

## Spotlight on Services: CORE in Action

A primary emphasis of a coordinated entry system is to engage those not yet served by the CoC—those individuals that never have or no longer access services. This ensures that resources are genuinely allocated to those most vulnerable, based on a housing assessment that determines the breadth and depth of services necessary to sustain housing.



CORE is a new component to the CoC that conducts outreach throughout the county. CORE teams have established day and evening hours to screen and triage individuals in encampments and on the streets. They provide referrals or direct linkages, when possible, to emergency shelters, hospitals, and psychiatric emergency care.

During the first six months of implementation, CORE served **1,126** unique individuals sleeping outside, including **22** families with **55** children.



Coordinated Outreach, Referral & Engagement

## Housing Needs in Contra Costa County

Shelter capacity met only **48%** of community needs during PIT Count.

On any given night, there are **1,607** people homeless people in Contra Costa County.

Contra Costa lost **66%** of state and federal funding for housing production and preservation from FY 08-09 to FY 15-16.

**31%** of people served by CoC are newly identified each year.

Contra Costa County needs **30,939** more affordable rental homes to meet need for very low and extremely low income residents.

Median rent in Contra Costa has increased **25%** since 2000 while median renter income has decreased **3%** when adjusted for inflation.



Sources: 2017 Point In Time Count; California Housing Partnership <https://chpc.net/wp-content/uploads/2017/05/ContraCostaCounty2017.pdf>



## Contra Costa County Homeless Continuum of Care Fiscal Year 2016-17 Annual Report

Homelessness is first a housing issues, and necessary supports and services are critical to help people remain housed. Our system must be nimble and flexible enough to respond through the shared responsibility, accountability, and transparency of the community.

—Contra Costa's Strategic Plan to End Homelessness



### Letter from the Chair of the Council on Homelessness

Reflecting back at the 2016-17 Fiscal Year, I am impressed by the tremendous work and commitment to address and alleviate homelessness within Contra Costa County. The County's Continuum of Care (CoC) and the Council on Homelessness continued to be leaders in adopting best practices and innovative approaches. It is exciting to know that the CoC successfully launched Phase One of the Coordinated Entry System (CES).

CES streamlines the process for homeless individuals and households to access the services needed to secure the right housing, with the right level of services. Phase One focused on building the infrastructure for our crisis response system by creating three dedicated points of entry: 211, CORE (Coordinated Outreach Referral and Engagement) Teams, and CARE (Coordinated Assessment and Resource) Centers that offer enhanced services such as housing navigation services and extended hours that transforms it into a Warming Center to

As the CoC has built its capacity to serve more people in crisis, the need for more affordable housing in the Bay Area becomes more obvious. Without a steady supply of new affordable housing, it will be impossible to fully address and alleviate homelessness. Federal and State resources are helpful to provide and maintain affordable housing, however, those sources of funds have been reduced over the last five years and are no longer provided at the scale necessary to address the lack of supply.

As we enter the 2017-18 Fiscal Year, the CoC will continue its work to identify creative and effective solutions for establishing more affordable housing opportunities. The CoC will also move into Phase Two of CES to more effectively screen, triage, and provide resources to those newly homeless in efforts to divert them from entering the system of care.

On behalf of the Council of Homelessness, I would like to express my gratitude for the service providers and partners working together to end homelessness in our county.

Gabriel Lemus, CoC Chair

## Contra Costa Continuum of Care Partners



Point in Time Count (PIT) data and Annual Service data are used to understand important characteristics of the population experiencing a housing crisis in Contra Costa County. PIT data is a census of all homeless people encountered on a given night (January 27, 2017) and provides just as snapshot while service data captures all people utilizing CoC programs during the fiscal year 2016-2017.

### Point In Time Count Data 1,607 homeless individuals on a given night

**696** sheltered AND **911** unsheltered

84 families with minors  
99 veterans  
331 chronically homeless

**30%** reported to be homeless for the first time.

### Annual Service Data

**6,015** homeless + **1,057** at-risk + **1,022** formerly homeless



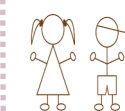
44% African American	38% White	9% American Indian/Alaskan Native
6% Multiple races	3% Other Race	17% Latino



3,303 males	2,696 females	16 transgender or don't identify
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2/3 have a disability	32% w/mental health condition	22% w/chronic health condition
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640 families with minors	1,710 newly identified	1,045 chronically homeless
418 Veterans	514 seniors (62+)	1/2 unsheltered



## Making Progress on the Strategic Plan

In 2014, Contra Costa's CoC updated its Strategic Plan. *Forging Ahead Towards Preventing and Ending Homelessness* has three key strategies: implementation of an effective Coordinated Entry System, utilizing performance standards to determine needs and program impacts, and establishing effective strategies for communicating to wide range of stakeholders.



