

# Information Session: Continuum of Care Organizations



WEST VIRGINIA  
Department of

**Health &  
Human  
Resources**



**BUREAU FOR  
BEHAVIORAL HEALTH**

Event Host:

WV Department of Health and Human Resources  
Bureau for Behavioral Health  
State Opioid Response (SOR)  
350 Capitol Street, Room 350  
Charleston, WV 25301  
Phone: (304) 356-4811

# NORTHERN PANHANDLE CONTINUUM OF CARE

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AN INTRODUCTION BY  
JORDAN HARRIS

THE GREATER  
WHEELING COALITION  
FOR THE HOMELESS

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## NPCOC PURPOSE



The NPCoC was established in 1995 to focus on every facet of an individual's transition from homelessness to permanent housing



The NPCoC is comprised of over 40 members, including nonprofit organizations, state and local government, public housing agencies, community and faith-based organizations, law enforcement, school systems, among many others



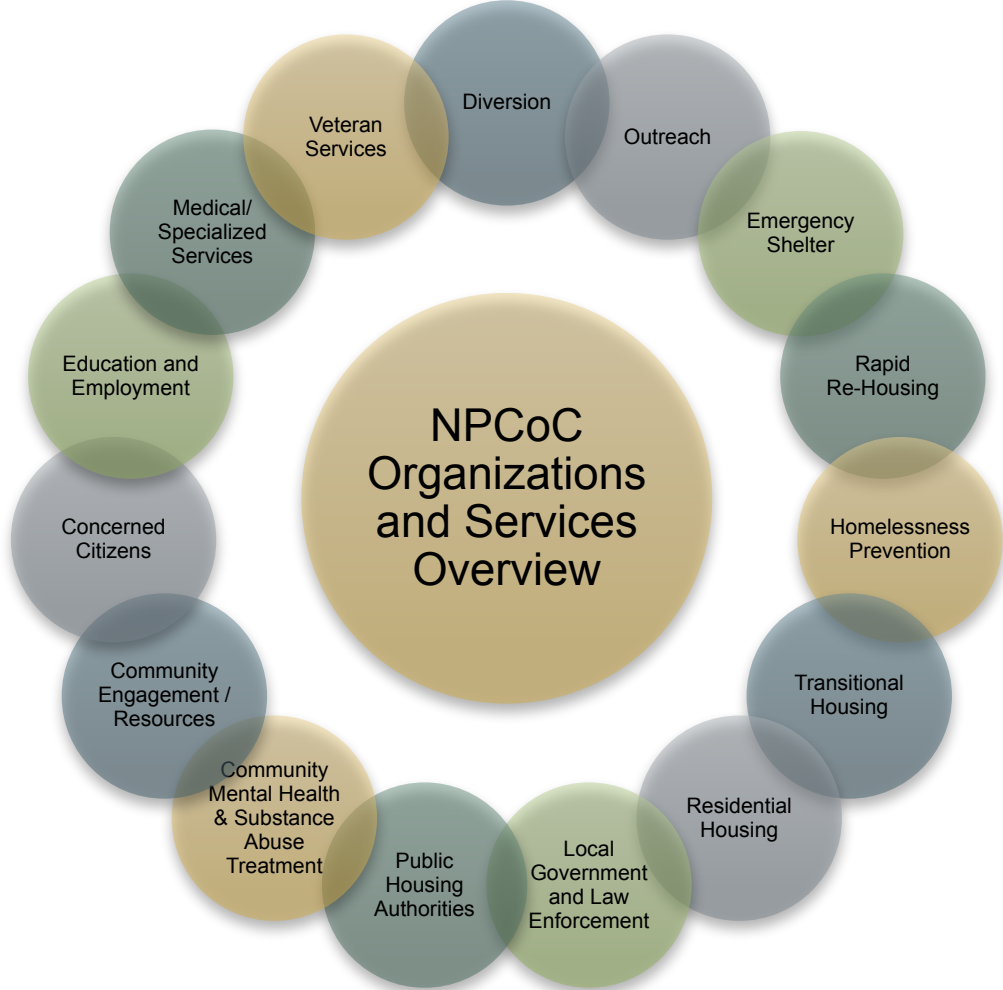
The NPCoC is the mechanism and driving force used to secure homeless dollars under nearly all funding sources



