



2012 Annual Report



**Preventing and Ending
Homelessness through
Collaboration and Coordination**

Mission Statement

The Homeless Planning Council of Delaware is an independent statewide non-profit that works to strengthen the support system for people who are homeless. Through collaboration with stakeholders, data collection and coordination of funding, the Homeless Planning Council of Delaware strives to create a shared vision to remedy homelessness in Delaware.

Letter from the President and Executive Director

Dear Members and Friends,

2012 has been a year of new and exciting activities, challenges and opportunities. We began the year with an updated strategic plan that includes old and new goals for us to work on as an organization. HUD released the Continuum of Care Regulations as an Interim Rule that took effect with the 2012 application process. We gained a new staff member, Angela Karlton who serves as our Programs Assistant. And at the end of the year we said goodbye to Julie McIndoe, who served as our Data Systems Administrator for the past 4 years. Each of these changes brings with it new challenges and new opportunities.

We have structured our annual report a bit differently this year so that you can see the work that we have done and how it lines up with our strategic planning goals. Our goals:

- ⇒ HPC will be an effective advocate and educator for Delaware's Homeless Assistance System.
- ⇒ HPC will be the community leader in planning and coordination of Delaware's Homeless Assistance System.
- ⇒ HPC will be a leading partner in planning for a sustainable network of affordable and accessible housing options available to all individuals and families.
- ⇒ HPC will be a trusted and competent steward of diversified funding in support of our mission.
- ⇒ HPC will be governed by a diversified and engaged Board, seeking to include representation from the whole state, voices outside the Continuum of Care, and present / formerly homeless individuals.

As you can see we have completed many things towards our goals in 2012. However, there is still much work to do until our state meets its goal of ending homelessness! We hope that you are just as committed to ending homelessness as we are. Thank you for all of your past support and we look forward to a transforming year in 2013!



Kirsten Olson, Board President



Susan Starrett, Executive Director

In 2012, we created a 2-year advocacy agenda. The advocacy agenda is focused on the following goals:

Goal 1: Create a Homeless Service Provider Registration and Certification Process—In order to ensure that programs are meeting needs identified in our community, are compliant with Standards of Care for operating temporary housing programs, are a collaborative partner in Delaware's Continuum of Care, and are helping to meet our goal of preventing and ending homelessness in Delaware, the HPC will work on creating a process to certify these programs before operation.

Goal 2: Create a Homeless Persons Bill of Rights—The HPC convened a work group that began meeting in August 2012 with the goal of creating a white paper on Ending Discrimination of Persons Experiencing Homelessness. Parts of the white paper were modeled after the first ever legislation from Rhode Island that created a *Homeless Persons Bill of Rights* and added additional protections for persons experiencing homelessness into the State's Fair Housing Law. In 2013, we anticipate having the white paper finalized and ready for public distribution.

Goal 3: Advocate for System Change through Standards of Care, Trauma-Informed Care, and Centralized Intake—Standards are grounded in a long-standing, widely held belief that individuals who receive services benefit when organizations invest in strong management practice, and can validate the impact of their services on those served. The HPC created *Standards of Care for Temporary Housing Programs for Persons Experiencing Homelessness*. The *Standards of Care* integrate *Trauma-Informed Care* into policies and procedures of temporary housing programs. Becoming "trauma-informed" means using knowledge of trauma and recovery to create programs and services. In 2012, the HPC began working with a consultant to provide training and education to temporary housing providers around Trauma-Informed practices.

The Homeless Planning Council of Delaware is the lead agency for the implementation of a *Centralized Intake* system in the State of Delaware. Centralized Intake systems have been proven to improve connections between people and the housing and services they need. They serve the interests of consumers by helping them locate the housing and services they need; providers by minimizing time spent assessing people that are not right for their programs; and funders by ensuring that the right housing and services and right people are connected at a community-wide level.

Community Leader in Planning and Coordination

The HPC has been collaborating and coordinating with the Delaware Interagency Council on Homelessness to create Delaware's Plan to Prevent and End Homelessness. The creation of the actual plan will take place in 2013. However, much advance work was done in 2012. In February 2012, the HPC and DICH hosted a 2-day HEARTH Academy facilitated by the National Alliance to End Homelessness to make recommendations to help Delaware align with the Federal HEARTH Act. HPC staff worked with HUD, Federal Delegation staff, and U.S. Interagency Council staff to convene a one-day meeting for Executive Directors to review best practices and to recommend strategies for Delaware that align with the U.S. Federal Strategic Plan to Prevent and End Homelessness, *Opening Doors*. The HPC finalized the Continuum of Care Check-Up Process that led to the creation of an action plan related to aligning with the HEARTH Act and Continuum of Care Regulations.

Vision
The Homeless Planning Council of Delaware will create a vision for transforming Delaware's Homeless Assistance System.

Expand the Use of ServicePoint as

Delaware's Community Management Information System

In early 2012, the Homeless Planning Council made a strategic move to change the name of Delaware's Homeless Management Information System to Delaware's Community Management Information System (DE-CMIS). Over the past year, the HPC has increased the visibility and demand for a community information management and outcomes tracking system that does not focus solely on those who are serving the homeless. In the box to the left is a list of all of the DE-CMIS Participating Agencies as of December 2012. There are 140 Users in DE-CMIS that enter data for over 120 different programs.

Manage Delaware's Continuum of Care through the allocation of funds, definition of performance standards, and evaluation of outcomes.

