

Continuum of Care

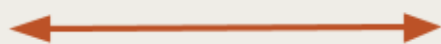
←————→
Adapting to Evolving Guidelines
and Strengthening Our
Response to Homelessness



New Mexico Coalition to
End Homelessness

Jazmin Moreno, System Improvement Lead
William Bowen, Albuquerque CoC Program Officer

Continuum of Care



Continuous Sequence



Services & Housing

- A geographic area
- A type of federal funding for that geographic area
- The entire network of stakeholders in that geographic area



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Adaptation

The challenge: The response to homelessness is shaped by continually shifting political, social, and economic conditions.

The reality: What was once a system built to manage homelessness is now overextended to address an unprecedented emergency.

The commitment: Our role as NMCEH and the CoC must focus on system improvement to adapt and respond effectively.



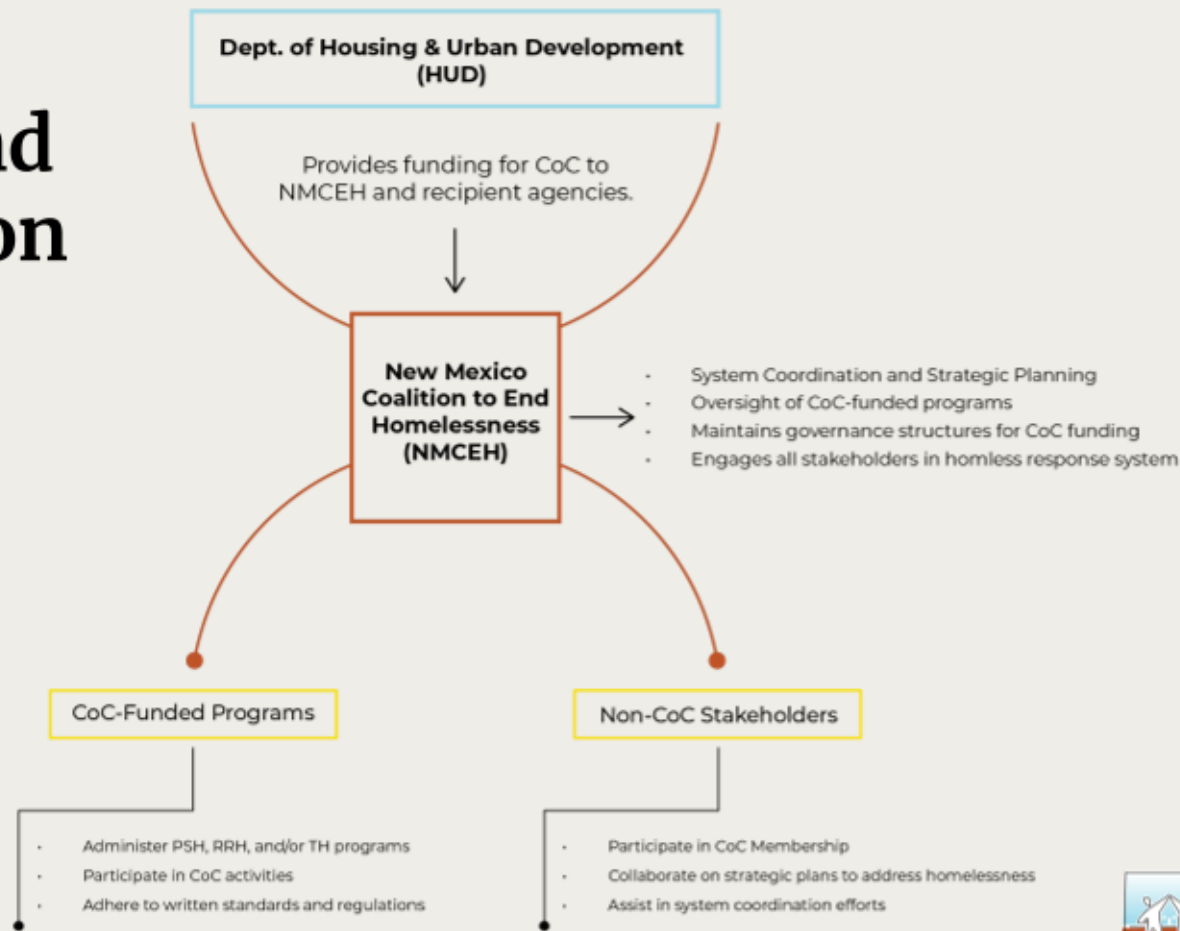
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Purposes of the Continuum of Care (24 CFR 578.1)

- 1) Promote community-wide commitment to the goal of ending homelessness;
- 2) Provide funding for efforts by nonprofit providers, States, and local governments to quickly rehouse homeless individuals (including unaccompanied youth) and families [...];
- 3) Promote access to and effective utilization of mainstream programs by homeless individuals and families; and
- 4) Optimize self-sufficiency among individuals and families experiencing homelessness.