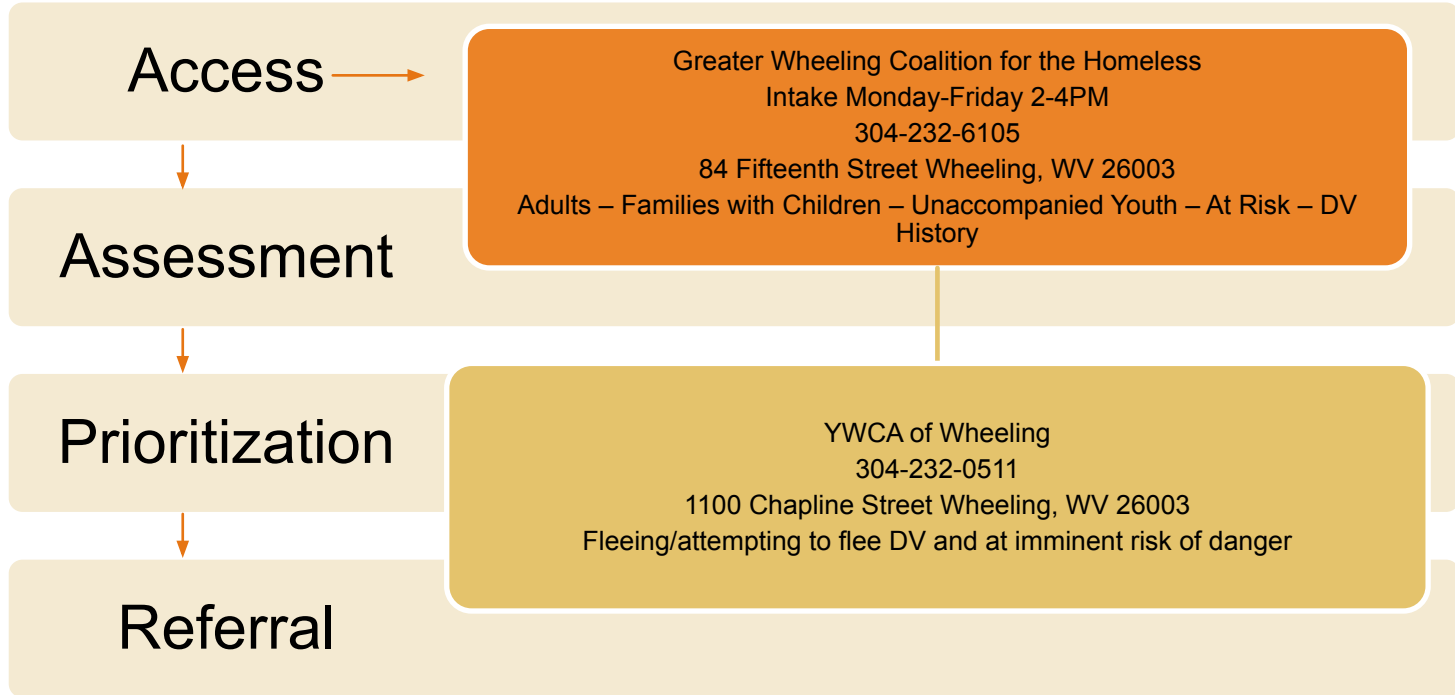
The NPCoC has collectively developed and adheres to a five-year Community Strategic Plan to End Homelessness, which aims to connect Federal goals to local actions to prevent, reduce, and end homelessness in the Northern Panhandle of West Virginia

