2021

Submit this report to the Homeless Coordinating and Financing Council by email to hcfc@bcsh.ca.gov

HEAP Contract # 18-HEAP-00024 Administrative Entity: Sacramento Steps Forward Date of Report: 12/23/2019

Select Either Large City or CoC

☐ Large City: ☑ Continuum of Care: Sacramento City & County

Contact Person/Title: Ya-yin Isle, Chief Strategic Initiatives Officer Contact Phone Number: 916-993-7774

Contact Email Address: yisle@sacstepsforward.org

Section 1: Expenditure Summary

	Total
Total HEAP Award	$12,729,412.12
Total HEAP Homeless Youth Funds	$636,471.00
Total HEAP Funds obligated during reporting period	$12,729,412.12
Total HEAP funds expended during reporting period	$647,138.97
Total HEAP administrative funds expended during reporting period	$0.00
Total interest accrued during reporting period	$0.00

Section 2: Expenditure Detail

For the reporting period, provide the expenditure data for all HEAP allocations (Capital Improvements, Services, Rental Assistance or Subsidies, Homeless Youth Set-Aside and Administrative Costs, Other).
For expenditures in the Other category, please provide details on the type of project.

Note: The expenditures being reported are not for each individual project, but a summary of all projects funded by HEAP.

Capital Improvements

New Projects Funded by HEAP	Total # of Beds	Total Homeless Youth Funds Expended	Total Non-Homeless Youth Funds Expended	Total Accrued Interest Funds Expended	Total Funds Expended
Short-Term Shelter					$0.00
Emergency Shelter					$0.00
Navigation Center	12				$0.00
Transitional Housing					$0.00
Permanent Supportive Housing					$0.00
Other Types of Permanent Housing					$0.00
Total	12.00	$0.00	$0.00	$0.00	$0.00

Expansion Projects Funded by HEAP	Original # of Beds	# of Beds Added	Total # of Beds	Total Homeless Youth Funds Expended	Total Non-Homeless Youth Funds Expended	Total Accrued Interest Funds Expended	Total Funds Expended
Short-Term Shelter			0				$0.00
Emergency Shelter	174	80	254		$198,000.00		$198,000.00
Navigation Center			0				$0.00
Transitional Housing			0				$0.00
Permanent Supportive Housing			0				$0.00
Other Types of Permanent Housing			0				$0.00
Total	174	80	254	$0.00	$198,000.00	$0.00	$198,000.00

Total Increase in Capacity Funded by HEAP	Homeless Youth Funds			Non-Homeless Youth Funds		
	Original # of Nights	# of Nights Added	Total # of Nights	Original # of Nights	# of Nights Added	Total # of Nights
Short-Term Shelter			0			0
Emergency Shelter			0	63510	7480	70990
Navigation Center	0	1824	1824			0
Motel Vouchers			0			0
Host Home Program	0	1830	1830			0
Other Projects: Please list and describe			0			0
Total	0	3654	3654	63510	7480	70990

Other Projects Funded by HEAP	Total Homeless Youth Funds Expended	Total Non-Homeless Youth Funds Expended	Total Accrued Interest Funds Expended	Total Funds Expended
Appliances (washer, dryer, A/C, heater, water heater, etc.)				$0.00
Mobile Hygiene Units (shower, bathrooms, and/or laundry)				$0.00
Mobile Health Care Service Units (physical and/or behavioral)				$0.00
Renovations (new roof, patio covering, painting, etc.)				$0.00
Safe Parking				$0.00
Other Projects: Please list and describe				$0.00
Total	$0.00	$0.00	$0.00	$0.00

Services

Project Type Funded by HEAP	Total Homeless Youth Funds Expended	Total Non-Homeless Youth Funds Expended	Total Accrued Interest Funds Expended	Total Funds Expended
Street Outreach				$0.00
Day Shelter				$0.00
Homelessness Prevention				$0.00
Housing Navigation and Landlord Engagement				$0.00
Services Only		$45,294.00		$45,294.00
Motel Vouchers				$0.00
Rental Assistance (not reported in Rental Assistance/Subsidies)		$375,000.00		$375,000.00
Move-in Costs				$0.00
Host Home Program (not reported in Rental Assistance/Subsidies)				$0.00
Other (see definition)				$0.00
Total	$0.00	$420,294.00	$0.00	$420,294.00