### Coordinated Entry

Coordinated Entry is being implemented in multiple phases, with an initial focus on enhancing the crisis response system through 211 services, CARE (Coordinated Assessment Resource) Centers, CORE Teams (Coordinated Outreach Referral and Engagement), a warming center, an evidence-based housing assessment tool and housing navigation services.

### Performance Standards

The CoC submits the Department of Housing and Urban Development (HUD) Performance Measures annually and uses these measurements to determine need and impact. Performance measures, PIT data, and annual service data guide local efforts and help with advocating for greater housing resources. Full reports may be found at <http://cchealth.org/h3/#simple7>

### Communication

Multiple communication strategies were put into place to raise awareness about the housing crisis and its impact on community members. Activities included:

- H3/CoC website re-design,
- community presentations
- quarterly newsletters
- social media efforts
- homeless awareness month activities

## Coordinated Entry In Contra Costa County

A **Coordinated Entry System (CES)** streamlines access to housing and services while addressing barriers and getting the right resources to the right people, at the right time. Contra Costa County began planning and implementation of **CES** during FY 16-17. Initial activities included 1) adoption of an evidence-based housing assessment tool to determine risk and prioritization for housing services; 2) CoC-wide housing placement meetings to identify the most vulnerable, based on housing assessment scores, for Permanent Supportive Housing; 3) system-planning for further prioritization for services across the continuum.

The CES model in Contra Costa County has three access points (211, CARE Centers, and CORE Outreach) that any individual or family can access to obtain services. These programs identify, assess, and refer people to appropriate services based on needs. Permanent housing may include non-subsidized rentals, permanent supportive housing programs, board and cares, friends and family.



Coordinated Entry System is designed to help meet the needs of the most vulnerable. Since the launch of CES, there has been a "population shift." Program staff have recognized this, and the data demonstrates it.

### CES by the Numbers

People served at CARE Centers: **1,797**  
 People served by CORE: **1,126**  
 Housing assessments completed in 16-17: **1,822**  
 People housed since CES kick-off: **716**  
 211 calls related to housing crisis or assistance: **5,287**

## City Data

Every city in Contra Costa County is affected by homelessness. While it is more visibly apparent in some communities, the system of care serves people that have lost housing in

City	PIT-unsheltered	Annual Data-Where Lost Housing
Richmond	109	1206
Concord	188	629
Antioch	137	460
Pittsburg	83	293
Martinez	93	217
San Pablo	57	186
Walnut Creek	19	120
Bay Point	39	114
Pleasant Hill	25	77
Oakley	16	61
Brentwood	4	49
El Sobrante	13	44
North Richmond	0	40
Rodeo	6	39
Hercules	0	29
Pinole	0	29
El Cerrito	11	19
Lafayette	0	18
Pacheco	6	18
Danville	0	15
San Ramon	0	11
Alamo	0	10
Clayton	0	10
Discovery Bay	1	8
Crockett	0	7
Orinda	0	7
Clyde	0	6
Bethel Island	0	5
Byron	0	5
Knightsen	0	2
Moraga	0	1
Port Costa	0	1



## Federal and State Funding for Homeless Services In Contra Costa County 2016-1017

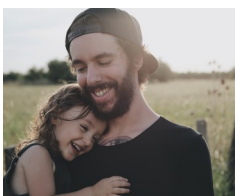
CoC Homelessness Assistance	
Permanent Housing	\$11,360,739
Supportive Services	\$ 1,217,035
CoC Planning	\$ 323,602
Data Management	\$ 175,596
US Department of Veteran Affairs	
Support Services for Veteran Families	\$ 2,759,129
CA Department of Social Services	
Housing Support Program (HousingWorks)	\$ 1,440,869
Emergency Solutions Grant	
Emergency Shelter	\$ 374,803
Prevention/RRH	\$ 337,678
Outreach	\$ 100,000

New housing resources and services established in 2016-17

- 114 Permanent housing slots for families
- 34 HUD VASH rental vouchers for veterans
- 4 CORE outreach teams
- 5 Housing navigators
- 4 CARE/CARE Capable Centers
- 1 Warming Center

## Housing Security Fund

One of the greatest challenges with helping individuals and families regain housing is the costs of credit checks, application fees, and deposits. The Housing Security Fund was developed to give un-housed families a fighting chance in the tight rental market that has gripped the Bay Area. Thanks to efforts by the Multi-faith ACTION Coalition, Richmond Community Foundation, Council on Homelessness, and individual community members, the Housing Security Fund raised more than \$18,000 in its first eight months.



[tinyurl.com/HousingSecurityFund](http://tinyurl.com/HousingSecurityFund)

