



Supportive Housing Opportunities Planner: Setting a Path to End Chronic Homelessness Locally

To achieve the goal of [ending chronic homelessness](#), communities must have enough supportive housing units available to serve individuals currently experiencing chronic homelessness, and to prevent people with disabling conditions from becoming chronically homeless in the future.¹ Communities that are striving to meet this goal are working to align their needs—as defined by Point-in-Time (PIT) counts or real-time data such as by-name lists—with their supply of supportive housing opportunities.

Despite a nationwide shortfall in available supportive housing, many communities can achieve the goal, and others can make significant progress with the resources that already exist locally. If communities improve their targeting and prioritization of people experiencing chronic homelessness for existing supportive housing units, ending chronic homelessness will be within reach. Achieving the goal requires that communities:

- Appropriately prioritize individuals experiencing chronic homelessness for new supportive housing units and for units that turn over, based on local needs; and/or
- Increase supportive housing opportunities by reallocating existing funds, where possible, dedicating and aligning additional funding provided through both targeted grants (e.g., Continuum of Care program funding) and through mainstream resources (e.g., Housing Choice vouchers, Medicaid, and behavioral health funding).

Purpose of the Tool

The Supportive Housing Opportunities Planner (SHOP) tool is designed to help community stakeholders sharpen their strategies for ending chronic homelessness locally. For example, a community might use the tool to determine that it can end chronic homelessness by ensuring that 80% of its supportive housing turnover units are prioritized to people experiencing chronic homelessness and by creating 50 new units of supportive housing. Another community may find that it can achieve the goal without creating any new units but only by prioritizing people experiencing chronic homelessness for an increased proportion of existing units that turn over.

The SHOP tool can help inform and guide local discussions, including regarding prioritization and targeting within local coordinated entry processes, and it is most effective if it can be updated to include the most current and precise local data. The tool defaults to the nationally available 2016 Point-in-Time and Housing Inventory Count data,² but communities should use the most accurate and current data they have for 2017. This could include 2017 PIT data, current real-time census data available through HMIS and/or by-name lists, or an updated housing inventory.

¹ The *Opening Doors* goal to end chronic homelessness consists of ending homelessness among *individuals* experiencing chronic homelessness, including unaccompanied youth between the ages of 18 and 24. Families experiencing chronic homelessness are included in the *Opening Doors* goal to end homelessness among families, youth, and children in 2020.

² There are a small number of CoCs, noted with an asterisk on the Data tab of the SHOP tool, for which 2016 data was not publicly available, so there is no default data to use and error messages will appear. Those communities can still use the tool by entering their current, local data.

We hope that the tool will help drive local conversations and decisions, but it does have some limitations. For example, it may not take into account the local geographic distribution of units. A Balance of State CoC, for example, may find that the tool indicates that the number of available turnover units is sufficient to achieve the goal, but should also recognize that these turnover units may not match where people experiencing chronic homelessness are located. It should also be noted that the tool is focused on ending chronic homelessness among individuals and does not encompass a community’s need for supportive housing for other populations, such as families, youth, or people exiting institutions.

For more on strategies to end chronic homelessness locally:

- USICH and HUD have issued the [Criteria and Benchmark for Achieving the Goal of Ending Chronic Homelessness](#) and related information.
- HUD has provided [guidance to CoCs and supportive housing providers](#) on how to adopt policies to prioritize people experiencing chronic homelessness.
- USICH’s [Tools for Action Database](#) includes resources on building the supportive housing pipeline.
- USICH’s [10 Strategies to End Chronic Homelessness](#).

How to Use the SHOP Tool

The SHOP tool is an Excel workbook with two tabs: Analysis and Data. Users should work within the Analysis tab. The Data tab simply includes the default data points.

In the Analysis tab, the left side of the tool lists the inputs (Fields A-I), while the right side lists impacts on the annual need and the projected number of individuals experiencing chronic homelessness who will be housed from 2017 through 2019 (Fields 1-15). Below is a field-by-field walkthrough of the input and impact sections.