Rental Assistance or Subsidies

Project Type Funded by HEAP	Total Homeless Youth Funds Expended	Total Non-Homeless Youth Funds Expended	Total Accrued Interest Funds Expended	Total Funds Expended
Rental Assistance (not reported in Services)				$0.00
Rapid Rehousing				$0.00
Master Leasing				$0.00
Rental Subsidies				$0.00
Host Home Program (not reported in Services)				$0.00
Other: please list and describe. Add a row for each project				$0.00
Total	$0.00	$0.00	$0.00	$0.00

Other Projects

Other Projects Funded by HEAP	Total Homeless Youth Funds Expended	Total Non-Homeless Youth Funds Expended	Total Accrued Interest Funds Expended	Total Funds Expended
Other Projects: Public Defender's Office Expungement Clinic		$28,844.97		$28,844.97
Total	$0.00	$28,844.97	$0.00	$28,844.97

Section 3: Outcomes

Outcome data is for project types funded by **HEAP**. For the tables asking for the numbers of participants in each project or project type, one participant may be counted in more than one column.

The number in the "Total" column, however, should be of the number of unduplicated individuals as opposed to the sum of the numbers in that row.

Capital Improvement Projects (New and Expanded) Outcomes

	Homeless Youth HEAP Funds		Non-Homeless Youth HEAP Funds	
	Number of Days Service Provided	Number of Instances Of Service	Number of Days Service Provided	Number of Instances of Service
Mobile Hygiene Services				
Mobile Healthcare Services				
Other (please describe)				

SHORT-TERM SHELTER

Performance Measures by Subpopulation	Chronically Homeless	Veteran	Unaccompanied Homeless Youth (18-24)	Unaccompanied Homeless Youth (Under 18)	Households (Without Children)	Households (With Children and Adults)	Total Served (Unduplicated)
Number of homeless persons served							
Number of persons at imminent risk of homelessness served							
Number of persons served with a prior living situation of "place not meant for habitation"							
Number of instances of services							
Number of persons exiting to a permanent housing destination							
Number of persons exiting to a safe exit, other than permanent housing							
Average length of stay (in days)							n/a

EMERGENCY SHELTER

Performance Measures by Subpopulation	Chronically Homeless	Veteran	Unaccompanied Homeless Youth (18-24)	Unaccompanied Homeless Youth (Under 18)	Households (Without Children)	Households (With Children and Adults)	Total Served (Unduplicated)
Number of homeless persons served		0	0	0	0	16	46
Number of persons at imminent risk of homelessness served							
Number of persons served with a prior living situation of "place not meant for habitation"							18
Number of instances of services							
Number of persons exiting to a permanent housing destination							
Number of persons exiting to a safe exit, other than permanent housing							16

Average length of stay (in days)							n/a

NAVIGATION CENTER							
Performance Measures by Subpopulation	**Chronically Homeless**	**Veteran**	**Unaccompanied Homeless Youth (18-24)**	**Unaccompanied Homeless Youth (Under 18)**	**Households (Without Children)**	**Households (With Children and Adults)**	**Total Served (Unduplicated)**
Number of homeless persons served							
Number of persons at imminent risk of homelessness served							
Number of persons served with a prior living situation of “place not meant for habitation”							
Number of instances of services							
Number of persons exiting to a permanent housing destination							
Number of persons exiting to a safe exit, other than permanent housing							
Average length of stay (in days)							n/a

TRANSITIONAL HOUSING							
Performance Measures by Subpopulation	**Chronically Homeless**	**Veteran**	**Unaccompanied Homeless Youth (18-24)**	**Unaccompanied Homeless Youth (Under 18)**	**Households (Without Children)**	**Households (With Children and Adults)**	**Total Served (Unduplicated)**
Number of homeless persons served							
Number of persons at imminent risk of homelessness served							
Number of persons served with a prior living situation of “place not meant for habitation”							
Number of instances of services							
Number of persons exiting to a permanent housing destination							
Number of persons exiting to a safe exit, other than permanent housing							
Average length of stay (in days)							n/a

PERMANENT SUPPORTIVE HOUSING							
Performance Measures by Subpopulation	**Chronically Homeless**	**Veteran**	**Unaccompanied Homeless Youth (18-24)**	**Unaccompanied Homeless Youth (Under 18)**	**Households (Without Children)**	**Households (With Children and Adults)**	**Total Served (Unduplicated)**
Number of homeless persons served							
Number of persons at imminent risk of homelessness served							
Number of persons served with a prior living situation of “place not meant for habitation”							
Number of instances of services							
Number of persons exiting to a permanent housing destination							

Number of persons exiting to a safe exit, other than permanent housing							
Average length of stay (in days)							n/a

