



INTER AGENCY COUNCIL

SALEM COUNTY INTER AGENCY COUNCIL HUMAN SERVICES

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SALEM COUNTY CONTINUUM OF CARE (COC)

2024 INTRODUCTION AND MEMBER REFERENCE GUIDE

ABOUT

The CoC is a local planning body that meets, communicates, and works together to coordinate and improve coordination of housing and services for homeless families and individuals.

IAC is the CoC Lead Agency for Salem County, meaning we perform the administrative duties involved in executing the meetings, communication, planning, and developments of the working group. We also perform the reporting, application, and other contract requirements that HUD established in a Code of Federal Regulations for CoC operations and standards.

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WHO DOES THE COC INVOLVE?

PROVIDERS OF SERVICES FOR THE HOMELESS AND AT-RISK OF HOMELESSNESS

Provider organizations' participation is critical to the coordination of housing and services, and informing the planning of system improvements and developments. During CoC meetings and on a day-to-day basis, these members communicate with each other about which services and programs can help their clients or those coming to them seeking help. While some organizations specifically provide housing programs like rental assistance or hotel/motel stays, others provide supportive services like food pantries and utility assistance, which are also critical emergency assistance services for the homeless.

PERSONS WITH LIVED EXPERIENCE OF HOMELESSNESS

Persons with lived experience and expertise (PWLEE) of homelessness participate as volunteer advocates for the needs, experiences, preferences, and overall voice of the homeless. The insights of PWLEE is vital to ensuring CoC coordination and planning addresses and is accountable to the needs of the homeless..

ACCESS POINTS

For example, law enforcement, food pantries, school staff, etc who encounter persons experiencing homelessness and play a role in coordinating connection to services

LANDLORDS, DEVELOPERS, AND OTHER PERMANENT HOUSING REPRESENTATIVES

Permanent housing is the goal for the homeless. Therefore stakeholders in this sector are vital to coordination, planning, and development

...AND MORE!



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2024 MEETING SCHEDULE AT-A-GLANCE

	CASE CONFERENCING	GENERAL MEMB & CEAS	QUALITY ASSURANCE	PIT COUNT (ACTIVE MONTHS)
JAN 17	10AM- 11AM	11AM-12:30PM		X
FEB 21	10AM- 11AM		11AM-12:30PM	X
MAR 20	10AM- 11AM	11AM-12:30PM		
APR 17	10AM- 11AM		11AM-12:30PM	
MAY 15	10AM- 11AM	11AM-12:30PM		
JUNE 19	10AM- 11AM		11AM-12:30PM	
JUL 17	10AM- 11AM	11AM-12:30PM		X
AUG X	Recess	Recess	Recess	
SEPT 18	10AM- 11AM	11AM-12:30PM		X
OCT 16	10AM- 11AM		11AM-12:30PM	X
NOV 20	10AM- 11AM	11AM-12:30PM		X
DEC 18	10AM- 11AM		11AM-12:30PM	X



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COC GENERAL MEMBERSHIP

FUNCTION

The General Membership and its regular bi-monthly meeting functions as the trunk of the Continuum of Care (CoC) and the broadest reach of all entities and stakeholders in the community whose sites and services reach and intersect with the homeless. The General Membership meetings include reports from each Committee, a report from the CoC Lead Agency (IAC), updates from homeless assistance providers, presentations on current topics, and open floor discussions on trends. If organizations are seeking letters of support from the CoC for applications to funders, they present their request to the CoC at these meetings.