INPUTS		IMPACTS				
			2017	2018	2019	
A	112 = Individuals experiencing chronic homelessness (Default: Nationally-available 2016 Point-in-Time Count data. Enter most accurate data for	1	Number of individuals experiencing chronic homelessness at beginning of year	112	105	97
B	30% = Annualization factor (based upon projections for inflow and undercount)	2	Number newly entering or not counted in Point-in-Time count or other data used	33	31	28
		3	Projected annual need	145	136	125
			%	#	#	#
C	544 = Total inventory of supportive housing units for households without children (Default: Nationally-available 2016 Housing Inventory Count [HIC] data. Enter most accurate data for beginning of 2017.)	4	Total available supportive housing inventory for households without children	544	544	544
D	15% = % of supportive housing units that turnover annually (Default: 15%. Adjust based on local data, as needed.)	5	Supportive housing units dedicated to chronic homelessness	27%	149	149
		6	Annual turnover of dedicated supportive housing units	15%	22	22
E	27% = % of supportive housing dedicated to chronic homelessness (Default: Nationally-available 2016 HIC data. Enter most accurate data for beginning of 2017.)	7	Total non-dedicated supportive housing for households without children	395	395	395
F	30% = % of non-dedicated supportive housing prioritizing people experiencing chronic homelessness	8	Annual number of non-dedicated supportive housing units that will turnover	15%	59	59
		9	Non-dedicated supportive housing turnover units prioritized for chronic homelessness	30%	18	18
G	0 = Newly created supportive housing units to become available in 2017	10	Chronically homeless individuals housed through dedicated turnover supportive housing	22	22	22
H	0 = Newly created supportive housing units to become available in 2018	11	Chronically homeless individuals housed through prioritized turnover supportive housing	18	18	18
I	0 = Newly created supportive housing units to become available in 2019	12	Chronically homeless individuals housed through newly created supportive housing	0	0	0
		13	Total number of individuals experiencing chronic homelessness housed	40	40	40
		14	Number of individuals experiencing chronic homelessness at year-end	105	97	85
		15	Percent change since end of 2017		-8%	-19%

CoC or State Name:

Begin by selecting a CoC or state using the drop-down menu in cell E3. The list is ordered alphabetically by state. CoCs are listed in order of CoC number under each state.

CoC/State Name:

- AL - Alabama (state)
- AL - Birmingham/Jefferson, St. Clair, Shelby Counties CoC
- AL - Mobile City & County/Baldwin County CoC
- AL - Florence/Northwest Alabama CoC
- AL - Huntsville/North Alabama CoC
- AL - Montgomery City & County CoC
- AL - Gadsden/Northeast Alabama CoC
- AL - Tuscaloosa City & County CoC

This function will automatically populate Field A with the number of individuals experiencing chronic homelessness in the jurisdiction based on the nationally available 2016 Point-in-Time count data. This can be replaced with locally available 2017 PIT data or real-time data available through by-name lists and/or HMIS.

Using nationally available 2016 Housing Inventory Count data, Field C will prepopulate with the total inventory of supportive housing units for households without children in the jurisdictions, and Field E will prepopulate with the percentage of supportive housing that is dedicated to chronic homelessness. This data can be replaced with updated local data that reflects changes to the supply of supportive housing or the dedication of units to chronic homelessness since the 2016 HIC was prepared.

Input Fields

Field A: Individuals experiencing chronic homelessness (cell C7)

Meaning: The total number of individuals experiencing chronic homelessness in the CoC or state.

Default Value: The 2016 Point-in-Time count for individuals experiencing chronic homelessness for the selected jurisdiction.

Override Option: A community can override the Point-in-Time count number with a number generated by other local data sources, if it believes these data sources more accurately capture the number of individuals experiencing chronic homelessness (sheltered and unsheltered) at the beginning of 2017 (for example, by using 2017 PIT data, local Homelessness Management Information System data, or data from a by-name list). To restore the default value, click the "Reset" button found in cell N3.