Funding and Participation in Our CoC





7 Feedback & System Improvement

Ensures progress
toward ending
homelessness

6 Housing Outcomes & Stability

5 Monitoring, Compliance & Reporting

4 Data Systems & Quality

3 Cross-Agency Collaboration

2 Program Design & Processes

1 Funding & Project Application

Provides structure
and function

This is the foundation...



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Current Challenges

- Possible defunding of CoC
- Possible merge with ESG
- Threats to Housing First model
- Administration opposition to “DEI”
- Data Sharing hesitations
- Agencies unable to keep projects
- Ongoing Criminalization of Homelessness
- Staff retention
- Systemic comprehension



1

- Funding Competition
 - Prioritization Process
 - Objective Measures & Committee Discretion
- Consolidated Application



1 Funding & Project Application



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Competition & Application Process

- Independent Review Committee (IRC)
 - Scoring Tools
 - Final Priority Ranking
- Consolidated Application
 - Prepared by NMCEH
 - Separate but concurrent processes



- Housing Program Types
 - Permanent Supportive Housing, Rapid Rehousing, etc.
- Program Administration
 - Policies & Procedures, Written Standards, Eligibility
- Service Delivery Models
 - Housing First, Trauma-Informed Care, etc.

2 Program Design & Processes



Program Administration: Role of NMCEH

- Systemic lens application
- Upholding standards & practices
- Assisting programs in application and design



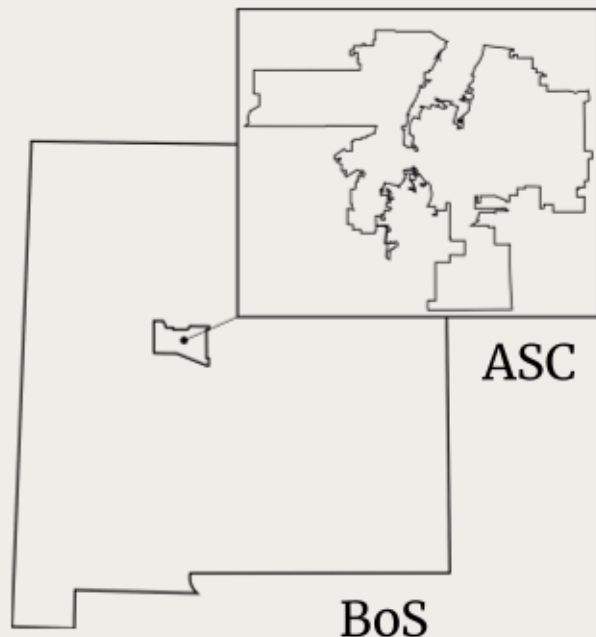
- Governance Boards – Leadership, Sets Priorities
 - CoC Membership Bodies
- Independent Review Committee
 - Excludes CoC-funded agencies

3 Cross-Agency Collaboration



CoC Governance Boards

- Representation across sectors
- Formalized Partnerships
- Resource Alignment
- Commitment to Equity
- Capacity Building
- Collective Problem-Solving



- CES – Assessments, Prioritization, Referrals
- HMIS – Central Database
- Data Sharing – Data Transparency
- PiT & HIC

CES, 1:00 pm
HMIS, 4:00 pm

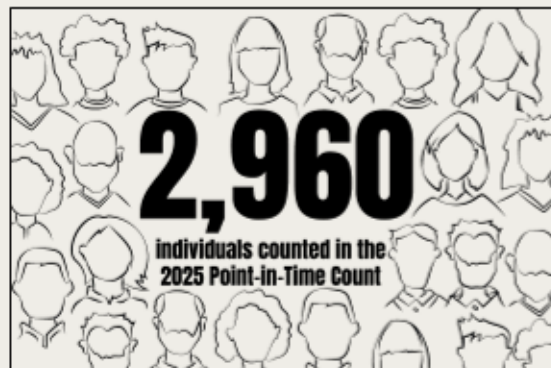
4 Data Systems & Quality

- Case Conferencing
- By-Name List
- Quality – Timeliness, Completeness, Accuracy, Consistency



