**Guiding Principles**

* No Wrong Door – Coordinated Entry/Access – coordinated assessment and referral
* Client Centered/Individualized Approach
* Preserving Housing is better than Re-Housing
* Data-driven – quantify – use data to make decisions – ensure data quality – know who is homeless and why and what they need – robust HMIS – need to define more of what we want (real-time, etc.) – use hmis to measure community progress rather than just program performance
* Appropriate use of evidence based or evidence informed practices – including trauma informed services – Trust that it has been proven and be open to new models
* Housing First approach – getting people into stable housing as quickly as possible – no agreement now beyond that – Housing as a Fundamental Human Right – everyone deserves safe permanent affordable housing
* Comprehensive, holistic, integrated client driven services – as consumer friendly as possible – ease of access – reduce the confusion . . . Place the burden of navigation and connection to services on the system and not the individual – to make access and navigation as easy as possible. Reduce use of jargon – use understandable language. Think about ways to measure success on this – how many doors does each client have to knock on?
* Focus on identifying gaps and barriers and advocating for change
* Prioritizing resources to those with highest need (still need to decide what “highest need” means) – and then optimizing matching appropriate resources to appropriate people

**Outstanding Questions**

* How do we balance individual agency missions and funders with a coordinated system?
* How do we bring funders to the table and/or educate them?
* Other tables (Adult literacy, interagency council, etc.) – how do they fit with this? How does CoC become the PRIMARY planning body for homeless services
* How do we focus the CoC on strategic planning and not just the HUD requirements or other funding requirements
* How do we focus our planning on population level and not program/agency level – with mutually reinforcing programs that have a collective impact
* Need to define what “Ending Homelessness” means - that homelessness is rare and brief? That people who lose their housing can be rehoused within 30 days? That no one has to sleep on the street (unless the choose to)

**Action Ideas**

* Dedicating some of the Continuum of Care meetings to inclusive and results based planning and dreaming
* Set time-driven goals
* Change structure – steering committee starts to do more of the nitty-gritty and CoC focuses on strategic planning
* Get the Housing Authorities, homeless individuals, business people to come to the table
* Understand how people cross systems – homeless youth, homeless kids in schools, etc.
* Consistently remember shared goals and values as a unifying factors

**Key Stakeholders**

* Consumers
* State Agencies (DCF, ESD, HHS, OEO, DMH, DOL, ADAP, DoC, VHA, Voc Rehab)
* VA
* Other Federal Funders (HUD, SAMHSA)
* City Government
* Town Government
* Police
* Hospitals (Fletcher Allen)
* Schools
* CVOEO
* COTS
* Pathways
* Howard Center
* Lund
* Safe Harbor
* A New Place
* Women Helping Women
* Champlain Housing Trust
* Hunger Free Vermont
* Veterans Inc.
* Vermont Veterans Services
* VCIL
* Vermont Cares
* Vermont Interfaith
* Spectrum
* Housing Authority (Burlington and Winooksi)
* Faith Based Agencies and Churches
* JUMP
* United Way
* Food Shelf
* Salvation Army
* Goodwill
* Vermont Refugee Resettlement
* RESOURCE
* AALV
* CVAA
* Phoenix
* DISMUS (?)
* Libraries
* Private Foundations
* Child Care

**System Components**

* Outreach
* Shelter
* Transitional Housing
* Motel/Temporary Emergency Shelter
* Prevention
* Permanent Affordable Housing
* Permanent Supportive Housing
* Supportive Services
* Healthcare
* Food
* Drop-In
* Re-Entry and Discharge Services
* Rental Subsidies
* Utility
* Mental Health
* Substance Abuse
* Job Training
* Legal Services/Tenant Rights
* Education
* Life Skills
* DV Services
* Unaccompanied Youth Services
* Social Support
* Financial Literacy
* Child Care
* Transportation

**Sources of Information**

* Point in Time Count
* HMIS Data
* Shelter Count – Aggregate
* 211 Data
* Agency Specific Databases
* ACCESS (State System)
* Tracker (Community Action Agencies)
* Registry Data
* ServicePoint (PATH and SSVF Data)
* Housing Inventory Chart

**Uses of Data**

* Understand needs and barriers
* Understand seasonal patterns
* More individual level data
* Understand client defined needs
* Identify gaps between needs and resources (and quantify in terms of units, $, services)
* Strategic Planning
* Increase funding and advocacy

**Next Steps in Using Data**

* Assess the data being collected
* Consistent data collected
* Look at the BoS assessment
* Identify ways to de-duplicate data from different sources
* Identify a common unique identifier
* Explore options for getting all providers on one system

**Next Steps in System Mapping/Planning**

* Identify any “baby steps” that can move the group toward system coordination
  + Create Strategic Planning Committee
* Begin to develop consistent eligibility criteria and mechanisms for central waiting lists
* Bring funders together to develop consistent expectations/requirements
* Increase the understanding of resources from ALL sources coming into the community and how these resources are being used
* Identify ways to consistently reiterate the guiding principles and overarching goals of the CoC