OTHER TYPES OF PERMANENT HOUSING							
Performance Measures by Subpopulation	**Chronically Homeless**	**Veteran**	**Unaccompanied Homeless Youth (18-24)**	**Unaccompanied Homeless Youth (Under 18)**	**Households (Without Children)**	**Households (With Children and Adults)**	**Total Served (Unduplicated)**
Number of homeless persons served							
Number of persons at imminent risk of homelessness served							
Number of persons served with a prior living situation of "place not meant for habitation"							
Number of instances of services							
Number of persons exiting to a permanent housing destination							
Average length of stay (in days)							n/a

SAFE PARKING							
Performance Measures by Subpopulation	**Chronically Homeless**	**Veteran**	**Unaccompanied Homeless Youth (18-24)**	**Unaccompanied Homeless Youth (Under 18)**	**Households (Without Children)**	**Households (With Children and Adults)**	**Total Served (Unduplicated)**
Number of homeless persons served							
Number of instances of services							
Number of persons exiting to a permanent housing destination							
Number of persons exiting to a safe exit, other than permanent housing							
Average length of stay (in days)							n/a

SERVICES OUTCOMES

STREET OUTREACH							
Performance Measures by Subpopulation	**Chronically Homeless**	**Veteran**	**Unaccompanied Homeless Youth (18-24)**	**Unaccompanied Homeless Youth (Under 18)**	**Households (Without Children)**	**Households (With Children and Adults)**	**Total Served (Unduplicated)**
Number of homeless persons served							
Number of persons at imminent risk of homelessness served							
Number of persons served with a prior living situation of "place not meant for habitation"							
Number of instances of services							
Number of persons exiting to a permanent housing destination							
Number of persons exiting to a safe exit, other than permanent housing							

DAY SHELTER							
Performance Measures by Subpopulation	**Chronically Homeless**	**Veteran**	**Unaccompanied Homeless Youth (18-24)**	**Unaccompanied Homeless Youth (Under 18)**	**Households (Without Children)**	**Households (With Children and Adults)**	**Total Served (Unduplicated)**
Number of homeless persons served							
Number of persons at imminent risk of homelessness served							
Number of persons served with a prior living situation of "place not meant for habitation"							
Number of instances of services							
Number of persons exiting to a permanent housing destination							
Number of persons exiting to a safe exit, other than permanent housing							
Average length of stay (in days)							n/a

HOMELESS PREVENTION							
Performance Measures by Subpopulation	**Chronically Homeless**	**Veteran**	**Unaccompanied Homeless Youth (18-24)**	**Unaccompanied Homeless Youth (Under 18)**	**Households (Without Children)**	**Households (With Children and Adults)**	**Total Served (Unduplicated)**
Number of homeless persons served							
Number of persons at imminent risk of homelessness served							
Number of persons served with a prior living situation of "place not meant for habitation"							
Number of persons exiting to a permanent housing destination							
Number of persons exiting to a safe exit, other than permanent housing							
Instances of services							

HOST HOMES							
Performance Measures by Subpopulation	**Chronically Homeless**	**Veteran**	**Unaccompanied Homeless Youth (18-24)**	**Unaccompanied Homeless Youth (Under 18)**	**Households (Without Children)**	**Households (With Children and Adults)**	**Total Served (Unduplicated)**
Number of homeless persons served							
Number of persons at imminent risk of homelessness served							
Number of persons served with a prior living situation of "place not meant for habitation"							
Number of instances of services							
Number of persons exiting to a permanent housing destination							
Number of persons exiting to a safe exit, other than permanent housing							
Average length of stay (in days)							n/a

HOUSING NAGIGATION-LANDLORD ENGAGEMENT							
Performance Measures by Subpopulation	**Chronically Homeless**	**Veteran**	**Unaccompanied Homeless Youth (18-24)**	**Unaccompanied Homeless Youth (Under 18)**	**Households (Without Children)**	**Households (With Children and Adults)**	**Total Served (Unduplicated)**
Number of homeless persons served							
Number of persons at imminent risk of homelessness served							
Number of persons served with a prior living situation of "place not meant for habitation"							
Number of persons exiting to a permanent housing destination							
Number of persons exiting to a safe exit, other than permanent housing							
Instances of services							