MEETING DATES

**THIRD WEDNESDAYS
BI-MONTHLY, 11AM-12:30PM**

- 2023 NOVEMBER 15 VIA ZOOM
- JANUARY 17 VIA ZOOM
- MARCH 20 **IN PERSON**
- MAY 15 VIA ZOOM
- JULY 17 **IN PERSON**
- SEPTEMBER 18 VIA ZOOM
- NOVEMBER 20 **IN PERSON**

REPRESENTATION

Housing Developers/ Affordable Housing

Beautiful Vessels Family Development Corp*

Domestic Violence & Human Trafficking

Salem County Women’s Services*

Projects for Assist. in Transition from Homelessness (PATH)

HealthCare Commons*

Disability Service Agencies & Advocates

The Arc of Salem County*
Resources for Independent Living
County Office on Aging and Disabilities

EMS/Crisis Response Teams

Volunteer Advocate*
County Office of Emergency Management

Homeless (or Formerly) Persons with Lived Experience

Volunteer Advocates*

Law Enforcement

Municipal police departments
County Sheriff’s Department
County Prosecutor’s Office
State Police

Housing-Specific Service Agencies

Catholic Charities of South Jersey*
Volunteers of America of the Delaware Valley*
County Welfare Agency*
Family Promise of Southwest NJ*
Collaborative Support Programs of NJ*
HealthCare Commons PATH*

Outreach

1st Baptist Church*
Beautiful Vessels Family Development Corp*
Victory Assembly of God*

Jails/Reentry Services

MidAtlantic States Career and Employment
Volunteers of America*

Mental Health & Substance Use Agencies & Advocates

Collaborative Support Programs of New Jersey*
HealthCare Commons*
County Division on Mental Health & Addictions
Southwest Council*
Oxford Houses

School Administrators/Homeless Liaisons

McKinney- Vento Regional District Coordinator

Others

Local Government/Officials
Public Housing Authorities
Family Success Centers, Churches, Food Pantries

*** GOVERNING BOARD & VOTING MEMBER**



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COC PROGRAMS

CONTEXT

As HUD's Continuum of Care (CoC) Program is designed to promote communitywide commitment to the goal of ending homelessness, it provides the opportunity for counties to access funding to support local organizations' services that quickly rehouse homeless individuals and families while minimizing the experience of trauma and dislocation. Counties can access CoC funding by completing an annual CoC Program Competition Application. The CoC Lead Agency (IAC) is responsible for the administrative duties of the application. To complete the application, CoCs must plan together to prioritize which programs and services should be included in the application for funding. HUD has strict requirements on service models and standards that are eligible for funding and places total allowable funding limits on each county. Some counties hold a local competition among its local providers, wherein the providers submit applications to the CoC and the CoC ranks and decides which will be included in its application to HUD. Salem County has one CoC funded program.

LEASED APARTMENTS PROGRAM

The Leased Apartments Program (LAP) is a transitional housing program administered by the IAC. This means IAC is both the CoC Lead Agency and also a CoC program provider. IAC administers LAP by entering into 12-month lease contracts with landlords and offering homeless individuals and families temporary occupancy in the leased units while providing supportive services and assisting with the clients' transition from homelessness into permanent housing. It is a beautiful program, especially for a county with no emergency shelter, which is why this program has been the priority program included in the CoC application to HUD for many years. There are no income eligibility requirements. The immediate, safe, temporary shelter provides the homeless the ability to stabilize and rebuild the financial and mental/health strength to secure and support a permanent housing situation.

COC PROGRAM COMPETITION & FUTURE FUNDING

Every September, county CoCs must complete a rigorous application that details their CoC is fulfilling the program standards and requirements. The practice of completing the application each year can serve as an opportunity for the CoC to assess its focuses for improvements and developments over the following year. As Salem County CoC and its CoC funded program (LAP) excel in meeting high standards, alleviating increasing levels of homelessness, and demonstrating the level of need in Salem County, the funding amount awarded to Salem County can increase. While we detailed the Transitional Housing program that Salem County CoC has prioritized. Other program models that might be included in the future include a Supportive Services Only (SSO) project, a Rapid Re-Housing Project (RRH), or a Permanent Supportive Housing (PSH) project., for example.



