

**Continuum of Care Accomplishments**  
**for the period**  
**January 1, 2003 to June 30, 2004.**

The 2003 Continuum of Care included several goals and Goals and Action Steps for homelessness. This report may include accomplishments and projected accomplishments through **June 30, 2004**. Each narrative, however, shows which accomplishments were completed before December 31, 2003. The following pages include programs or actions that relate to the goals below.

**Goal A: End Chronic Homelessness**

- A-1. Increase inventory of affordable, appropriate housing and services.
- A-2. Increase economic stability for 10% of chronically homeless persons each year.
- A-3. Increase health Care access and utilization through enhancements to the health care delivery system.

**Goal B: Address Other Homelessness**

- B-1. Fill priority gaps [in services for the homeless], while ensuring no net loss of existing Continuum of Care resources that are meeting current needs.
- B-2. Prevent increase in number of homeless persons from 2003 levels.
- B-3. Increase supply and type of sheltering and affordable housing options.
- B-4. Collect accurate data in order to improve system-wide effectiveness in preventing and ending homelessness.

**Consolidated Plan Strategy Accomplishments for the period January 1, 2003 to December 31, 2004**

Related Strategy Number	Name of Program/Action	Description	Accomplishments
B - 4	<p>MOA/DHHS/SS/SAFE City/ LINK Project                      Action: Implementation of a Homeless Management System (HMIS)</p> <p><b>Organization:</b> MOA  <b>Contact:</b> Sandra M. Stone  <b>Phone:</b> (907) 343-6592  <b>Email:</b> <a href="mailto:stonesm@muni.org">stonesm@muni.org</a></p>	<p>Since 1995, the Municipal Department of Health and Human Services, SAFE City Program, and seven homeless provider agencies, have partnered in the LINK Project to provide computerized case management services that increase the ability of homeless persons to move from Anchorage's largest shelters into permanent housing.</p> <p>Many steps have been taken to lay the foundation for Anchorage's Homeless Management Information System. The steps work to achieve the following:</p> <p>(1) Speed the delivery of services to clients through:</p> <ul style="list-style-type: none"> <li>A. Enhanced communications between partners via electronic mail that allows clients to be placed in permanent housing as quickly as possible.</li> <li>B. Rapid exchange of client screening and application to services electronically to reduce redundancy in paperwork and reduce client stress in travel from shelter to shelter.</li> <li>C. Rapid retrieval of community resources and information regarding housing availability, job placement or skill building, medical services, and referral to substance abuse and mental health and mainstream services.</li> </ul> <p>(2) Ensure understanding of homelessness and identify gaps in service in the Anchorage area</p>	<ul style="list-style-type: none"> <li>◆ LINK researched and tested Bowman Internet Services ServicePoint web-based data system to replace ANCHoR failed data system.</li> <li>◆ Contract to purchase ServicePoint signed in March 2003.</li> <li>◆ ServicePoint Web application and database were installed on a single Municipal server for testing on Intranet.</li> <li>◆ System Administrator training was held December 8 – 10.</li> <li>◆ Secured funding to add a minimum of six transitional and permanent housing projects to the HMIS system.</li> </ul>

		<p>through data collection, client tracking and analysis.</p> <p>(3) Use our understanding of homelessness in the Anchorage area to guide future community planning.</p> <p>(4) The SAFE City Program sponsors and facilitates the Homeless Services Forum meetings and consequently encourages continual dialog and discussion on the development of an HMIS.</p>	
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<b>Related Strategy Number</b>	<b>Name of Program/Action</b>	<b>Description</b>	<b>Accomplishments</b>
A-1	<p>Shelter Plus Care Housing Program expansion</p> <p><b>Organization:</b> SCC  <b>Contact:</b> Shannon Wilks  <b>Phone:</b> (907) 261-5361  <b>Email:</b> sccgrant@alaska.net</p>	<p>SCC is expanding the number of units available for homeless individuals and families, both chronic homeless and other homeless from 28 units to 46 units and possibly more.</p>	<p>This is a gradual increase in numbers and as of December 31, 2003 11 new people were accepted into the program.</p>

Related Strategy Number	Name of Program/Action	Description	Accomplishments
A-1 B-2	AHI/Coming Home Project  <b>Organization:</b> AHI <b>Contact:</b> Sandi LeQuire <b>Phone:</b> (907) 338-6404 <b>Email:</b> slequire@alaska.com	Located and helped maintain housing for individuals who were homeless, low or no income, and had a diagnosis of mental illness, substance abuse, developmentally disabled, or HIV or any combinations therein.	19 individuals were housed last calendar year and received assistance with rental subsidy and case management services
A-2	AHI/Coming Home Project	Increased economic stability for participants	12 of the 19 individuals served were either receiving full benefits or working.
A-3	AHI/Coming Home Project	Increase health care access	All participants of the program received case management services that included access to health services, mental health services, substance abuse services etc.
B-4	AHI/Coming Home Project	Collect accurate data on preventing and ending homelessness	Since 01/01/2003 until 1/26/2004, the program has received 89 written applications for the program. We also receive an estimated 10 phone calls per month regarding our services and how long our waitlist is.