SERVICES ONLY							
Performance Measures by Subpopulation	**Chronically Homeless**	**Veteran**	**Unaccompanied Homeless Youth (18-24)**	**Unaccompanied Homeless Youth (Under 18)**	**Households (Without Children)**	**Households (With Children and Adults)**	**Total Served (Unduplicated)**
Number of homeless persons served							
Number of persons at imminent risk of homelessness served							
Number of persons served with a prior living situation of "place not meant for habitation"							
Number of persons exiting to a permanent housing destination							
Number of persons exiting to a safe exit, other than permanent housing							
Instances of services							

OTHER: EXPUNGEMENT CLINIC							
Performance Measures by Subpopulation	**Chronically Homeless**	**Veteran**	**Unaccompanied Homeless Youth (18-24)**	**Unaccompanied Homeless Youth (Under 18)**	**Households (Without Children)**	**Households (With Children and Adults)**	**Total Served (Unduplicated)**
Number of homeless persons served							108
Number of persons at imminent risk of homelessness served							21
Number of persons served with a prior living situation of "place not meant for habitation"							
Number of persons exiting to a permanent housing destination							
Number of persons exiting to a safe exit, other than permanent housing							
Instances of services							765

RENTAL ASSISTANCE OR SUBSIDIES OUTCOMES

RENTAL ASSISTANCE

Performance Measures by Subpopulation	Chronically Homeless	Veteran	Unaccompanied Homeless Youth (18-24)	Unaccompanied Homeless Youth (Under 18)	Households (Without Children)	Households (With Children and Adults)	Total Served (Unduplicated)
Number of homeless persons served							
Number of persons at imminent risk of homelessness served							
Number of persons served with a prior living situation of "place not meant for habitation"							
Number of persons exiting to a permanent housing destination							
Number of persons exiting to a safe exit, other than permanent housing							
Instances of Services							
Average length of stay (in days)							n/a

RAPID REHOUSING

Performance Measures by Subpopulation	Chronically Homeless	Veteran	Unaccompanied Homeless Youth (18-24)	Unaccompanied Homeless Youth (Under 18)	Households (Without Children)	Households (With Children and Adults)	Total Served (Unduplicated)
Number of homeless persons served							
Number of persons at imminent risk of homelessness served							
Number of persons served with a prior living situation of "place not meant for habitation"							
Number of persons exiting to a permanent housing destination							
Number of persons exiting to a safe exit, other than permanent housing							
Instances of Services							
Average length of stay (in days)							n/a

MASTER LEASING

Performance Measures by Subpopulation	Chronically Homeless	Veteran	Unaccompanied Homeless Youth (18-24)	Unaccompanied Homeless Youth (Under 18)	Households (Without Children)	Households (With Children and Adults)	Total Served (Unduplicated)
Number of homeless persons served							
Number of persons at imminent risk of homelessness served							
Number of persons served with a prior living situation of "place not meant for habitation"							
Number of persons exiting to a permanent housing destination							
Number of persons exiting to a safe exit, other than permanent housing							
Instances of Services							
Average length of stay (in days)							n/a

MOTEL VOUCHERS

Performance Measures by Subpopulation	Chronically Homeless	Veteran	Unaccompanied Homeless Youth (18-24)	Unaccompanied Homeless Youth (Under 18)	Households (Without Children)	Households (With Children and Adults)	Total Served (Unduplicated)
Number of homeless persons served							
Number of persons at imminent risk of homelessness served							
Number of persons served with a prior living situation of "place not meant for habitation"							
Number of persons exiting to a permanent housing destination							
Number of persons exiting to a safe exit, other than permanent housing							
Instances of Services							
Average length of stay (in days)							n/a

RENTAL SUBSIDIES

Performance Measures by Subpopulation	Chronically Homeless	Veteran	Unaccompanied Homeless Youth (18-24)	Unaccompanied Homeless Youth (Under 18)	Households (Without Children)	Households (With Children and Adults)	Total Served (Unduplicated)
Number of homeless persons served							
Number of persons at imminent risk of homelessness served							
Number of persons served with a prior living situation of "place not meant for habitation"							
Number of persons exiting to a permanent housing destination							
Number of persons exiting to a safe exit, other than permanent housing							
Instances of Services							
Average length of stay (in days)							n/a

HOST HOMES

Performance Measures by Subpopulation	Chronically Homeless	Veteran	Unaccompanied Homeless Youth (18-24)	Unaccompanied Homeless Youth (Under 18)	Households (Without Children)	Households (With Children and Adults)	Total Served (Unduplicated)
Number of homeless persons served							
Number of persons at imminent risk of homelessness served							
Number of persons served with a prior living situation of "place not meant for habitation"							
Number of Instances of Services							
Number of persons exiting to a permanent housing destination							
Number of persons exiting to a safe exit, other than permanent housing							
Average length of stay (in days)							n/a

