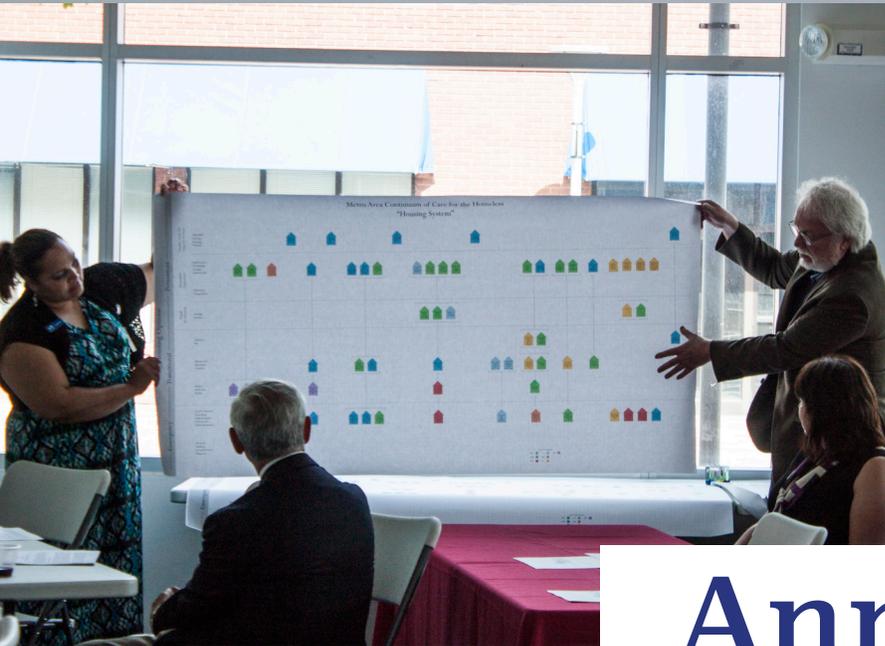




Metro Area Continuum of Care for the Homeless



# Annual Report 2015



# Contents

Quick Facts	03
Executive Summary	04
Introduction	05
Limitations	05
Point-in-Time	06
Demographic Data	07
Opening Doors Goals	11
Current Initiatives	16
2016 Vision and Priorities	19
Board Members	20
Contact Information	21

# Quick Facts

Homelessness down 3% since FY 2012

Chronic homelessness down 33% since FY 2012

Veteran homelessness down 25% since FY 2012

37% of participants entered the homeless system for the first time

1% of participants stably housed returned to homelessness

18% of shelter participants exited to permanent housing

1% of shelter participants exited to transitional housing

# 5,542

clients experiencing homelessness served by NMIS agencies in FY 2015.

# Executive Summary

On behalf of the staff and Board of Directors of the Metro Area Continuum of Care for the Homeless (MACCH), we welcome you to MACCH's 2015 Annual Report. This report is a vital benchmark measuring our community's progress towards the prevention and ending of homelessness.

MACCH was formed in 2006 out of the collective voice of more than 100 homeless service providers and advocates in the Omaha and Council Bluffs area. In 2015, MACCH conducted a Strategic Planning process that resulted in a new vision, mission, strategic goals and action plans for the next three to five years. As MACCH enters its 10th year and looks forward to celebrating this milestone anniversary, the work around the strategic goals of community engagement, marketing and public relations, business sustainability, access to all populations, homelessness prevention and board governance will lead our efforts to prevent and end homelessness in a collaborative process.

MACCH's main objective is to unite the efforts of shelter, housing, supportive services, and faith-based organizations that serve homeless and near-homeless individuals and families in Douglas, Pottawattamie, and Sarpy Counties. In the nearly 10 years since its incorporation, MACCH has competitively procured nearly \$30 million of U.S. Department of Housing and Urban Development (HUD) funding on behalf of nearly 20 homeless assistance projects annually. A key measure of MACCH's success is continued implementation of "Opening Doors: 10 Year Plan to Prevent and End Homelessness in Douglas, Pottawattamie, and Sarpy Counties."

The data contained within this report represent the combined efforts and talents of diverse service providers. The data time period (excluding Point-in-Time count data) is the most recently completed federal fiscal year (October 1st, 2014-September 30th, 2015). The data was captured by agency-level use of the Homeless Management Information System (HMIS), which is a federally mandated database used by all agencies receiving HUD homeless assistance funding. HMIS allows MACCH to accurately measure and track aggregate data at the community level.

MACCH's Performance Measurement Task Force (PMTF), which monitors system-level outcomes and reviews overall data quality, was an integral aspect of this report's completion. PMTF members provided initial suggestions regarding report content and ensured final draft development. We therefore offer gratitude for the time and talent of Performance Measurement Task Force members.

In closing, we thank MACCH's member agencies, community partners, and stakeholders. Ending homelessness does not occur through the action of one nonprofit service provider or even the advocacy of a single community leader. Rather, ending homelessness requires the collaboration of multiple nonprofit programs, funders, and advocates. Truly, it is only through collaboration we will prevent and end homelessness within our community.