Point in Time & Housing Inventory Count

- Agency and community volunteer street outreach
- Agency data coordination
- Estimate of people experiencing homelessness
- Systemic capacity measurement



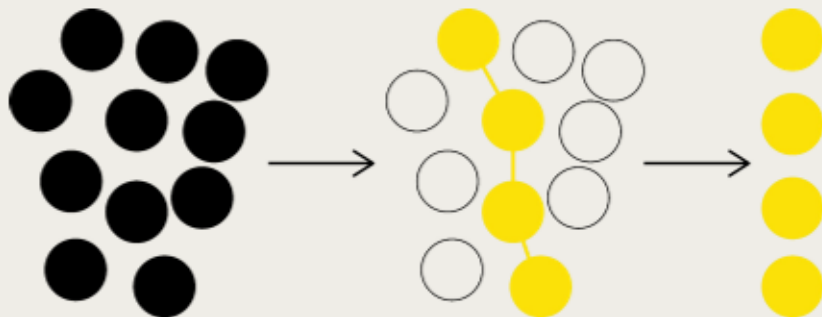
*Increase of 220 since 2024



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Data Sharing & Quality

- Breaking down silos
- Informed decision-making
- Real-time Collaboration
- Standard Practices
- Performance Measurement



- Reporting & Data Requirements
 - Annual Performance Reports, System Performance Measures, PIT Report

5 Monitoring, Compliance & Reporting

- Monitoring Visits
 - Policy Compliance
 - Technical Assistance & Trainings
- Housing Managers' Meetings



Reporting Requirements

- Annual Performance Reports
- System Performance Measures
- Longitudinal Systems Analysis
- Point in Time and Housing Inventory Counts



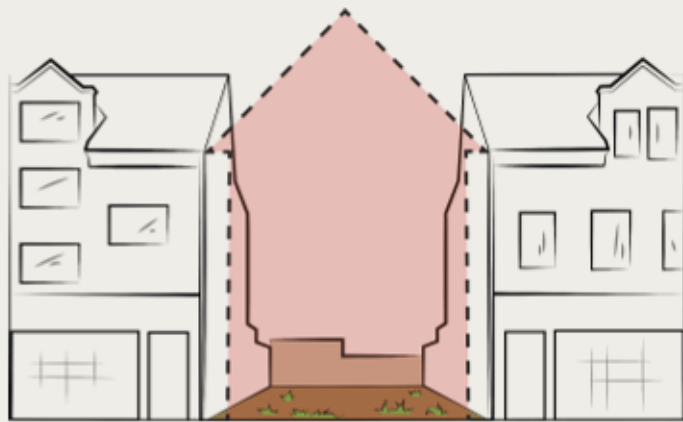
6 Housing Outcomes & Stability

- Core Housing Outcomes
- Stability Supports
 - Continued Case Management, Follow-ups, Wrap-Around Services
- Equity – Targeted Strategies
- Community Integration



Core Housing Outcomes

- Permanent Supportive Housing
 - Ongoing support and stability +
- Rapid-Rehousing
 - Up to 24 months of rental assistance +
- Transitional Housing
 - Up to 24 months in a program +
- Exits back to homelessness



Current Challenges

- **Possible** defunding of CoC
- **Possible** merge with ESG
- **Threats** to Housing First model
- Administration **opposition** to “DEI”
- Data Sharing hesitations
- Agencies unable to keep projects
- Ongoing **Criminalization** of Homelessness
- Staff retention
- Systemic comprehension



What does losing 'Housing First' mean for our CoC?