## HUD's Definition of Homelessness

- CoC and ESG-funded programs must use the definition of homelessness provided by HUD.
- Category 1 is “literally homeless” and encompasses persons living in emergency shelters and outside or in places not fit for human habitation.
- Category 2 is “imminent risk of homelessness” and includes persons who will lose their housing within 14 days, do not have the resources to rehouse themselves, and have no other housing alternatives.
- Category 3 is “homeless under other federal statutes” and includes unaccompanied youth under the age of 25 and families with children and youth who do not qualify as homeless under this definition but qualify as homeless under other federal statutes.
- Category 4 is “fleeing/attempting to flee domestic violence.”
- There is a very specific definition with detailed criteria at this link:  
[https://files.hudexchange.info/resources/documents/homelessdefinition\\_recordkeepingrequirementsandcriteria.pdf](https://files.hudexchange.info/resources/documents/homelessdefinition_recordkeepingrequirementsandcriteria.pdf)



NPCOC COORDINATED ENTRY SYSTEM



WE WANT TO HEAR FROM  
YOU!

## Questions, Concerns, and Comments

- NPCoC Chair:
  - Lisa A. Badia, Executive Director GWCH  
304-232-6105 [lbadia@wheelinghomeless.org](mailto:lbadia@wheelinghomeless.org)
- Administrative Matters:
  - Jordan Harris, Program Development Specialist GWCH  
304-232-6105 [jharris@wheelinghomeless.org](mailto:jharris@wheelinghomeless.org)



# WV Balance of State Continuum of Care

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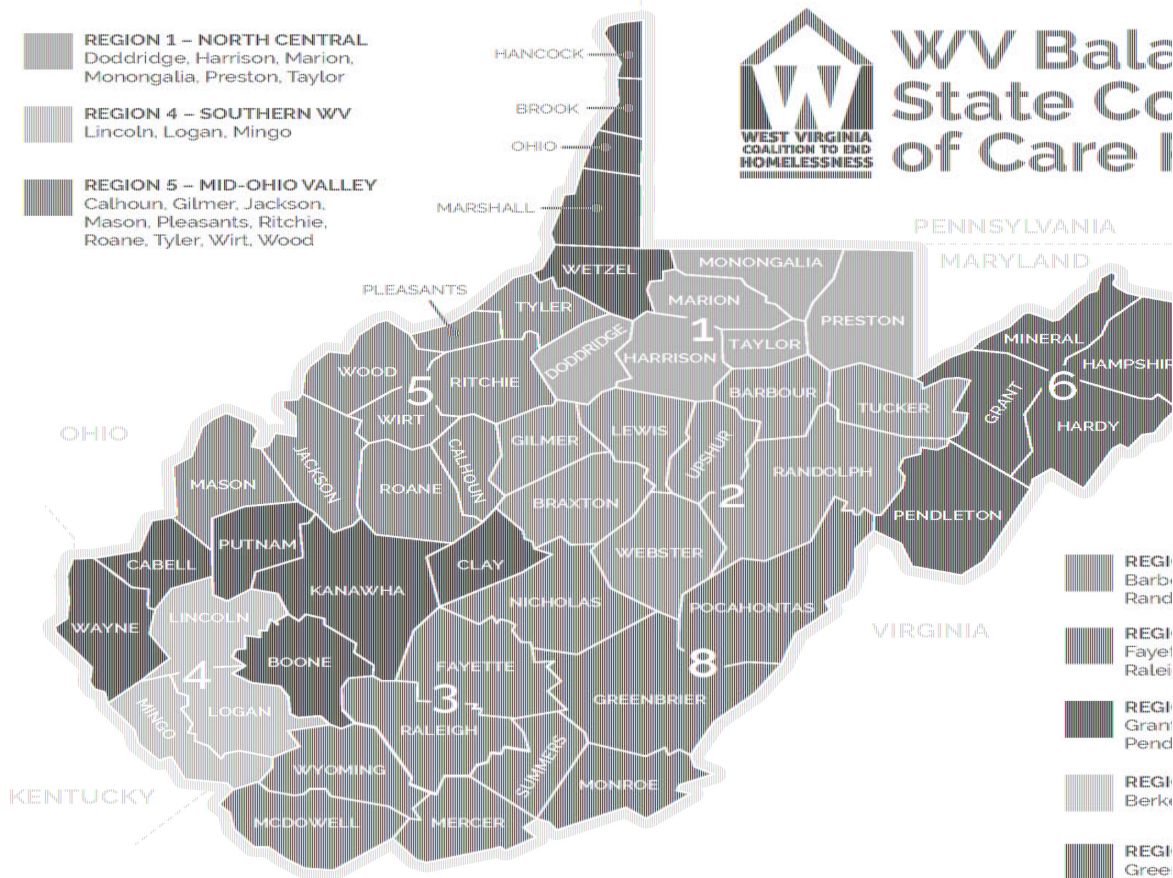
Zach Brown