In Partnership,



Deanna Wager  
Board President, MACCH



Charles Coley  
Executive Director, MACCH



Lisa Vukov  
Assistant Director, MACCH

# Introduction

In 2010, the United States Interagency Council on Homelessness released *Opening Doors: The Federal Strategic Plan to Prevent and End Homelessness*. Benchmarks were set to: 1) end chronic homelessness by 2017; 2) prevent and end homelessness among veterans by 2016; 3) prevent and end homelessness for families, youth, and children by 2020; 4) set a path for ending all types of homelessness.

HUD funds emergency, transitional, and permanent housing projects throughout the country to alleviate and end homelessness. The federally-recognized definition of homelessness includes those who are 1) literally homeless; 2) at imminent risk of homelessness; 3) homeless under other federal statutes; and 4) fleeing/attempting to flee domestic violence.

MACCH's 2015 Annual Report on Homelessness herein is based on data compiled by the Institute for Community Alliances (ICA) through the Nebraska Management Information System, a Homeless Management Information System, which collects data on approximately 69% of homeless projects in the CoC.

Included in this report are both Point-in-Time and longitudinal counts of clients utilizing emergency shelter, transitional housing, rapid re-housing, and permanent supportive housing from MACCH's service providers. Demographics including race, gender, ethnicity, and veteran status are reported.

# Limitations

This report is based on self-reported data that was entered into the Nebraska Management Information System (NMIS) between October 1, 2011 and September 30, 2015. Thus, all information presented in this report is based only on those providers who enter into NMIS (unless otherwise specified). Individuals and families who are unsheltered, "doubled up," or served by domestic violence providers without any interaction with NMIS providers are not included in this report.

NMIS users strive to report timely and accurate information into the system. In an effort to maintain high data quality, MACCH's Performance Measurement Task Force (PMTF) has instituted monthly data quality report reviews.

# Point-in-Time

During the last 10 days of January, communities nation-wide participate in the HUD-mandated annual Point-in-Time (PIT) count to capture a snapshot of homelessness within the United States. Communities must submit a count based on complete census coverage and/or statistically reliable sampling and extrapolation methods. While information on subpopulations (including unsheltered homeless youth, veterans, and person experiencing chronic homelessness) may be difficult to capture, the Point-in-Time count serves an important function in estimating the scope of homelessness both locally and nationally.

On the night of January 27, 2015, volunteers in our community surveyed sheltered and unsheltered individuals experiencing homelessness. Per federal (HUD) definitions, individuals in both emergency shelter and transitional housing are considered homeless.

These Point-in-Time counts include individuals and families served by HIMS agencies, domestic violence shelters, and other non-HMIS agencies.

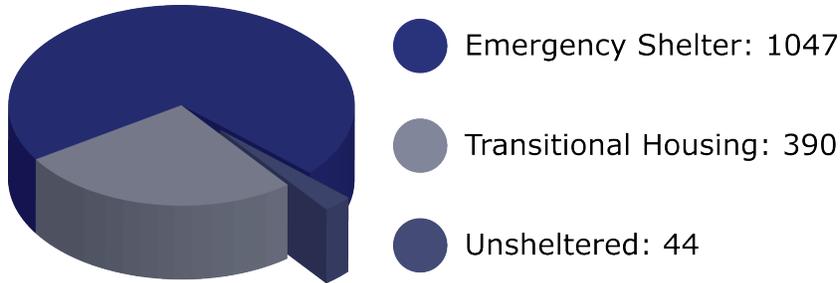


Street Outreach Team leaders and volunteers prepare for the count in the Barbara Weitz Community Engagement Center.

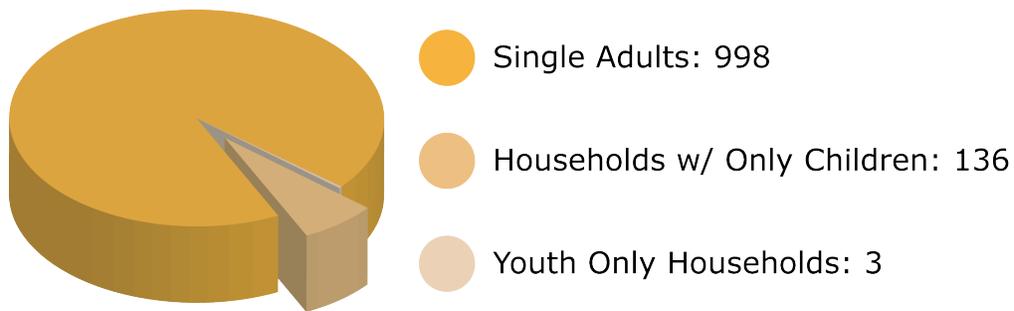


**1,481**  
individuals experienced  
homelessness in one  
single night.

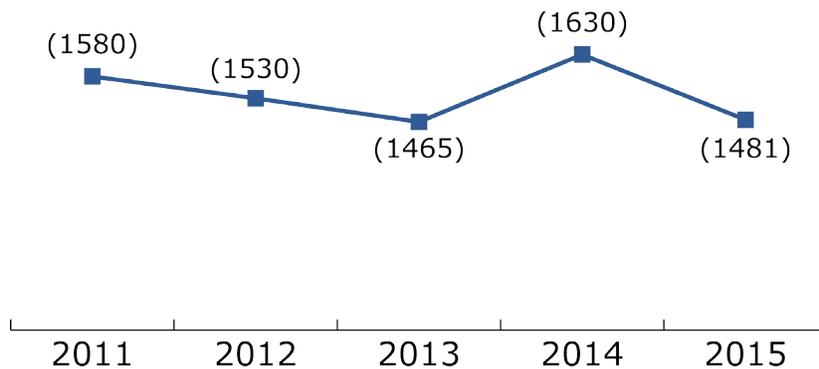
# Individuals:



# Households:

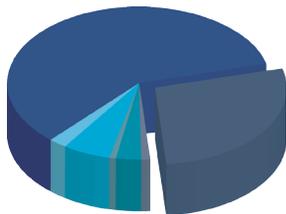


# Point-in-Time by Year:



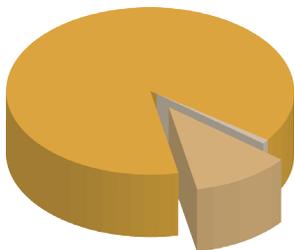
# Annual Demographic Data

## Race:



- White: 60%
- Black or African-American: 28%
- Asian: 1%
- American Indian or Alaska Native: 3%
- Native Hawaiian or Other pacific Islander: 0%
- Multiple Races: 6%
- Doesn't Know/Refused: 2%

## Ethnicity:

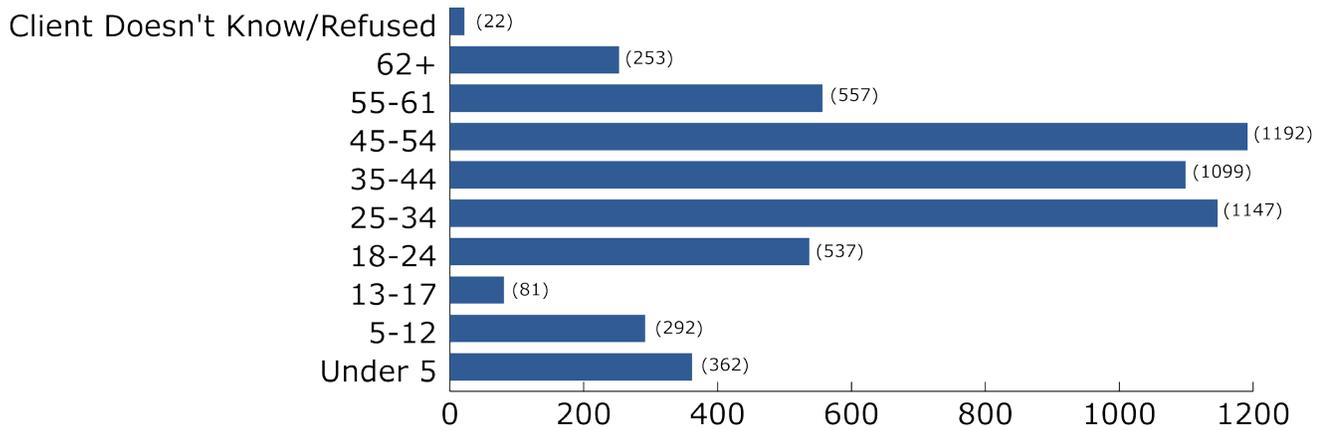


- Non-Hispanic/Non-Latino: 88%
- Hispanic/Latino: 11%
- Doesn't Know/Refused: 1%

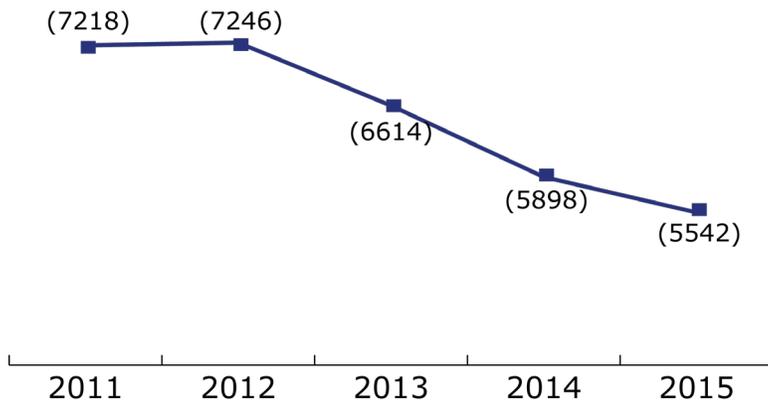
According to the US Census report, about 70% of Omaha metro residents are white, 14% are black, and less than 3% are American Indian, Asian, and Native Hawaiian. Thirteen percent are Hispanic or Latino, and 68% are non-Hispanic or Latino.