The Delaware Statewide CoC was awarded \$5,430,422 for 21 renewal projects from the 2012 competition. We are still awaiting word on the funding for 3 competitively awarded new projects through YMCA Delaware and the Homeless Planning Council of Delaware as well as Ministry of Caring Samaritan Outreach Supportive Services Only renewal project. If all of these projects are awarded that would increase Delaware's CoC funding to \$6,071,434. Grantees for the renewal projects include: Connections Community Support Programs, Delaware Division of Substance Abuse and Mental Health, Homeless Planning Council of Delaware, Ministry of Caring, West End Neighborhood House, and YWCA Delaware.

In early 2012, Delaware participated in two separate processes to help Continuums of Care determine their capabilities to implement the HEARTH ACT, identify areas for improvement, and identify areas for technical assistance. The first process was a HUD-created Continuum of Care Check-Up activity. The second process was a 2-day HEARTH Academy in February 2012 that was facilitated by the National Alliance to End Homelessness. Through these processes, Delaware identified the following 5 goals that we will continue to work on in 2013.

- ⇒ Implement a governance structure that drives integration and collaboration of all Homeless Assistance System funders and providers
- ⇒ Create standards for services that include the implementation of trauma-informed care
- ⇒ Improve the Homeless Assistance System performance
- ⇒ Increase use of Rapid Re-Housing in resolving homelessness
- ⇒ Implement a Centralized Intake System

DE-CMIS Participating Agencies

As of December 2012

Aid in Dover
 Be Ready CDC
 Casa San Francisco
 Catholic Charities
 Center for Relational Living
 Connections CSP, Inc.
 DCRAC
 Delaware Center for Homeless Vets
 Delaware Financial Literacy Institute
 Delaware Division of Libraries
 Delmarva Teen Challenge
 Dover Interfaith Mission for Housing
 Family Promise
 First State Community Action Agency
 Gateway House
 Harriet Tubman's Safe House
 Home of the Brave
 Homeward Bound
 La Red Health Center
 Love Inc.
 Lutheran Community Services
 Ministry of Caring
 NAMI - Delaware
 Peoples Place II
 Rick VanStory Resource Center
 The Salvation Army
 The Shepherd Place
 Sojourners Place
 STEHM
 Sussex Community Crisis Housing Services

 Sussex County Health Promotion
 United Way of Delaware
 West End Neighborhood House
 Whatcoat Social Services Agency
 YMCA - Central Branch
 YWCA Delaware

The HPC and our partner the Delaware Housing Coalition, are developing a comprehensive, integrated, statewide community planning effort that is community-based. 2012 marked the second year of this three-year effort. The goals and achievements in 2012 included:

- ⇒ Synthesizing existing information into a new planning framework through the creation of a database.
- ⇒ Identifying gaps in the data and recommendations that need further study (Disability Housing Options, Manufactured Housing Options, Homeless Housing Options, Affordability as a Guiding Principle for Housing Plans, Recommendations on alternative models for affordability, Inclusionary Housing, and Permanent Affordability).
- ⇒ Conducting needs assessments on target populations and/or housing options to fill in the gaps (released *Community & Choice: Housing Options for Persons with Disabilities in Delaware*, released *Community Impact: The Effects of Assisted Rental Housing in Delaware*, created a Manufactured Work Group).
- ⇒ Compiling a homeless housing funding matrix and housing inventory.
- ⇒ Presenting this information at the Governor’s Housing Conference for community feedback.

A Trusted and Competent Steward

The Homeless Planning Council does great work with the support of our funders. We thank our funders (see full list on the back page) and our member agencies (DE-CMIS Participating Agencies and Continuum of Care Grantees) for their financial support of the work we do. Below is a comparison of the HPC’s financial statements for our fiscal years 2011 and 2012 (July 1—June 30). The HPC’s finances were audited by the independent firm of Barbacane Thornton and Company LLP.

Financial Statements		Fiscal Year 2011	Fiscal Year 2012
Net Assets, Beginning of Year		\$209,978	\$226,204
REVENUE			
Contribution and Grants		\$185,563	\$281,012
CMIS Fees		\$29,908	\$13,800
Continuum of Care Fees		\$11,500	\$12,000
Other Revenue		\$940	\$662
	TOTAL REVENUE	\$227,911	\$307,474
EXPENSES			
Personnel		\$110,447	\$115,864
Contractors		\$12,433	\$31,395
CMIS Fees		\$28,378	\$45,380
Operations		\$58,208	\$91,662
Other Expenses		\$2,219	\$2,105
	TOTAL EXPENSES	\$211,685	\$286,406
CHANGE IN NET ASSETS		\$16,226	\$21,068
Net Assets, End of Year		\$226,204	\$247,272



Thank you to our Members and Friends
for your support of our work in 2012.

We look forward to continuing our work
with you in 2013.

SPECIAL THANKS

John Teoli who served as a Board Member from 2006-2012 including serving as President of the Board from 2007-2012.

Julie McIndoe who served as Data Systems Administrator from 2008—2012.

Ethel Loesche, Patricia Cobb Richardson and Wendy Fish who are part-time contractors. **Aaron Searson** and **Rachel Beatty** who interned with the HPC in 2012.

Our Funders:

New Castle County, City of Wilmington,
Delaware State Housing Authority, Delaware
Division of Substance Abuse and Mental Health,
Delaware Division of State Service Centers,
U.S. Housing and Urban Development,
JP Morgan Chase Foundation &
Deutsche Bank

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HPC Staff

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