Field B: Annualization factor (inflow/undercount) (cell C9)

Meaning: The estimated percent increase of the number of people experiencing chronic homelessness entered in Field A due to inflow (new people experiencing chronic homelessness entering the homelessness assistance system) and undercount (people experiencing chronic homelessness who were not captured in the number in Field A).

Default Value: 30%, which represents the estimated average national inflow and undercount factor

Override Option: Communities that have reliable local inflow and/or undercount data can override this default. If the community has separate inflow and undercount percentages, it can add the two percentages together in this field.

Field C: Total inventory of supportive housing units for households without children (cell C11)

Meaning: The number of adult-only supportive housing units (not just units limited to people experiencing chronic homelessness) funded by the CoC or another source

Default Value: The jurisdiction's total number of adult-only supportive housing units, as reported in the 2016 Housing Inventory Count.

Override Option: A community can override the default value to make it current for 2017 if it has a more accurate number of adult individual-only supportive housing units available in the community, to reflect additional units not captured in the Housing Inventory Count or that have come on-line since the HIC was prepared, or units no longer available due to

unit closures or other factors. To restore the default value, click the “Reset” button found in cell N3.

Field D: Percentage of supportive housing units that turn over annually (cell C13)

Meaning: The percentage of all adult-only supportive housing units (Field C) that turn over annually.

Default Value: 15%, which represents the average annual turnover rate nationally.

Override Option: The community can enter a percentage that more accurately reflects the annual turnover rate of its adult-only supportive housing units, if that data is available locally.

Note: Supportive housing units that become available due to turnover present an opportunity to house additional people experiencing chronic homelessness. Communities should strive to maximize positive exits (i.e., exits that are at the tenant’s choice, along with increased income or improvements in health, mental health, or substance use condition) while minimizing negative exits. To increase the rate of positive exits, communities and individual supportive housing projects can implement “moving-on” approaches that help tenants obtain other affordable or independent housing. Providers can minimize negative exits by implementing a Housing First approach. For more information, see USICH’s [Housing First Checklist](#).

Field E: Percentage of supportive housing units dedicated to chronic homelessness (cell C15)

Meaning: The percentage of the community’s supportive housing inventory (listed in Field C) that is dedicated to persons experiencing chronic homelessness.

Default Value: The percentage of the number of units dedicated to chronic homelessness compared to the total inventory of adult-only supportive housing units, as reported in the 2016 Housing Inventory Count.

Note: Communities are encouraged to ensure they have an adequate supply of supportive housing units that are dedicated to persons experiencing chronic homelessness. Dedicated units funded through the CoC program can only be used to house persons experiencing chronic homelessness, unless there are no persons within the CoC who meet that criteria and wish to enter that dedicated unit at the time it is available. In addition, a community may choose to similarly dedicate non-CoC-funded units to only serve persons experiencing chronic homelessness.

Field F: Percentage of non-dedicated supportive housing units prioritizing people experiencing chronic homelessness (cell C17)

Meaning: The percentage of all adult-only supportive housing units (in Field C) prioritized for people experiencing chronic homelessness.

Default Value: 30%

What to Enter: This field contains a drop-down box with options of 30%, 50%, 80%, and 100% prioritization rates of non-dedicated units. A value other than these pre-set values may also be entered. Communities should examine the impact that higher rates of prioritization will have on their efforts to end chronic homelessness.

Note: CoCs can commit to prioritizing a certain percentage of persons experiencing homelessness in CoC-funded, non-dedicated supportive housing units in order to ensure adequate availability of these units for people experiencing chronic homelessness. All recipients of CoC-funded supportive housing units are encouraged to prioritize units for persons experiencing chronic homelessness as they become vacant, to the maximum extent practicable and as appropriate for local needs. Communities may choose to use a similar admissions preference for units that are not funded by the CoC to increase the percentage of units that are prioritized to people experiencing chronic homelessness.

Fields G, H, and I: Newly created supportive housing units available in 2017, 2018, and 2019 (cells C19, C21, and C23)

Meaning: The number of newly created supportive housing units (funded through the CoC program and all other sources) that will serve people experiencing chronic homelessness in the future, starting in 2017, 2018, and 2019 respectively.