# Of the individuals who experienced homelessness during FY 2015, nearly 13% were under the age of 18.

## Age:



## Homeless Count:



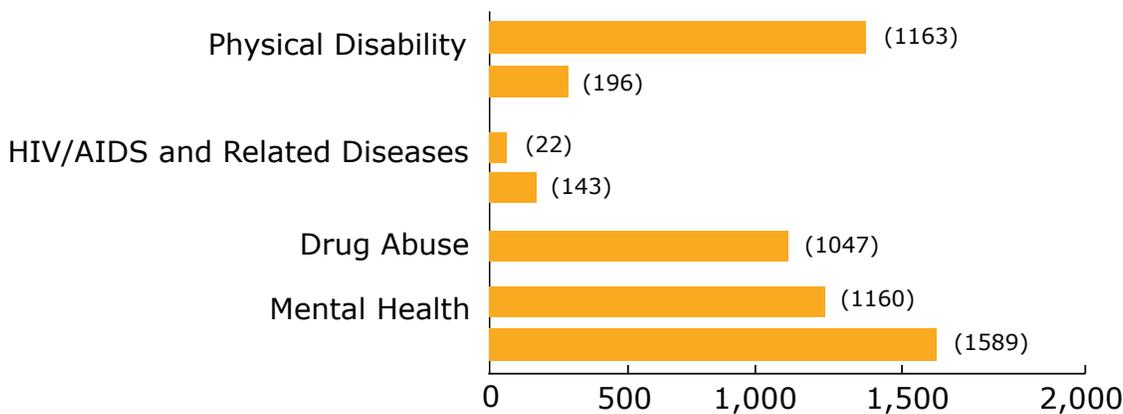
\*In 2013, Open Door Mission, a large emergency shelter and transitional housing project, left the Nebraska Management Information System.

# Disabilities:

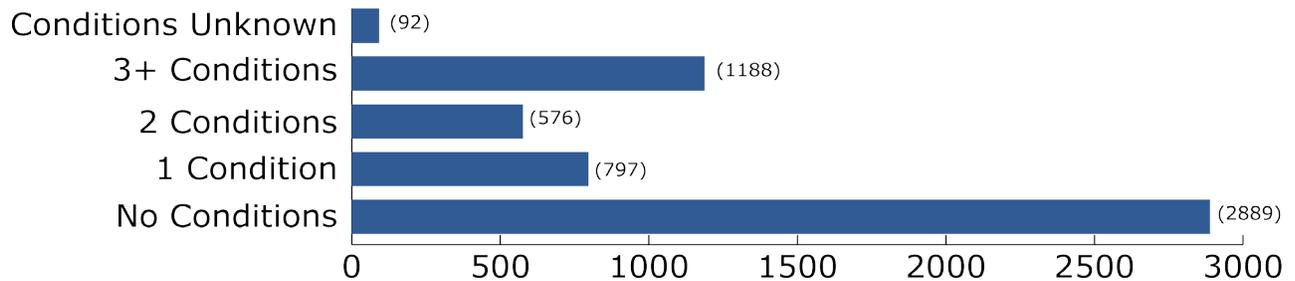
Nearly 50% of all individuals experiencing homelessness in the MACCH CoC have identified as having a disabling condition. A disabling condition is a physical, mental, or emotional impairment, including impairment caused by alcohol or drug abuse, post-traumatic stress disorder or brain injury that is expected to be long-continuing or indefinite duration; substantially impedes the individual’s ability to live independently; and could be improved by the provision of more suitable housing conditions.

It is important to note that while an individual must have a disabling condition in order to be chronically homeless, not all individuals that have a disability are chronically homeless.

## Known Physical and Mental Health Conditions at Project Entry:



## Number of Known Conditions at Project Entry

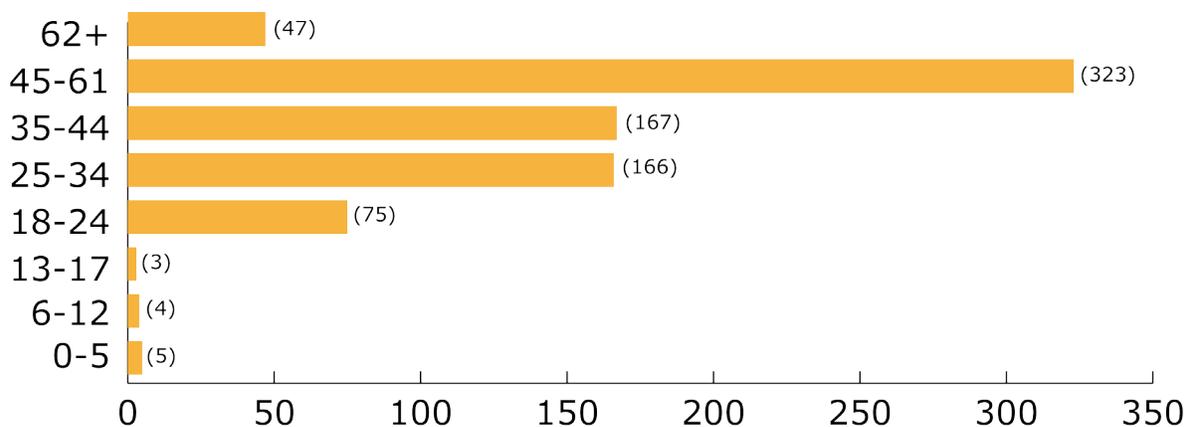


# Opening Doors Goal: Ending Chronic Homelessness

**14%** of the Omaha metro homeless population are chronically homeless.

\*A chronically homeless individual or household is an unaccompanied homeless individual that is 18 or over with a disabling condition or a family with at least one adult member with a disabling condition who has been without stable or permanent housing for more than one year or four times over the past three years.