WV COALITION TO  
END HOMELESSNESS

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## WVCEH

- 44 Counties in West Virginia
- WVCEH operates statewide, but is the 'Lead Agency' for the Balance of State CoC.
- Mission and Vision is to end homelessness by any legal means possible using housing first and supports.
- Pass-through for over \$4.3M in HUD Housing Dollars.



## A Brief History of WVCEH

- ❑ Originally a group of DHHR Contract Shelter Directors
- ❑ First HUD NOFA written in FY2006 funding cycle
- ❑ 2 contract staff hired in 2010 under the HMIS grant + 1 WV Office of Economic Opportunity HMIS Person housed at WVCEH.
- ❑ Agency budget of \$474,746.
- ❑ July 2012 - contractors hired as regular full-time staff with benefits
- ❑ 2013 - receipt of first Emergency Solutions Rapid Rehousing grant and PATH Street Outreach grant. Hired 2 direct service staff
- ❑ FY2015 - first CoC Rapid Rehousing grant funded
- ❑ 2019- Awarded oversight of state WVDHHR Shelter Resources.
- ❑ Agency Budget of \$4.5 million, 50 total staff, half of which are direct service personnel.

## A Continuum of Care

- Creates a System
- Ensures navigation from street or shelter to housing.
- Prevents homelessness from starting.
- Ensures that if homelessness does occur it is brief, rare, and doesn't happen again.

## Regulations note that the purpose of the CoC is to:

- Promote community-wide commitment to end homelessness
- Provide funding to quickly re-house homeless people while minimizing trauma and dislocation
- Optimize self-sufficiency among people experiencing homelessness
- Established 5 Program components to be funded under the CoC Program
- CoC's must establish and operate a centralized or coordinated assessment system
- Develop standards for how to administer assistance through coordinated assessment, transitional housing, rapid re-housing, permanent supportive housing and evaluating eligibility for assistance

## A Continuum of Care

- The Continuum of Care is the PROCESS
- The Continuum of Care is the LEADER
- The Continuum of Care is the FUNDING
- The Continuum of Care is EVERYONE who serves people experiencing homelessness.