- Housing First - imperfect, but evidence-based
 - Housing *First*, not Housing *only*
- Increased reliance on other program structures
 - Sobriety requirements
 - Faith-based programs
 - Increased housing barriers



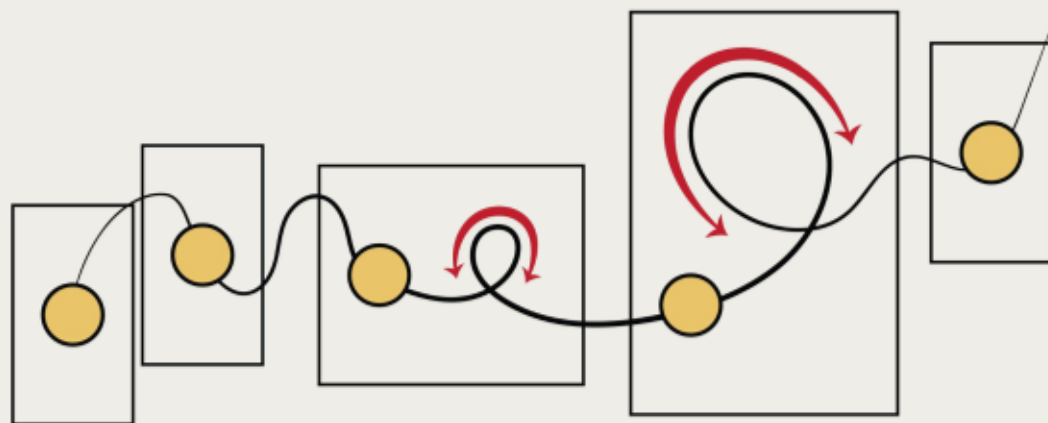
How does loss of staff shape our CoC?

- Staff burnout
- Overwhelming caseloads
- Loss of institutional knowledge
- Individual level client impacts



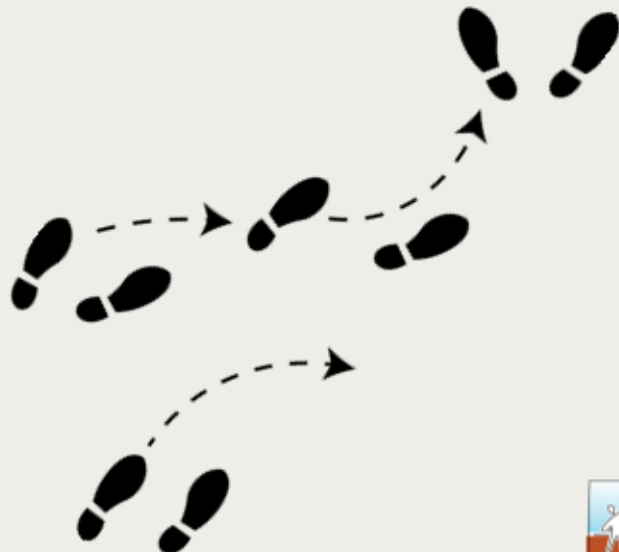
Simply: it's a complex system...

- Interconnection
- Layered Requirements
- Data Dependence
- Varied Housing Needs
- Varied Program Models
- Different Funding Streams
- Capacity Gaps
- Community Tensions



7 Feedback & System Improvement

- Technical Assistance
- Trainings
- Accountability
- Regular Provider Meetings
- Transparency
- Surveys & Listening Sessions
- Lived-Experience Advisory
- Best Practices



Accountability & Transparency

- Closed vs open systems
- Building trust across agencies
- Improve data credibility
- Support shared responsibility
- Create public and political will
- Sustain collaboration
- Align goals and expectations

“Relationships are built at the speed of trust and social change happens at the speed of relationships”

- Rev. Jennifer Bailey



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Adaptation & Next Steps

- Policy change
 - Long-term, difficult
 - Successes = more durable changes
 - Can be reversed by changing administrations
- Community organization
 - Quick response
 - Lasting relationships and social infrastructure
 - May have less immediate impact on written policy



Real-time, Strategic Collaboration

- Rethinking Homelessness
 - Storytelling
 - Data Representation
 - Building Empathy
- Evidence-Driven Solutions
 - Effective Prevention
 - Program Evaluation
 - Data Sharing
- Collective Capacity
 - Sub-committees
 - Exploratory Groups



Thank You!

**JOIN OUR NM HOME
TOGETHER LISTSERV**

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e.g., Julia

Last Name
e.g., Johnson

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e.g., example@mail.com

Choose what type of content you
want to receive:

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- ☐ Member Agency Updates
- ☐ CoC Updates
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- ☐ BoS CES Updates
- ☐ YHDP Updates

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Jazmin Moreno, jazmin-m@nmceh.org

William Bowen, william-b@nmceh.org