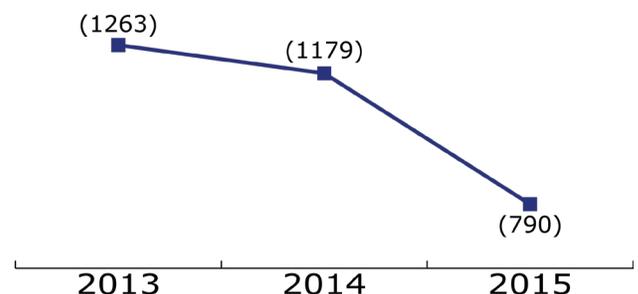
## Age of Chronic Homeless:



**45% of individuals experiencing chronic homelessness in Omaha/Council Bluffs are 45 years old or older.**

In 2010, the Obama administration announced its goal of ending chronic homelessness by the end of 2017. Building off the success experienced from participating in the 100,000 Homes Campaign, the MACCH CoC joined 70 other communities from across the country in the Zero:2016 Campaign, which aims at ending veteran and chronic homelessness by the end of 2016.

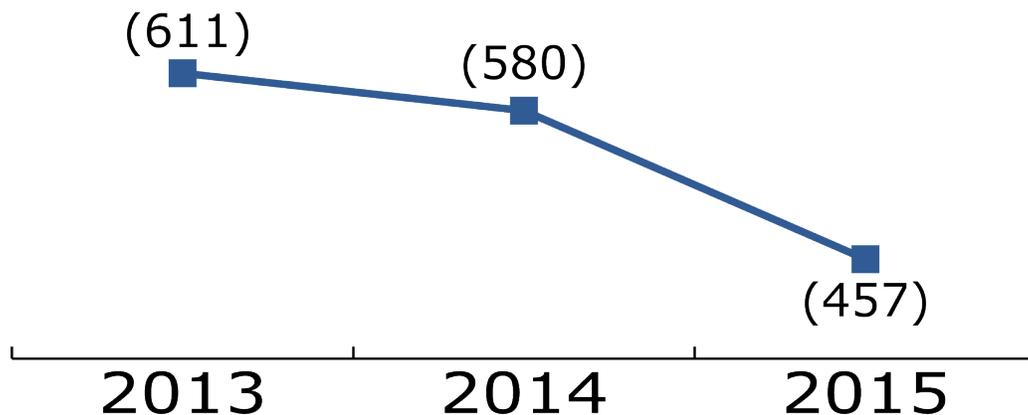
Through CoC initiatives such as the Homeless Review Team (HRT), use of a by-name list, and implementation of a CoC-wide prioritization policy, chronic homeless has declined 33% since October 1, 2012, and we are on target to end chronic homelessness by the end of 2016.



# Opening Doors Goal: Ending Veteran Homelessness

**10%** of the Omaha metro homeless population are veterans.

\*A veteran as defined by HUD is someone who has served on active duty in the armed forces of the United States. This does not include inactive military reserves or the National Guard, unless the person was called to active duty.



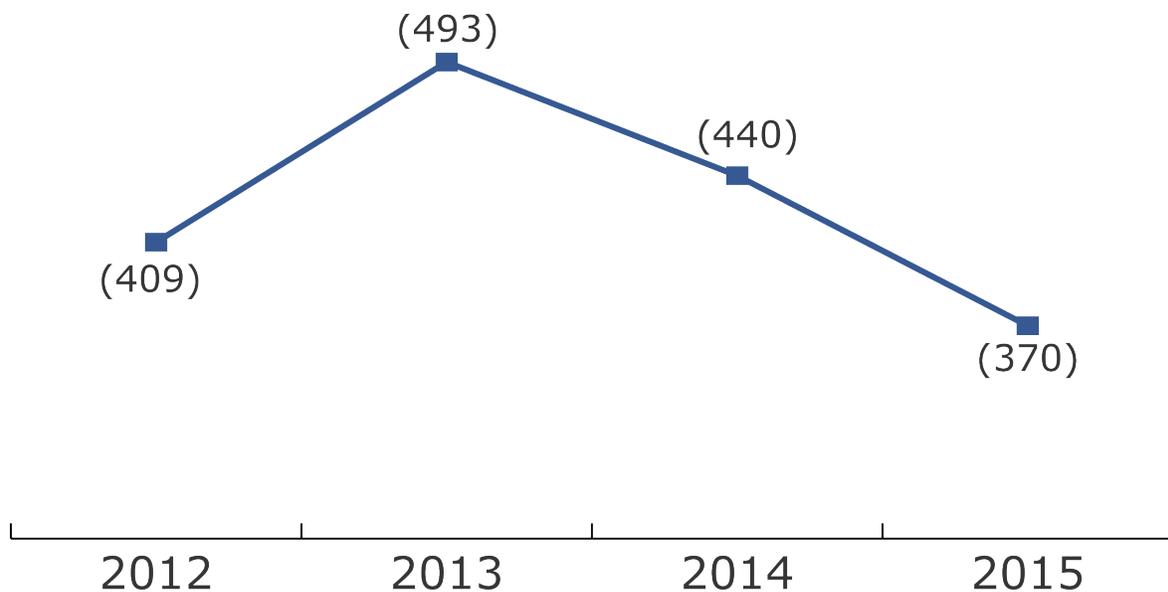
As a Zero:2016 community and in response to the Opening Doors goal of ending veteran homelessness by the end of 2016, MACCH created the Veteran Task Force. The task force, which is made up of local housing projects and the VA, works at finding permanent housing for individuals and families who identify as being homeless. As a CoC, we are dedicated to helping all veterans regardless of their discharge status and Veteran Affairs eligibility.