OTHER: PLEASE LIST TYPE

Performance Measures by Subpopulation	Chronically Homeless	Veteran	Unaccompanied Homeless Youth (18-24)	Unaccompanied Homeless Youth (Under 18)	Households (Without Children)	Households (With Children and Adults)	Total Served (Unduplicated)
Number of homeless persons served							
Number of persons at imminent risk of homelessness served							
Number of persons served with a prior living situation of “place not meant for habitation”							
Number of persons exiting to a permanent housing destination							
Number of persons exiting to a safe exit, other than permanent housing							
Instances of Services							
Average length of stay (in days)							n/a

CALIFORNIA HOMELESS COORDINATING AND FINANCING COUNCIL

Section 4: Demographics

Fill in the tables below with the number of individuals served due to HEAP funds by the racial and ethnic categories listed below.
One participant may be counted in any of the racial categories and may also be counted separately in the Hispanic/Latino ethnicity column.

Age

Project Type/Age	12 and under	Ages 13-17	Ages 18-24	Ages 25-34	Ages 35-44	Ages 45-54	Ages 55-61	Ages 62+	Doesn't Know/ Refused to Answer
Night by Night Shelter									
Emergency Shelter	20			11				0	0
Navigation Center									
Transitional Housing									
Permanent Supportive Housing									
Other Types of Permanent Housing									
Safe Parking									
Street Outreach									
Day Shelter									
Homelessness Prevention									
Housing Navigation/Landlord Engagement									
Services Only									
Other: Expungement Clinic	0	0		28	30	33	23		
Rental Assistance and Subsidies									

Gender

Project Type/Gender	Male	Female	Trans Female (M to F)	Trans Male (F to M)	Gender Non-Conforming (not exclusively M or F)	Doesn't know/ Refused to Answer
Night by Night Shelter						
Emergency Shelter	17	29	0	0	0	0
Navigation Center						
Transitional Housing						
Permanent Supportive Housing						
Other Types of Permanent Housing						
Safe Parking						
Street Outreach						
Day Shelter						
Homelessness Prevention						
Housing Navigation/Landlord Engagement						
Services Only						
Other: Expungement Clinic	94	35	0	0	0	0
Rental Assistance and Subsidies						

Race

Project Type/Race	White	Black or African American	Asian	American Indian or Alaska Native	Native Hawaiian or Other Pacific Islander	Multiple Races	Doesn't Know/ Refused to Answer
Night by Night Shelter							
Emergency Shelter		26		0	0		

Navigation Center							
Transitional Housing							
Permanent Supportive Housing							
Other Types of Permanent Housing							
Safe Parking							
Street Outreach							
Day Shelter							
Homelessness Prevention							
Housing Navigation/Landlord Engagement							
Services Only							
Other: Expungement Clinic	64	44	0	0		0	19
Rental Assistance and Subsidies							

Ethnicity

Project Type/Ethnicity	Non-Hispanic/Non-Latino	Hispanic/Latino	Doesn't Know/ Refused to Answer
Short-Term Shelter			
Emergency Shelter	41		
Navigation Center			
Transitional Housing			
Permanent Supportive Housing			
Other Types of Permanent Housing			
Safe Parking			
Street Outreach			
Day Shelter			
Homelessness Prevention			
Housing Navigation/Landlord Engagement			
Services Only			
Other: Expungement Clinic	108	15	
Rental Assistance and Subsidies			

Section 5: Qualitative Assessment

1. Describe how HEAP funds have contributed to your Continuum of Care making progress towards local homeless goals (e.g. additional services provided, capacity created, systems building, investments made, lower waitlists, etc.)

The CoC, City of Sacramento and Sacramento County collaborated on development and implementation of HEAP funded programs. The programs developed were intentionally designed to fill critical gaps and to enhance movement through existing programs. The City and CoC focused on two core components with HEAP investments: shelter and re-housing. Shelters funded served both to expand capacity and to pilot new system changes that the City, County and CoC are folding into all shelter programs (low barrier entry via outreach, intensive wrap around services, and focus on re-housing). Similarly, the re-housing programs created through HEAP both expand housing options for people experiencing homelessness, but also allow flexible funds to make existing housing programs (CoC funded and others) more flexible and efficient, by paying landlord incentives, creating damage funds, and funding housing location experts.

