Improving the Effectiveness of our

# HOMELESS RESPONSE SYSTEM

# ABOUT THE UPSTATE COC

**The Fight to End Homelessness**

**The Continuum of Care is a community of individuals and providers that coordinates and support the delivery of housing and services to individuals experiencing homelessness as they move to stable housing and maximum self-sufficiency.**

**The Upstate CoC is made up of more than 100 agencies taking action to end homelessness. Serving 13 counties in Upstate, SC, the Continuum of Care aims to prevent, reduce and end homelessness through the coordination of agencies in our communities.**

**The 13 counties that make up the CoC include Abbeville, Anderson, Cherokee, Edgefield, Greenville, Greenwood, Laurens, McCormick, Oconee, Pickens, Saluda, Spartanburg and Union. For a full list of participating agencies in these 13 counties please click here.**

**United Housing Connections coordinates the CoC's efforts throughout 13 counties in the Upstate and is the leading provider of services, as well as the collaborative applicant for the HUD CoC Program Grant. UHC is also the Homeless Management Information System (HMIS) administrator for the region.**

**To learn more or to join the SC Upstate CoC in the fight against Homelessness, visit: www.upstatecoc.org or send an email to info@upstatecoc.org.**

SOUTH CAROLINA
**UPSTATE**
CONTINUUM OF CARE

# Strategic Priorities

**Coordinated Entry System**

**Homeless Prevention**

**Homeless Outreach**

**Interim Housing**

**Supportive Housing**

SOUTH CAROLINA
**UPSTATE**

**Our goal is to coordinate efforts to make homelessness brief, rare and non-recurring in our service area through a holistic approach that addresses homeless prevention, homeless outreach, interim housing and shelter, and permanent housing.**

Four Strategic Priorities are as follows:

## Increase Low-Barrier Shelter/Housing Options

- Expand low-barrier day services
- Develop low-barrier interim housing and non-congregate shelter options
- Expand development of Supportive Housing for special populations
- Further explore the shared housing model

## Strengthen Coordinated Entry System

- Increase cross-sector public/private partnerships
- Work to create centralized Housing Resource Centers to coordinate available options for shelter and housing in all CoC Chapters
- Further expand Effective Zero Approach to identify system barriers

## Support Efforts to Decriminalize Homelessness

- Work with local governments and courts to:
  - Engage and Educate on Best Practice Responses to homelessness
  - Partner in all aspects of service delivery: homeless prevention, outreach, shelter and housing
  - Provide a response system that includes initial intervention and diversion to prevent charges
  - Quick response in crisis situations
  - Support development/utilization of homeless court to prevent or expunge charges for eligible offenses

## Deploy Programs & Measure Outcomes through Equitable Lense

- Include a diverse group of individuals in marginalized, minority populations in decision making (people of color, LGBTQ+, Veterans, DV Survivors, Unaccompanied Youth, Disabled)
- Utilize the Peer Support Model of service delivery
- Use a "go-to" approach to meet the needs of persons experiencing homelessness

# Increase Low-Barrier Housing & Shelter Options

"This unprecedented rise in unsheltered homelessness—including visible encampments—is a direct result of a lack of accessible and low-barrier shelter options, insufficient supply of affordable housing, and voluntary service and support options. Deploying effective programs to meet their diverse needs takes unwavering commitment and unyielding creativity."

2022 All In - Federal Strategic Plan to Prevent and End Homelessness/ Pg 52

| Expand Low-Barrier Day Shelter Services | Develop Interim and Non-Congregate Housing | Shared Housing Model |
|---|---|---|
| Encourage current Providers across the Continuum to explore expansion | Explore lower-cost models for interim housing - small, single-quarters with shared amenities | Explore grants and funding for rehab of older housing in rural areas to create shared housing options |
| Encourage current Providers across the continuum to explore lower-barrier program options | Develop more PSH for chronically homeless like Reedy and CSP for people with disabilities | Encourage the Rehab of abandoned facilities and schools to convert into shared housing |
| Develop additional low-barrier Day Shelter options that include targeted peer support and case management services with a focus on stable housing | Utilize Housing Resource Centers and CES to ensure which housing solutions are the best fits, using a "person-centered" approach | Identify and support homeless service providers in building a shared housing program |

# Strengthen Coordinated Entry System

"Evaluate coordinated entry and provide tools and guidance on effective assessment processes that center equity, remove barriers, streamline access, and divert people from homelessness."