**Through CoC initiatives such as the veteran taskforce and Zero:2016, veteran homelessness has declined 25% since October 1, 2012, and we are on target to end veteran homelessness by the end of 2016.**

# Opening Doors Goal: End Family and Youth Homelessness

**9%** of the MACCH homeless population are between ages 18 and 24.

**21%** of persons experiencing homelessness in the MACCH service area are in families.



As established in the U.S. Interagency Council on Homelessness's (USICH) Opening Doors: Federal Strategic Plan to Prevent and End Homelessness, CoC's should prevent and end homelessness for families, youth and children by 2020.

Less than 1% of all households served in the CoC were minor-only households, though populations of unaccompanied youth are likely undercounted.

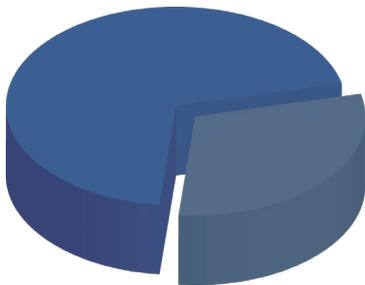
# Permanent Supportive Housing and Rapid Re-Housing

179 vets housed  
in PSH or RRH

482 chronically  
homeless housed  
in PSH or RRH

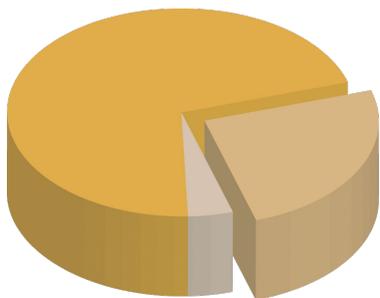
# 2,418

clients served  
in FY 2015



- Households with Children: 928
- Single Households: 409

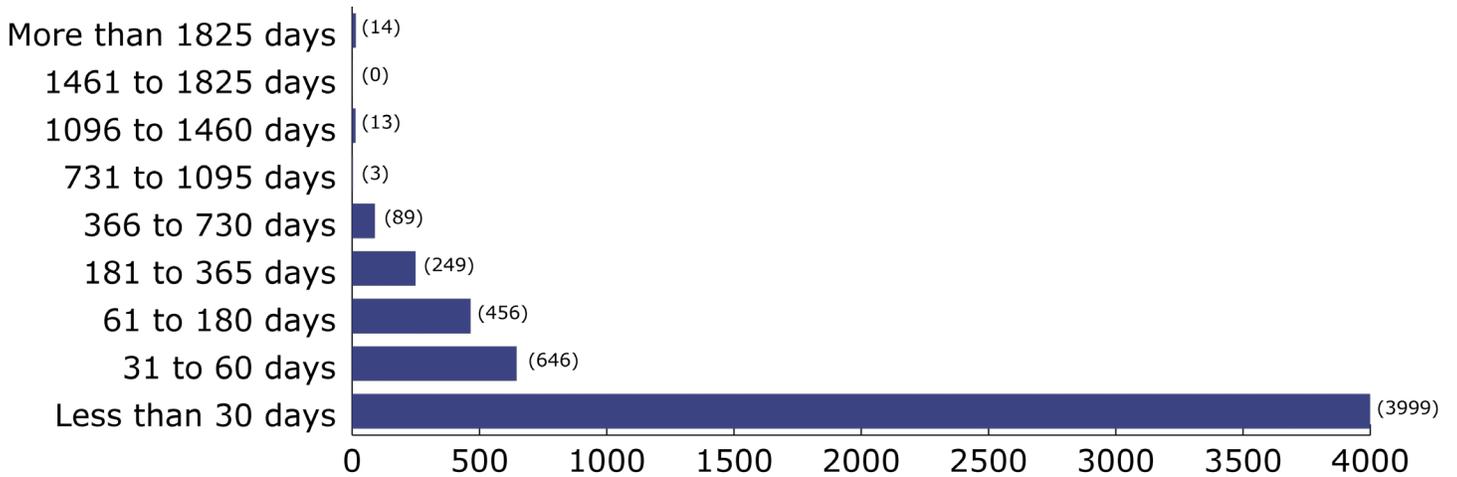
## Previous Living Situation: Adults Only



- Homeless Situation: 1078
- Other Location: 390
- Institutional Setting: 69

\*Other Location includes rental by client, owned by client, staying or living with friends or family, and hotel/motel stays paid for by client.