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QUALITY ASSURANCE COMMITTEE

FUNCTION

The Quality Assurance Committee is responsible for holding Salem County CoC and CoC funded programs (LAP) are held accountable to meeting HUD standard and regulations, as well as to making sound judgement informed by lived experience advocates and community stakeholders in all matters where judgement and decision making is exercised. The Committee achieves this through:

- Completing a Housing First Standards Assessment for CoC funded programs
- Reviewing HMIS Data Reports for patterns and trends that inform planning and decision making
- Reviewing HMIS Data Quality Reports that highlight areas for data quality improvement among homeless assistance providers county-wide
- Monitoring and evaluating CoC funded program performance, policies, and procedures

These Committee members also may serve on Ad-Hoc Committees including:

- Discharge/Termination to ensures all measurements that can be taken are indeed taken to prevent a CoC participant's termination from service
- By-Laws Committee to review and update by-laws every three years in accordance with HUD standards.

REPRESENTATION

Now accepting nominations. Recruiting and appointments by Governing Board in progress.

MEETING DATES

- THIRD WEDNESDAYS**
BI-MONTHLY, 11AM-12:30PM
REMOTE VS IN-PERSON TBD
- FEBRUARY 21
 - APRIL 17
 - JUNE 19
 - OCTOBER 16
 - DECEMBER 18

WHAT IS HMIS?

A Homeless Management Information System (HMIS) is a local information software system used to collect client-level data and data on the provision of housing and services to individuals and families at risk of and experiencing homelessness. Agencies receiving HUD and NJDCA funding for homeless services are required to enter client and service data into HMIS. Each county's CoC is responsible for analyzing HMIS data to ensure data-informed decision making within the CoC and to ensure HMIS data county-wide is meets clean and quality standards.



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CASE CONFERENCING COMMITTEE

FUNCTION

This Committee has no set agenda. It is an open floor meeting that occurs on a monthly basis the hour before either the General Membership meeting or Quality Assurance Committee meeting, each of which rotate on a bi-monthly basis.

The purpose of the Case Conferencing Committee is to encourage communication between service providers and access points regarding the clients that are seeking help from each of them or enrolled in their programs at that moment in time, whose needs may be complex or for whose needs there may be gaps in services. This meeting is an opportunity for representatives to check in with each other about the funding availability in their programs, eligibility requirements as they relate to specific (but anonymous) client case circumstances, and ask for resource and service suggestions from each other.

All cases discussed in this meeting are discussed anonymously to maintain client confidentiality.

REPRESENTATION

Catholic Charities of South Jersey

Penns Grove Center, HPRP2 and/or HP Case-Manager

Volunteers of America of Delaware Valley

Salem County Navigator Outreach Rep

Salem County Welfare Agency

Housing Division Manager

Projects for Assistance in Transition from Homelessness (PATH)

HealthCare Commons,

Collaborative Support Programs of NJ

Coordinator of Integrated Services

Family Promise of Southwest NJ

Lead Supportive Services Coordinator

Salem County Inter Agency Council of Human Services

Housing Programs Coordinator

NJ211

Contact TBD

Persons with Lived Experience Advocate

Various Anonymous

TOWARDS COORDINATED ENTRY

HUD expects CoCs to establish a Coordinated Entry System (CES). CES is a process by which the most vulnerable homeless residents are matched with available and appropriate housing resources. An effective coordinated process entry is a critical component to any community's efforts to meet the goals of Housing First. The primary goals for coordinated entry processes are that assistance be allocated as effectively as possible and that it be easily accessible. Salem County CoC does not have a formal CES. However, even the most modern and successful CESs rely on a foundation of communication and collaboration among service providers. Therefore, Salem County CoC will establish this foundation first through the case-conferencing committee. To complement this foundation, with support from NJDCA, IAC will contract with a Data Analyst to derive strategy suggestions for CES development through research and local data collection.

