

Indianapolis Continuum of Care 2022 Action Plan

Developed by CHIP in consultation with the
Indianapolis CoC Blueprint Council

*“We believe everyone has a right to be housed
and connected to care.”*



2022 Prioritized Activities

- Blueprint Council is reviewing the [System Performance Dashboard](#) regularly in 2022. They are focusing analysis of two metrics: length of time individuals experience homelessness in shelter, transitional housing, and safe-haven, AND number of individuals who return to homelessness after exiting to permanent housing.
- Blueprint Council has charged project management team with providing recommendations on strategies that will improve outcomes for these two measures.
- A review of the *Community Plan* is being conducted in 2022 by United Way of Central Indiana (UWCI) to assess progress and understand how the COVID-19 pandemic may require the CoC to adjust priorities and update key strategies to align with current community needs.

2022 Action Plan Overview

- Project management team has developed the annual action plan at the direction of system leads and the Blueprint Council.
- Prioritized actions include continuation of work planned or piloted in 2021.
- Covid-19 response and our ongoing focus on racial equity continue to influence the development of the action plan.
- Detailed work plans with timelines are developed by each project management lead.
- Contact the project management lead for more information about the project.

Strategic Priority 1: OPTIMIZE THE CRISIS RESPONSE SYSTEM TO REDUCE THE LENGTH OF TIME PEOPLE EXPERIENCE HOMELESSNESS AND FOCUS ON PERMANENT HOUSING AS A SOLUTION.

2022 Implementation Focus: Building on planning and implementation efforts from 2021, implement front-end diversion strategies to prevent individuals from becoming homeless, and partner with Indianapolis Housing Agency (IHA) to identify issues and take action to reduce length of time from referral to lease-up.

At the direction of the Blueprint Council, develop strategies to address long length of stay in shelter, transitional housing, and safe-haven.

Project Title	Anticipated Deliverable	Project Milestone or Deadline	Project Management Lead
Expansion of prevention and diversion	Implementation stage, deliverable information coming soon		United Way of Central Indiana
CoC/IHA homeless preference voucher process refinement to reduce length of time from referral to lease-up.	Voucher strategy assessment, plan and implementation. Development of Voucher Dashboard and monitoring plan.	Contract with voucher consultant (CSH) began May 1, 2022.	CHIP
Develop strategies to address length of stay in shelter, transitional housing and safe-haven.	Performance Scorecards for all funded projects and list of identified strategies to address length of stay	Launch of system navigation TBD	Danielle Bagg-Wireman, CHIP

Strategic Priority 2: INCREASE AVAILABILITY AND ACCESS TO SAFE, SUPPORTIVE, AND PERMANENT HOUSING.

2022 Implementation Focus: Using experiences and lessons from the COVID-19 pandemic response, address issues identified in rapid rehousing and supportive housing that will reduce barriers to housing and improve outcomes, and continue the implementation and management of the supportive housing pipeline.

Project Title	Anticipated Deliverable	Project Milestone or Deadline	Project Management Lead
Rapid rehousing program model refinement and technical assistance to support programmatic improvements and funding.	Updates to program model and written standards	Start 7/1/22 Complete 12/31/22	Elliot Zans, CHIP
CoC/IHA homeless preference voucher process refinement to increase utilization.	Voucher strategy assessment, plan and implementation. Development of Voucher Dashboard and monitoring plan.	Contract with voucher consultant (CSH) began May 1, 2022.	CHIP
PSH Pipeline Management	Update PSH pipeline document to account for delays. Aligned services money for projects coming online in 2022.	Throughout 2022	Rodney Stockment, City of Indianapolis
HomeNow Indy Model and Management	Executing Contract for Enhancing Opportunities funding with Merchants Affordable Housing, launch of system navigation team	HomeNow Indy Relaunch events (3/2 & 3/3/22, 4/14 & 4/15/22)	Danielle Bagg-Wireman, CHIP



Strategic Priority 3: EXPAND AND ENHANCE WRAPAROUND SERVICES TO INCREASE HOUSING STABILITY AND PREVENT RETURNS TO HOMELESSNESS.

2022 Implementation Focus: Coordinate resources and provide technical assistance to improve case management quality and capacity of projects to deliver high-quality services to individuals in supportive housing and rapid rehousing.

PROJECT TITLE	ANTICIPATED DELIVERABLE	PROJECT MILESTONE OR DEADLINE	PROJECT MANAGEMENT LEAD
Dimensions of Quality Project to support PSH quality improvements	Technical assistance provided to 10 PSH projects. Recommendations for integration and expansion of Dimensions of Quality.	End of June 2022	Lori Phillips-Steele, CSH Indiana
CoC Program funding restructure to increase resources for supportive services	Securing 90 project-based vouchers from IHA to pilot restructuring. Adjusting CoC grants to provide service funding.	Throughout 2022	Natalie Roberts, City of Indianapolis
HomeNow Indy Model and Management	Executing Contract for Enhancing Opportunities funding with Merchants Affordable Housing, launch of system navigation team	HomeNow Indy Relaunch events (3/2/22, 4/14/22) Launch of system navigation TBD	Danielle Bagg-Wireman, CHIP



Strategic Priority 4: UNIFY INTERSECTING SYSTEMS IN A SHARED APPROACH TO PREVENT PEOPLE FROM BEING RELEASED INTO HOMELESSNESS.

2022 Implementation Focus: Collaborate with intersecting systems, especially re-entry, to reduce barriers to housing and support individuals transitioning from incarceration to prevent or reduce the length of time they spend homeless.