# Length of Participation for Leavers:



# Current Initiatives

## Opening Doors: MACCH 10-Year Plan to Prevent and End Homelessness

The MACCH 10-Year Plan to Prevent and End Homelessness, originally drafted in 2008 and updated in 2014, was central to the work of MACCH Task Forces in 2015. The revised 10-Year Plan aligns with “Opening Doors: The Federal Strategic Plan to Prevent and End Homelessness” by setting four focused goal areas:

1. End chronic homelessness (CH).
2. End veteran homelessness.
3. Prevent and end family, child, and youth homelessness.
4. Set a path to end all types of homelessness.

Responsible for putting the 10-Year Plan in motion, MACCH Task Forces have been actively addressing various components of the plan and accomplishing objectives set within these four goal areas. By December 31, 2015, MACCH had three objectives to be achieved, specific to addressing the first goal of chronic homelessness and fourth goal of setting a path to end all types of homelessness.

MACCH set out to develop a centralized, CoC-wide Permanent Supportive Housing (PSH) waiting list, which commenced February 1, 2016 with the implementation of our pilot Coordinated Entry system. Housed within our Homeless Management Information System (HMIS), this central PSH waiting list implements the MACCH Prioritization Policy, ensuring that chronically homeless individuals with the longest length of homelessness and highest service needs are prioritized for PSH placements.

Another objective set to be achieved by the end of 2015 was to increase the number of CH-dedicated beds across the CoC; this objective was achieved by increasing our CH-dedicated beds from 271 in 2014 to 364 in 2015, an impressive increase of 26% (Source: 2014 and 2015 MACCH Housing Inventory Chart Data). Lastly, MACCH set out to increase the amount of consumer employment and benefit income by 12/31/15. In 2015, MACCH PSH projects averaged a rate of 65% increase in overall income for consumers, which drastically exceeds the HUD-standard of 35% (Source: 2015 Project Annual Performance Reports submitted for HUD CoC NOFA).

MACCH looks forward to 2016 and achieving objectives related to goals 1-3 above. MACCH is striving to house 25% of long-term shelter stayers by July 1, 2016. Moreover, MACCH is setting out to end homelessness for VA-eligible veterans and households with children by December 31, 2016. MACCH Task Forces will continue to focus in on these objectives and report out progress regularly. MACCH is highly appreciative of the work of our Task Forces and their leaders in the fight to prevent and end homelessness in our community.

# Coordinated Entry

In January 2015, MACCH contracted Project Manager Azure Wall to facilitate planning for what was then termed “Coordinated Assessment” in accordance with HUD’s Interim Rule. The originally intended “lightest touch” implementation centered upon provider agencies’ self-determined usage of the OrgCode and Community Solutions Vulnerability Index-Service Prioritization Decision Assistance Tool [VI-SPDAT 1.0].

In the early months of the project period, however, HUD provided additional guidance through the report “Assessment Tools for Allocating Homelessness Assistance: State of the Evidence” and the “Coordinated Entry Policy Brief.” As provider agencies independently continued to pilot the VI-SPDAT 1.0, the Project Manager studied HUD guidance, conducted qualitative analysis of CoC practice, and worked with MACCH and ICA staff and the Coordinated Assessment Ad Hoc Committee (and a subsequent, smaller planning group solely comprised of staff from NOFA-funded provider agencies) to design a Coordinated Entry approach that would utilize existing CoC infrastructure and meet or exceed funder requirements.

MACCH Coordinated Entry, which began live implementation with the Permanent Supportive Housing Individual Placement Pilot on February 1, 2016, is supported by these 2015 accomplishments:

- MACCH Board of Directors approval of the MACCH Prioritization Policy (in alignment with HUD’s July 2014 “Prioritization Notice”).
- Adoption of the vastly improved VI-SPDAT 2.0 for utilization in a formal phased assessment process.
- Exploration and building out of previously untapped HMIS utility (specifically related to use of the Eligibility Module).
- Alignment of proposed and actual project eligibility requirements for program participation.
- Development of a draft CoC-wide waiting list for individuals seeking Permanent Supportive Housing services.
- Institution of data quality standards that ensure all assessment data is entered into HMIS and can be reported for the period of 2016 and beyond.
- The MACCH Homeless Review Team (HRT), which currently uses collective impact to serve our community’s most chronic and vulnerable homeless, will serve as the central gear of the Coordinated Entry system by assessing the prioritized PSH wait list and determining referrals for the CoC’s housing opportunities.

# Zero:2016 Campaign

In support of its 10-Year Plan goals of ending chronic homelessness and veteran homelessness, MACCH was competitively selected in 2015 as one of only 70 communities across the county to participate in the Zero:2016 Campaign. This national effort supports communities in “optimizing local resources, tracking progress against monthly housing goals, and accelerating the spread of proven strategies.” Zero:2016 aims to create a “national tipping point to prove that success is possible, ultimately motivating all communities to end chronic and veteran homelessness.”