MEETING DATES

**THE THIRD
WEDNESDAY
OF EVERY
MONTH FROM
10AM-11AM**



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POINT-IN-TIME COUNT COMMITTEE

FUNCTION

The Point-in-Time Count, it is an annual day of outreach to the homeless that HUD requires of every county in the nation. On the last Wednesday in January every year, we organize Connect Sites that homeless persons can visit to get out of the cold, enjoy a hot meal, warm conversation with volunteers, connect one-on-one with a housing resource specialist, and leave with a gift bag of shelf-stable food, toiletries, socks, gloves, and resource literature. In addition to the Connect Sites, Street Outreach Teams disperse across the county to connect with the homeless sleeping in cars, isolated in wooded areas, or striving for coverage near abandoned properties. The Teams provide them the same bags and encourage them to visit the nearest Connect Site. In 2023 we hosted 6 Connect Sites across the county and dispersed Street Outreach Teams from 4pm-2pm. In addition to this annual day of connection and hospitality, volunteers complete one-page surveys with every person experiencing homelessness they connect with. The survey is anonymous and does not ask for name or contact information. The survey is important because HUD uses it to determine counties' funding allocations. It also tells helps local communities understand the demographics and challenges they're homeless population is facing. The PIT Count is conducted on the same day every year so that the reports can be compared across years since they measure the same 'point in time.'

MEETING DATES

SEASONAL:

- PLANNING: JULY, OCT, NOV, DEC
- PIT COUNT: JAN
- DEBRIEF: FEB
- REPORT PRESENTATION: THE FOLLOWING SEPT

REPRESENTATION

Service Provider Housing Specialists

Catholic Charities of South Jersey
Volunteers of America of Delaware Valley
Salem County Welfare Agency
MidAtlantic States Career & Education Center

Connect Center Sites

Serving the Light Ministries, Salem City
Riverview Family Success Center, Penns Grove
Birdseye Family Success Center, Pennsville
Victory Assembly of God, Pittsgrove

Core Site Volunteers

1st Baptist Church of Salem
1st Baptist Church of Woodstown
Victory Assembly of God, Pittsgrove
Southwest Council
Family Promise of Southwest New Jersey

Street Outreach Teams

Beautiful Vessels Family Development Corp.
Collaborative Support Programs of NJ
Inter Agency Council
Meals on Wheels
Law Enforcement
Resident Volunteers

SAMPLES OF STATS FROM 2023 PIT COUNT

- **A total of 52 households, including 67 persons were experiencing homelessness in Salem County on the night of January 23, 2022.**
- **11 of the 52 homeless households reported homelessness between 1-3 years. 18 reported homelessness between 1-6 months.**
- **36% of the 67 persons self-reported having a disability, Mental Health issues was the most frequent disability reported among this 36% followed by Substance Abuse Disorder**



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COMPREHENSIVE EMERGENCY ASSISTANCE SYSTEM (CEAS) COMMITTEE

FUNCTION

The primary function of the CEAS Committee is to provide oversight, planning, and coordination on the delivery of emergency services to the homeless and those at risk of homelessness. This committee is distinct from the overall CoC in its focus on emergency services, as well as oversight regarding specific sources of funding for emergency services.

Examples of Funding programs specifically entrusted to the oversight of CEAS are the Federal Emergency Management Assistance (FEMA) Emergency Food and Shelter Program (EFSP) and the NJ Division of Family Development (DFD) Supportive Services for the Homeless (SSH) program. Code Blue is also a focus of the CEAS.

MEETING DATES

**THIRD WEDNESDAYS
BI-MONTHLY, 11AM-12:30PM**

**THE FIRST AGENDA ITEM ON EVERY
GENERAL MEMBERSHIP MEETING**

- 2023 NOVEMBER 15 VIA ZOOM
- JANUARY 17 VIA ZOOM
- MARCH 20 **IN PERSON**
- MAY 15 VIA ZOOM
- JULY 17 **IN PERSON**
- SEPTEMBER 18 VIA ZOOM
- NOVEMBER 20 **IN PERSON**