Project Title	Anticipated Deliverable	Project Milestone or Deadline	Project Management Lead
Expansion of prevention and diversion-Re-entry	Implementation stage, deliverable information coming soon		United Way of Central Indiana
HomeNow Indy Model and Management	Executing Contract for Enhancing Opportunities funding with Merchants Affordable Housing, launch of system navigation team	HomeNow Indy Relaunch events (3/2/22, 4/14/22)	Danielle Bagg-Wireman, CHIP
Develop strategies to address returns to homelessness	Performance Scorecards for funded projects	RRH and PSH Scorecards complete 4/30/2022 Strategy 1: Technical Assistance for projects on data quality to confirm returns data accuracy	Danielle Bagg-Wireman, CHIP

Strategic Priority 5: BUILD THE INFRASTRUCTURE OF COLLECTIVE IMPACT TO ALIGN RESOURCES, ENABLE COLLABORATION, AND MAINTAIN TRANSPARENCY WITH THE COMMUNITY.

2022 Implementation Focus: Leverage capacity to implement system-wide monitoring that supports strong performance at project and system level. Engage in clear, transparent, and strategic communications and provide high-quality training and educational opportunities to system stakeholders.

Project Title	Anticipated Deliverable	Project Milestone or Deadline	Project Management Lead
Implement CoC NOFO Scoring Tool monitoring and newly aligned compliance, data quality and performance monitoring to strengthen system performance	Monitoring Policies and Procedures	Procedures complete 3/31/22 and implementation began by 4/30/22	Rachael Sample, CHIP
Review and update Indy CoC Written Standards to support programmatic alignment and provide guidance to funders	Annual review complete and updated Written Standards posted to website	Begin 7/1/22 and complete by 9/30/2022	Lisa Huffman, CHIP
Coordinated Entry System (CES) assessment and prioritization refinements to improve system outcomes	New assessment, updated policies and procedures, and updated Written Standards	Updated policies and procedures throughout 2022, updated Standards by 12/22	Lisa Huffman, CHIP
Support transparency with annual action plan and impact report with regular updates to CoC	PowerPoint report out at each CoC meeting, completed Action Plan 4/30/22 and completed impact report 12/31/22	Action Plan: Begin 3/1/22, complete by 4/30/22 Impact Report: Begin 7/1/22	Rachael Sample, CHIP
Design and launch the new Learning Management System (LMS) for HMIS, CES, and CoC education	Launch of LMS, curriculum plan created, and developed plan for further build-out and implementation beyond 2022	Select consultant by 5/1/22 and complete project by 12/31/22	Rachael Sample, CHIP

Strategic Priority 6: DESIGN THE HOMELESS SYSTEM TO REFLECT THE COMMUNITIES BEING SERVED AND REDUCE THE IMPACT OF HOMELESSNESS ON PERSONS OF COLOR.

2022 Implementation Focus: Using data and qualitative information, update existing strategies and develop new strategies to reduce racial disparity and effectively engage individuals with lived experience.

Project Title	Anticipated Deliverable	Project Milestone or Deadline	Project Management Lead
Update the Racial Equity Assessment	New assessment completed	6/30/2022	Sharvonne Williams, CHIP
Develop strategies to address issues identified in the assessment	Action items identified, additional items to be determined	Will begin 7/1/2022	Sharvonne Williams, CHIP
Coordinated Entry System assessment and prioritization refinements to improve system outcomes	New assessment, updated policies and procedures, and updated Written Standards	Updated policies and procedures throughout 2022, updated Standards by 12/22	Lisa Huffman, CHIP
Lived Experience Engagement Strategy Implementation	Person's with Lived Experience Policies and Procedures, Signed engagement letters from individuals serving in work groups and committees		Amy Gibson, CHIP

Strategies Addressing Chronic Homelessness

Project Title	Anticipated Deliverable	Project Milestone or Deadline	Project Management Lead
PSH Pipeline Management	Adjusted PSH pipeline document to account for delays. Aligned services money for projects coming online in 2022.	Throughout 2022	Rodney Stockment, City of Indianapolis
CoC PSH Restructuring	MOUs with Indianapolis Housing Agency CoC Program Competition Funding Submitted with budget changes		Natalie Roberts, City of Indianapolis
Dimensions of Quality project implementation	Technical assistance provided to 10 PSH projects. Recommendations for integration and expansion of Dimensions of Quality.	End of June 2022	Lori Phillips-Steele, CSH Indiana
Coordinated Entry System assessment and prioritization refinements to improve system outcomes	New assessment, updated policies and procedures, and updated Written Standards	Updated policies and procedures throughout 2022, updated Standards by 12/22	Lisa Huffman, CHIP

Strategies Addressing Family Homelessness

Project Title	Anticipated Deliverable	Project Milestone or Deadline	Project Management Lead
Implement Family Homelessness Demonstration	Selection of Projects, Notification of Funding to Project, and Contracts	Selection completed by July 2022	Sharvonne Williams, CHIP

Strategies Addressing Youth Homelessness

Project Title	Anticipated Deliverable	Project Milestone or Deadline	Project Management Lead
Integrate Youth Homelessness Demonstration Program (YHDP) Projects into CoC Program Funding	Updated CoC NOFO Scoring tools for YHDP projects, THDP projects ranked in CoC NOFO submission	Ranking completed by CoC NOFO submission date, anticipated 10/31/22	Natalie Roberts, City of Indianapolis

Strategies Addressing Veteran Homelessness

Project Title	Anticipated Deliverable	Project Milestone or Deadline	Project Management Lead
Veteran Coordinated Entry System Technical Assistance	Development of Veteran system governance structure. Development of system-wide policies and procedures to support Veteran successful housing outcomes.	End of Sept 2022	Kendol Enzinger, VA