MACCH’s participation in the Zero:2016 Campaign, and focused “Opening Doors” goal of ending veteran homelessness by the end of 2016, led to the formation of the Veteran Task Force. The Veteran Task Force, comprised of local housing providers, the VA, and HMIS system administrators, focuses resources to prioritize homeless veterans for housing placements, regardless of their eligibility for VA supportive housing and level of need. Additionally, Zero:2016 reaffirmed the quality work being done within the MACCH Homeless Review Team (HRT), which meets weekly to review a by-name list and provide case-conferencing to determine best housing options for our CoC’s chronically homeless.

MACCH’s participation in the Zero:2016 Campaign greatly impacted and improved our community’s prevention and ending of homelessness, most notably for our community’s homeless veterans and chronically homeless. Through MACCH’s Zero:2016 Campaign participation, 222 homeless veterans and 172 chronically homeless individuals have been housed. MACCH’s Zero:2016 participation continues through 2016, whereas MACCH strives to effectively end veteran and chronic homelessness through achieving “functional zero” by the end of 2016.

# 2016 Vision and Priorities

In July 2015, MACCH unveiled its first-ever Strategic Plan. As 2016 will mark MACCH's 10th Anniversary of non-profit incorporation, the Strategic Plan provides momentum to increasing community engagement and CoC marketing, addressing business sustainability and CoC governance, increasing access for all homeless populations, increasing homelessness prevention resources, and creating a data-informed and data-driven system. The Strategic Plan provides the road map for MACCH's long-term sustainability, ensuring sustainability for many decades to come.

As MACCH continues its work within "Opening Doors," the goal of Preventing and Ending Family, Child and Youth Homelessness takes a stronger focus. In an effort to better target resources to preventing homelessness in our community, MACCH re-established Prevention and Diversion Task Force in early 2016. This task force aims to better align resources to reduce the number of households entering into homelessness and determining what supports exist that can divert households from entering emergency shelters. Moreover, MACCH has re-established the Provider Council, an effort of agency executives and directors to take an administrative-level approach to addressing homelessness in our community through systems change.

MACCH continues to utilize HMIS Performance Measures to make data-driven decisions and address the intricacies of homelessness in the CoC. As HUD shifts from project-level performance to assessing CoC's at a system performance level, MACCH will focus efforts on overall system performance, specifically as it relates to the length of time individuals remain homeless and the number of individuals that re-enter the homeless system after achieving permanent housing stability.

MACCH's Coordinated Entry system will continue to expand operations, bringing families in to the PSH wait list and also developing protocols for other housing referrals, specifically those for our CoC's rapid re-housing and transitional housing projects. As the Coordinated Entry system expands, MACCH anticipates that provider engagement will also increase, with non-mandated providers opting into participation. Community engagement remains essential to ensuring the overall success of our CoC's Coordinated Entry system. MACCH will continue to focus efforts around making the system accessible for all homeless individuals in our community.



Metro Area Continuum of Care for the Homeless

**wishes to thank its  
2015-2016 board  
of directors.**



President Deanna Wagner  
Douglas County  
Housing Authority



Vice President Scott Brown  
Gallup



Secretary Aileen Brady  
Community Alliance



Treasurer Jo Williams  
Tenaska



Rev. Zach Anderson  
Hanscom Park United  
Methodist Church



Abby Burgess  
The Stephen Center



Sue Moore  
Charles Drew Health  
Center



Deborah Dancer  
Family Housing  
Advisory Services



Ryan Durant  
Seldin Company



David Eberbach  
Institute for  
Community Alliances



Mark Foxall  
Douglas County  
Corrections



Frances Holeyton  
Catholic Charities -  
The Shelter



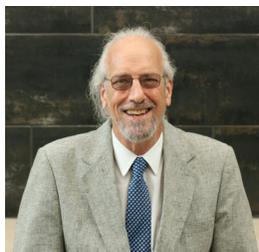
Patti Jurjevich  
Region 6 Behavioral  
Healthcare



Mary Fraser Meintz  
Youth Emergency  
Services (YES)



Chris Rodgers  
Douglas County  
Commission



Mike Saklar  
Siena Francis House



Nancy Schulze  
Heartland Family  
Services



Linda Twomey  
VA Nebraska-West-  
ern Iowa Health Care  
System



Pastor Pat Williams  
Hope of Glory  
Ministries/Williams  
Prepared Place



Charles Coley, Executive Director  
ccoley@unomaha.edu  
402-680-2184



Lisa Vukov, Assistant Director  
lvukov@unomaha.edu  
402-980-8394

## HMIS Participating Agencies

Community Alliance  
Heartland Family Services  
MICAH House  
New Visions  
Open Door Mission  
Salvation Army  
Siena/Francis House  
Stephen Center  
The Lutheran Home  
Together Inc.  
Williams Prepared Place  
Youth Emergency Services

## Point-in-Time Participating Agencies

Catholic Social Services  
Community Alliance  
Heartland Family Services  
MICAH House  
New Visions  
Open Door Mission  
Salvation Army  
Siena/Francis House  
Stephen Center  
The Lutheran Home  
Together Inc.  
Williams Prepared Place  
Youth Emergency Services





Community Engagement Center  
6001 Dodge Street Room 117  
Omaha, Nebraska 68182