**TWO ADDITIONAL MEETINGS EACH YEAR.
ONE IN NOVEMBER TO DISCUSS PRIORITIES
FOR NEXT PHASE OF FUNDING. ONE
BETWEEN FEB-MARCH TO REVIEW, SCORE,
AND VOTE ON PROPOSAL AWARDS**

REPRESENTATION

United Way of Delaware and Salem County

Catholic Charities of South Jersey

Meals on Wheels of Salem County

American Red Cross Chapter

Homeless Representatives

Salem County Board of Social Services

Salvation Army

Church of Ministerial Associations

Mt. Zion Baptist Church

Community Action Agencies

IHealthCare Commons

Resources for Independent Living

Gateway CAP

Puerto Rican Action Committee

McKinney Vento Regional Program

Special Services School District

Collaborative Support Programs of NJ

Victory Assembly of God

Salem County Women's Services

The Arc of Salem County

Family Promise of Southwest N



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NEW MEMBER APPLICATION AND ONBOARDING PROCESS MAP

WELCOME

The Application and Onboarding Process for Salem County CoC is designed to be flexible according to each applicants' goals for membership and baseline CoC knowledge and experience. The following are the typical routes for new membership are below and reflected on the Application form. The Application form contains instructions for completing and submitting the information, including a contact phone number and a welcome to request accommodations.

It is our goal that new attendees feel welcomed, well-oriented, informed, and prepared to participate and speak freely as equal members around the discussion tables, while committing to a spirit of respect and teamwork. It is also goal that CoC members experience transformational interactions in growing and working in relationship with each other, in addition to the transactional business activities we focus on together.

**A NEW REPRESENTATIVE
OF AN ALREADY-
PARTICIPATING AGENCY**

Your application does not need to be reviewed by the Governing Board. Upon your application, you will be added to the email distribution list and receive calendar invites and virtual meeting links. Your organization should provide you with training and orientation. You will be invited to introduce yourself at the start of meetings and everyone will introduce themselves to you. Please ask questions during the meetings. Members and IAC staff will be happy to chat with you after meetings to answer questions.

**A VOLUNTEER ADVOCATE
WITH LIVED EXPERIENCE OF
HOMELESSNESS**

**A REPRESENTATIVE OF
AN ORGANIZATION
THAT IS NOT ALREADY
PARTICIPATING**

The Governing Board will review your application. IAC staff may contact you with follow up questions or to ensure clarity.

Interview with
Membership Committee

Membership Committee
may request interview
with Executive Leadership

IAC will provide an orientation/training with some pre-reading material prior to your first meeting

Introductions will be exchanged at the start of each meeting

You will be paired with a mentor from an organization on the Governing Board. You can suggest who you'd like that to be

IAC and/or your Mentor will facilitate at least three one-on-one meet and greets with other members to help forge relationships within the group with you.



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GOVERNING BOARD AND COLLABORATIVE APPLICANT CONTACTS

Beautiful Vessels Family Development- Jodi Ann Williams

beautifulvesselshfd@gmail.com

Salem County Women's Services- Meghan Rush

meghanrush@salemcountywomensservices.org

HealthCare Commons, PATH- Susan Cole

s.cole@hcommons.com

The Arc of Salem County- Patricia Irwin

pirwin@thearcsalem.com

Catholic Charities of South Jersey- Cynthia LeBron

Cynthia.LeBron@camdendiocese.org

Volunteers of America of the Delaware Valley- Kaitlyn Fries

kfriess@voadv.org

Family Promise of Southwest NJ- Rosemarie Parker

rparker@familypromiseswnj.org

Salem County Board of Social Services- Rebecca Iacovone

Rebecca.Iacovone@scbssnj.org

Collaborative Support Programs of NJ- Jennifer Zoyac

jzoyac@cspnj.org

Advocate of lived experience of homelessness- Joyce Lewis

bishopjolewis@yahoo.com

Advocate of lived experience of homelessness- Eric Sharp

eric.sharp@verizon.net

Collaborative Applicant- Cristina Chillem

Cristina@salemcountyiacc.org