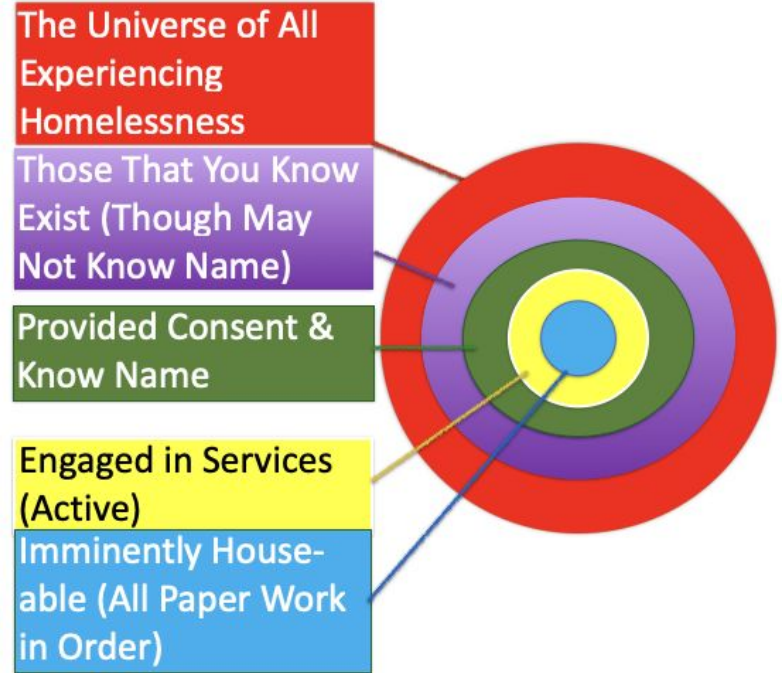


Are you experiencing  
**HOMELESSNESS?**  
Do you need assistance  
with connecting to  
**HOUSING RESOURCES?**

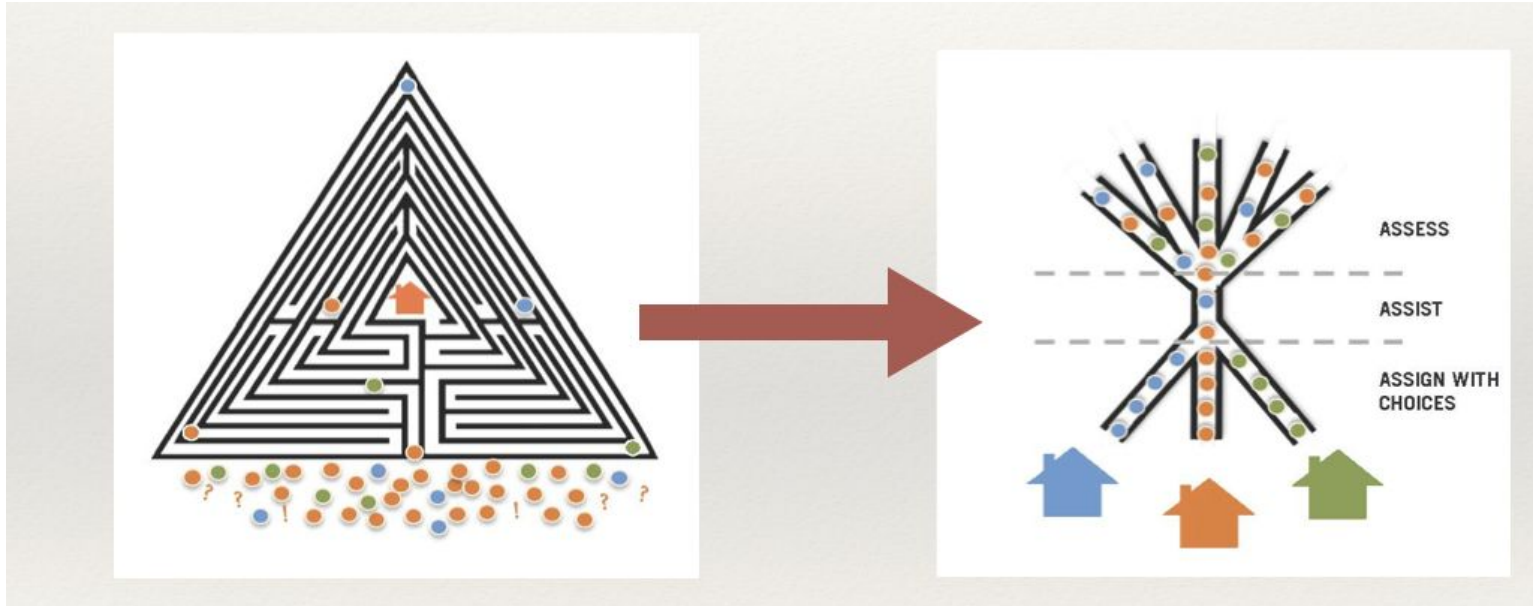


Persons currently experiencing homelessness in any of the 44 counties served by the WV Coalition to End Homelessness can be connected to emergency shelter and permanent housing resources.