2022 All In - Federal Strategic Plan to Prevent and End Homelessness/ Pg 56

| Increase Partnerships | Develop Housing Resource Centers | Expand Effective Zero |
|---|---|---|
| Health & Human Services

Emergency Response Services | Centralize communication among the community and service providers to connect people in crisis to services through a single path | Identify ways the CES process could be made more inclusive of programs outside of federal funding, removing barriers and increasing access |
| Specialized Care Services

Civic and Faith-based Organizations | Centralize connection to multiple housing and shelter options in each CoC Chapter | Ensure the CES Process & Prioritization List is truly "by-name," but categorized by household type and housing needs |
| Minority groups, non-profits and people with lived-experience

Philanthropic Entities | Utilize call centers established in each CoC Chapter to receive housing support referrals | Ensure the CES Process includes a strong homeless prevention & diversion program to prevent chronic homelessness |

# Support Efforts to Decriminalize Homelessness

"Promote alternatives to criminalization and provide incentives to state, local, and territorial governments to adopt such alternatives."

2022 All In - Federal Strategic Plan to Prevent and End Homelessness/ Pg 53

| Engage Local Governments/Courts /Business Sectors | Partner in All Aspects of Service Delivery | Utilize Best Practice Interventions |
|---|---|---|
| Utilize a "together approach" to problem solving | Outreach - peer support, law enforcement - judicial system | Outreach - Best Practice models include peer-support, behavioral health, and mental heath interventions |
| Build trust through open dialogue | Shelter services - low barrier and housing focused | Developing and communicating engagement plans for those experiencing homelessness |
| Provide education on homeless engagement and response | Housing - encourage partnerships in the development of housing funds and incentive programs | Ensure persons experiencing homelessness have low-barrier, accessible options for service engagement |
| Work to understand the issues faced by the public sector | Use a framework of service delivery to educate on homeless prevention, outreach, shelter, and housing models | Support the development and utilization of homeless court to prevent or expunge minor charges for eligible offenses |
| Find common ground first, compromise where you can, and agree to disagree | | |

# Deploy Programs & Measure Outcomes Through an Equitable Lense

"Promote inclusive decision-making and authentic collaboration, and examine and modify federal policies and practices that may have created and perpetuated racial and other disparities among people at-risk of or experiencing homelessness."

2022 All In - Federal Strategic Plan to Prevent and End Homelessness/ Pg 11

| Ensure the Diversity of Decision-Making Bodies | Utilize Peer Support Models | Utilize a Go-To Approach |
|---|---|---|
| Ensure those with lived-experience are at the table<br><br>Ensure people of color and marginalized populations have a clear voice<br><br>Foster space for open dialogue regarding culturally informed program development<br><br>Work to understand housing barriers based on culture and make decisions that move toward change | Peer Support in Homeless Services<br><br>Peer Support in Mental Health Services<br><br>Peer Support in Behavioral Health Services<br><br>Peer Support when serving special populations: LGBTQI+, Youth, Veterans, Domestic Violence Survivors, Elderly | Meet the person(s) where they are; don't become their problem solver rather their support in the future they want to create<br><br>Be willing to meet people in their own environment rather always having them come to you<br><br>If you are not sure if you have the knowledge to be culturally appropriate, examine if you are the right person for this particular interaction |

# Measuring Progress to Reduce Homelessness by 25% by 2025

All In represents a long-term commitment, and implementation of it will be dynamic, results-driven, and transparent.

2022 All In - Federal Strategic Plan to Prevent and End Homelessness/ Pg 70

## Greenville/Laurens Chapter
Greenville & Laurens

## GAMES Chapter
Greenwood - Abbeville - McCormick - Edgefield - Saluda

## TRI-County Chapter
Anderson - Pickens - Oconee

## CUS Chapter
Cherokee - Union - Spartanburg

| Key Indicator | Activity / Project | Data / Outcome |
|---|---|---|
| **Expand Low-Barrier Shelter/Housing**<br><br>Education on Low-Barrier<br><br>Explore Housing Types | • Provide Education on low-barrier shelter and housing<br>• Develop partnerships for developing all housing types | • CoC Agencies trained in low-barrier housing programs<br>• Housing plan created and partnerships identified |
| **Strengthen Coordinated Entry**<br><br>Effective Zero<br><br>System Performance | • Categorize HHs by type<br>• Create by-name lists<br>• Identify HRC Network<br>• Identify Performance Indicators | • Diverse CE System Developed<br>• Identified Housing Barriers<br>• Published System Performance Outcomes |
| **Support Efforts to Decriminalize Homelessness**<br><br>Develop Partnerships with local governments, courts and business sector | • Engage & Educate Local Gov/Courts/Business through Homeless Taskforce Development | • All chapters have developed an active Homeless Taskforce<br>• Communities are educated and supporting Homeless Housing/Services |
| **Deploy Programs & Measure Outcomes through Equitable Lense**<br><br>Ensure Diversity in  Voices at the Table<br>Utilize a "Go-To" Approach | • Seek out and include people with lived experience and diverse voices to serve on committees and boards | • Peer-Support Program Models implemented across the CoC<br>• Service providers are engaging people in crisis where they are |