Related Strategy Number	Name of Program/Action	Description	Accomplishments January 1, 2003 through projected June 30, 2004
A-1	<p><b>Organization:</b> Catholic Social Services  <b>Contact:</b> Ms. Yvonne Chase  <b>Phone:</b> (907) 297-7742  <b>Email:</b> Yvonne.chase@css-ak.org</p>		<ul style="list-style-type: none"> <li>• St. Francis House served over 4,000 families; providing food, clothing, household goods, and furniture or emergency homeless prevention financial assistance during 2003. Each month there is an increasing request for services so at least another 2,500 families will be served before June 30, 2004. This service made a significant contribution to those transitioning from homelessness to independent living.</li> <li>• Beyond Shelter Program assists homeless people transition to permanent, independent living and permanent housing by providing case management and supportive services. Beyond Shelter Program helped 85 households transition out of homelessness in 2003 and will serve at least 100 in the 18 months above.</li> <li>• Brother Francis Shelter Anchorage provided almost 50,000 nights of stay and served over 35,000 meals to 2,696 homeless men and</li> </ul>

A-2			<p>woman in 2003. In addition to providing shelter and food, 998 guests of the Brother Francis Shelter are given housing and job search assistance as well as opportunities to address substance abuse and mental health issues through individual case management.</p>
A-3			<ul style="list-style-type: none"> <li>• Beyond Shelter Program assists homeless people transition to permanent, independent living and permanent housing by providing case management and supportive services. Stabilizing and/or improving a household's economic situation is a primary focus of the service. Beyond Shelter Program helped 85 households transition out of homelessness in 2003.</li> <li>• 998 Brother Francis Shelter guests worked with case managers to address income stability through benefit enrollment or employment.</li> </ul>
B-1			<ul style="list-style-type: none"> <li>• Anchorage Neighborhood Health Center provided outreach physical and mental health services to homeless guests of the Brother Francis Shelter, increasing individual access to health care</li> </ul>

services.

- Beyond Shelter Program assists homeless people transition to permanent, independent living and permanent housing by providing case management and supportive services. Beyond Shelter Program helped 85 households transition out of homelessness in 2003 and will serve at least 100 in the 18 months above.
- Clare House provides 24 hour emergency shelter for woman and woman with children as well as individual case management services to prevent homelessness, address client needs and develop plan for self-sufficiency. Clare House served over 350 clients in 2003, 62 percent of those served were children.
- McAuley Manor and Charlie Elder House a long term housing option for homeless teenagers. Residents have individual case managers to develop education and employment plans leading to self sufficiency.
- Brother Francis Shelter Anchorage provided almost 50,000 nights of stay and

B-2			<p>served over 35,000 meals to 2,696 homeless men and woman in 2003. In addition to providing shelter and food, 998 guests of the Brother Francis Shelter are given housing and job search assistance as well as opportunities to address substance abuse and mental health issues through individual case management.</p> <ul style="list-style-type: none"><li>• St. Francis House served over 4,000 families; providing food, clothing, household goods, and furniture or emergency homeless prevention financial assistance during 2003. Each month there is an increasing request for services so at least another 2,500 families will be served before June 30, 2004. This service made a significant contribution to those preventing homelessness.</li><li>• Beyond Shelter Program assists homeless people transition to permanent, independent living and permanent housing by providing case management and supportive services. Beyond Shelter Program helped 85 households</li></ul>
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B-3

transition out of homelessness in 2003 and will serve at least 100 in the 18 months above. Through services, these 100 families have supports to prevent further homeless episodes and stop a repeated cycle of homelessness.

- Clare House provides 24 hour emergency shelter for woman and woman with children as well as individual case management services to prevent homelessness, address client needs and develop plan for self-sufficiency. Clare House served over 350 clients in 2003, 62 percent of those served were children. Services to women build skills to prevent further homeless episodes.
- McAuley Manor and Charlie Elder House a long term housing option for homeless teenagers. Residents have individual case managers to develop education and employment plans leading to self sufficiency and thus preventing further homeless episodes.
- Brother Francis Shelter Anchorage provided almost 50,000 nights of stay and served over 35,000 meals to

B-4			<p>2,696 homeless men and woman in 2003. In addition to providing shelter and food, 998 guests of the Brother Francis Shelter are given housing and job search assistance as well as opportunities to address substance abuse and mental health issues through individual case management.</p> <ul style="list-style-type: none"><li>• Beyond Shelter Program assists homeless people transition to permanent, independent living and permanent housing by providing case management and supportive services. Families were assisted with information and advocacy in obtaining housing subsidies and more affordable housing options.</li><li>• CSS participated in the AHFC bi-annual homeless surveys and LINK HMIS system.</li></ul>
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Related Strategy Number	Name of Program/Action	Description	Accomplishments
A-3	<p>Anchorage Neighborhood Health Center/Health Care for the Homeless Program</p> <p><b>Organization:</b> Anchorage Neighborhood Health Center  <b>Contact:</b> Joan Fisher  <b>Phone:</b> (907) 792-6528  <b>Email:</b> <a href="mailto:joanf@anhc.org">joanf@anhc.org</a></p>	<p>In FY2003 ANHC received \$150,000 from HRSA – Bureau of Primary Health Care to provide mental health and substance abuse services to the homeless population.</p> <p>We have increased staffing to include a mental health specialist and a</p>	<p>To date we have provided 768 visits and 8% were homeless individuals. The balance of the patients were 100% below poverty.</p>

Related Strategy Number	Name of Program/Action	Description	Accomplishments (provide number and type of accomplishment where possible)
B-3	<p>Abused Women’s Aid in Crisis (AWAIC), Harmony House</p> <p><b>Contact:</b>  Margaret Nelson  743-5716  <a href="mailto:m_nelson@awaic.org">m_nelson@awaic.org</a></p>	<p>Transitional housing for women homeless due to domestic violence and with no dependent children.</p>	<p>Construction completed by January, 2004, begin accepting residents February 2004. Can house up to ten residents.</p>