Coordinated Entry Intake Line  
**(833) 722-2014**



## WV BoS CoC Coordinated Entry System



## Contact Info

Zachary Brown, CEO

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304-288-3663

Ellie Johnson

SOR Program Supervisor

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(304)620-7720



# Kanawha Valley Collective Continuum of Care

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Traci Strickland

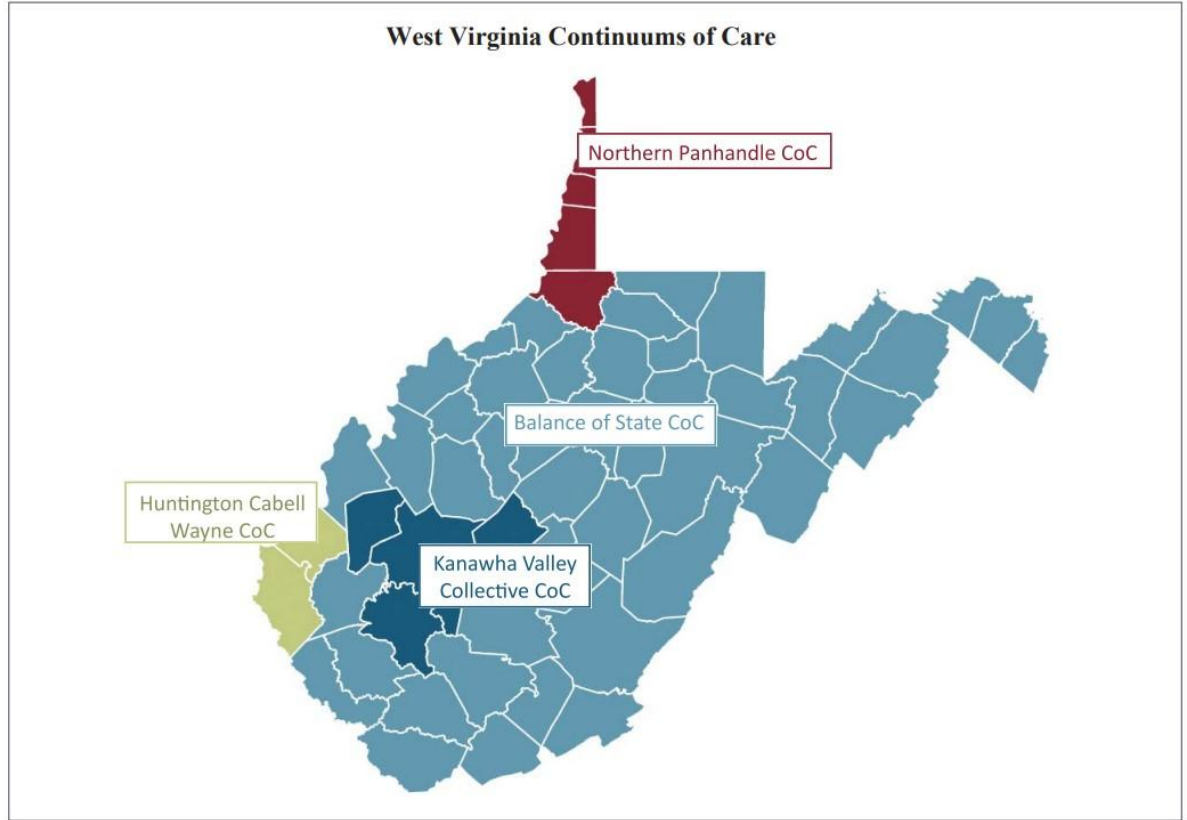
Kanawha Valley Collective

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## KANAWHA VALLEY COLLECTIVE

- Kanawha, Boone, Putnam and Clay counties

■ The Kanawha Valley Collective is a collaborative network dedicated to preventing and ending homelessness.



COCs are designed to:

- Promote a community-wide commitment to the goal of ending homelessness
- Provide funding for efforts for rapidly re-housing homeless individuals and families
- Promote access to and effective use of mainstream programs
- Optimize self-sufficiency among individuals and families experiencing homelessness

## Centralized Assessment Team (CAT)

- Opposite of “no wrong door” approach
  - hint (they are all wrong doors)
  - hope you were lucky enough to go to the program you need
- Individuals are asked the same questions, the same way, every time
- Marks a change from a program centered approach to a client centered approach
- No “side door deals”.