The HEAP funds have expanded the County funded Emergency Family Shelter Capacity by a total of 7 family units per night which increased the total capacity from 33 families nightly to 40. The HEAP funds have also allowed to begin the expansion of the County funded Scattered Site shelter services for single adults from 75 beds to 115. The expansion for shelter capacity for singles and families ensures this continuum can provide more shelter to some of the most vulnerable in the Sacramento Contiuum. Additionally, through the use of HEAP funds the expansion will provide more intensive case management and housing services by expanding the Flexible Housing Pool. This expansion provides case management and housing assistance that includes property related services and limited term subsidies to persons experiencing homelessnees who have faced multiple challenges in securing and maintaining stable housing. This will seek to provide these services to over 600 persons within the funding timeline.

2. Describe how HEAP funds have contributed to your Continuum of Care making progress towards local youth homelessness goals (e.g. additional services provided, capacity created, systems building, investments made, lower waitlist, etc.)

As with the general HEAP funds, the City of Sacramento, CoC and County collaborated to develop strategies for HEAP youth investments. Prior to the application to the State, the City, CoC and County invited ideas from youth serving partners, who know best the gaps in services for youth experiencing homelessness in Sacramento. We aimed to touch both crisis services and re-housing through HEAP and also took the opportunity to pilot a new approach. In partnership with youth partners, HEAP has allowed the creation of 12 new shelter beds for youth, allowed Sacramento to pilot a new "host homes" program and expanded re-housing services and funding for youth both directly from the streets and from shelters. The HEAP funds have expanded the County funded Emergency Family Shelter Capacity by a total of 7 family units per night which increased the total capacity from 33 families nightly to 40.

3. Describe the alignment between HEAP-funded activities and "Housing First" principles (as defined in Welfare and Institutions Code section 8255).

HEAP-funded activities incorporate housing first practices as a fundamental part of the service. Examples of how housing first is incorporated include:

- All of the investments made by the City of Sacramento under HEAP comply with Housing First principles both in their approach to access, but also in terms of how they deliver services. One of the critical components of HEAP (and CESH) was allowing the City, County, and CoC to invest in shelters both monetarily and with increased technical assistance. We have developed shelter standards to be applied to all HEAP funded shelters and consisten and transparent reporting requirements that ensure that all shelters are serving people directly from the streets based on vulnerability and working to connect them with all necessary services and housing.

- For the Family shelter system, DHA operates a bed reservation system based on family vulnerability. Families with the most significant issues and vulnerability are prioritized for sheltering services. In the past two years, housing first practices include allowing family pets into the shelter.

- The scattered site sheltering program of the County also specifically targets vulnerable unsheltered persons or households, as well as individuals living in encampments who have not engaged in traditional shelters because of barriers. Operating within in a single family home, the scattered site model allows pets, partners, and possessions into the shelter, facilitating acceptance and placement into services.

- Recently, the City and County collaborated on two of the largest single shelters in the River District to improve housing first practices, including low barrier entry and housing focused services. For the first time, the City and County used the same shelter standards to clarify the approach. Working with TAC, we have recently held stakeholder input sessions (funders, providers and consumers) to improve and build acceptance. Also key is the population focus on the surrounding neighborhood in the River District of unsheltered persons with engagement and invitation of person who have significant barriers to housing stability. Based on an RFP solicitation, these shelters have new operators and the City/County will continue engagement as these shelters transform.

- The Flexible Housing Pool will offer re-housing services and case management to persons referred from Adult Protective Services, Jail diversion pilot, outreach programs, and shelters. Referral partners are encouraged to refer the highest barrier households. Both types of service providers - intensive case management and property related services - work with the participants no matter their challenges until a stable housing situation is attained. Case managers from provider organizations have received a multi-month training in best practices, including trauma informed care and housing first. Staff are closely monitoring data and have committed to regular reporting to tell the community the benefits of low barrier, housing first oriented programs.

4. Please provide any additional feedback on the impact of HEAP funds that you would like to share with the Homeless Coordinating and Financing Council. (Optional)

We appreciate the flexibility of the HEAP funds and HCFC staff guidance and support.

ADDITIONAL COMMENTS:

Submission Certification

I certify that all information included in this report is true and accurate to the best of my knowledge.

Signature: Ya-yin Isle

Date: 12/26/2019

Name & Title: Ya-yin Isle, Chief Strategic Initiatives Officer

ADDITIONAL COMMENTS:

Submission Certification

I certify that all information included in this report is true and accurate to the best of my knowledge.

Signature: Yayin Isle

Date: 2/11/2020

Name & Title: Yayin Isle, Chief Strategic Initiatives Officer