VI-SPDAT

- System-wide tool needed to help guide the right household to the right support intervention at the right time to end their homelessness
- Objective approach to assessing needs for housing and life stability based upon evidence
- Language and theoretical orientation appropriate for housing case managers



## Contact Info

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# Cabell-Huntington-Wayne Continuum of Care

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Amanda Coleman

Cabell-Huntington Coalition  
for the Homeless, dba  
Harmony House

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- Cabell and Wayne Counties
- Mission Statement: The CHWCoC plans, coordinates, and supports affordable, quality, accessible housing and supportive services through community partnerships, in order to enhance self-sufficiency and preserve human dignity for persons experiencing homelessness.
- The CoC is an ever-evolving process that relies on feedback from direct service providers and persons experiencing homelessness to improve delivery systems.



## CHWCoC History

- ❑ CHWCoC evolved from the Huntington Mayor's Task Force on Homelessness established in 1986.
- ❑ Formally organized on January 25, 2000.
- ❑ Cabell-Huntington Coalition for the Homeless is the lead agency for the CoC and the CHCH Executive Director serves as the President of the CoC governing body.
- ❑ Governing Body includes representatives from the following: emergency shelter, victim services provider, public housing authority, Veteran's Administration, regional behavioral health provider, as well as a person who has experienced homelessness and an elected direct service provider.
- ❑ The CoC has expanded to include participation by more than 60 agencies.
- ❑ Currently oversees approximately 2.8 million dollars in CoC funding.
- ❑ Collaborates with the State of WV and City of Huntington on the Emergency Solutions Grant Program.



## CoC and ESG-Funded Programs in CHWCOC

- Coordinated Entry
- Safe Haven
- Supportive Services Only
- Rapid Rehousing
- Permanent Supportive Housing
- HMIS
- Emergency Shelters
- Supported Employment
- Street Outreach

## Coordinated Entry (CE)

- Designed to streamline the process, level the playing field, and reduce retraumatization.
- Persons enter the system through one of three ways: Harmony House day shelter, street outreach, or Branches Domestic Violence Shelter.
- CE diverts persons not in need of homeless services and has reduced first-time homelessness.
- CE Staff refer to other homeless programs and follow persons through the system.
- CE ensures CoC prioritization is followed for programs with limited slots.

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## COVID-19 Related Changes to Homeless Programs



## Overnight Emergency Shelters/Safe Havens

- Program participants asked to shelter in place, with limited visits outside of the shelter for housing, healthcare, and work-related activities.
- Reduction of beds to allow room for distancing.
- Symptom monitoring and temperature checks implemented for staff and program participants.
- Mandatory mask wearing.
- Increased sanitization.
- Community feeding program operating outdoors.

## Day Shelter

- Harmony House day shelter has remained open throughout.
- Symptom monitoring, temperature checks, and social distancing implemented for staff and program participants.
- Mandatory mask wearing and increased sanitization.
- Facilitation of telehealth for persons on the streets and formerly homeless.
- Only persons experiencing homelessness and agency staff permitted indoors.
- Increased collaboration with law enforcement and city officials to reduce criminalization and stigma.

## Housing Programs

- Prioritizing persons most vulnerable to COVID-19.
- Intakes conducted outside or in conference rooms.
- COVID Screening conducted by telephone before home visits.
- Reduction in staff-provided transportation.
- Facilitation of telehealth.
- Grocery shopping and errands for persons most vulnerable to COVID who are self-quarantining.
- Provision of additional rental assistance.



## Non-Congregate Shelter

- Serves persons experiencing homelessness who have been tested for COVID-19 and are awaiting results and persons who have tested positive for COVID-19 and need to isolate.
- Serves persons who are vulnerable to serious complications of COVID who need to quarantine, as directed by the CDC and the Cabell-Huntington Health Department.



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## Success Story: Jacki Mason-Woods



## Contact Info

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