Default Value: 0 for each year.

How to Use: Communities should enter the number of projected additional units that will be created to serve people experiencing chronic homelessness in 2017, 2018, and 2019. Both CoC-funded units and units funded by other sources should be included, as well as non-dedicated and dedicated units. Communities should subtract any expected or projected unit closures from these fields. This data will help communities assess the impact of the planned or expected new supportive housing units and determine if there will be an adequate supply of supportive housing to end chronic homelessness. Communities are also encouraged to use these fields to help project the impact if additional new supportive housing units, beyond those currently expected, were to be created.

Impact Fields

By entering the most current and accurate local data in the Input fields, the Impact fields will return results that will project needs, the available inventory of supportive housing, turnover within those units, the number of individuals experiencing chronic homelessness that will be housed each year, and the impact on the number of individuals experiencing chronic homelessness. Communities will find it beneficial to use the tool to project these impacts based on currently planned activities, but should also use the tool to project what actions, such as additional dedication, prioritization, or creation of new units would enable them to fully achieve the goal of ending chronic homelessness.

Field 1: Number of individuals experiencing chronic homelessness at the beginning of the year (cells V7 – X7)

The projected number of individuals experiencing chronic homelessness at the beginning of each year.

Field 2: Number newly entering or not counted in the Point-in-Time count (cells V8 – X8)

The projected number of individuals who are newly experiencing chronic homelessness (inflow) or who were not counted in the Point-in-Time count (or other data source provided in Field A), based on the annualization factor entered in Field B of the Inputs section.

Field 3: Projected annual need (cells V9 – X9)

The estimated number of individuals experiencing chronic homelessness based on the Point-in-Time count (or other local data source provided in Field A) and the inflow/undercount in Field 2.

Field 4: Total available supportive housing inventory for households without children (cells V11 – X11)

The total adult-only supportive housing inventory captured in Field C, in addition to the newly created supportive housing units available in 2017, 2018, and 2019 (as captured in Fields G, H, and I).

Field 5: Supportive housing units dedicated to chronic homelessness (cells V12 – X12)

The total number of units dedicated to people experiencing chronic homelessness as determined by the percentage of all supportive housing units entered in Field E.

Field 6: Annual turnover of dedicated supportive housing units (cells V13 – X13)

The number of dedicated turnover units based on the percentage entered in Field D.

Field 7: Total non-dedicated supportive housing for households without children (cells V15 – X15)

The total number of supportive housing units that are not dedicated to people experiencing chronic homelessness. Note: Because this tool does not differentiate between whether new units will be dedicated or non-dedicated, this data may not be exact, but the total number of units should still be accurate.

Field 8: Annual number of non-dedicated supportive housing that will turnover (cells V16 – X16)

The estimated number of non-dedicated supportive housing units that will turn over each year based on the percentage entered in Field D.

Field 9: Non-dedicated supportive housing turnover units prioritized for chronic homelessness (cells V17 – X17)

The estimated number of units that turn over each year that will be prioritized for people experiencing chronic homelessness, based on the turnover rate entered in Field D.

Field 10: Individuals experiencing chronic homelessness housed through dedicated turnover supportive housing (cells V19 – X19)

The estimated number of individuals experiencing chronic homelessness who will be housed each year, based on the number of dedicated supportive housing units that turn over each year (Field 6).

Field 11: Individuals experiencing chronic homelessness housed through prioritized turnover supportive housing (cells V20 – X20)

The estimated number of individuals experiencing chronic homelessness who will be housed each year based on the number of prioritized turnover supportive housing units (Field 8).

Field 12: Individuals experiencing chronic homelessness housed through newly created supportive housing (cells V21 – X21)

The estimated number of individuals experiencing chronic homelessness who will be housed through newly created supportive housing units made available in 2017, 2018, and 2019, as listed in Fields G, H, and I, respectively.

Field 13: Total individuals experiencing chronic homelessness housed (cells V22 – X22)

The estimated sum of all individuals experiencing chronic homelessness who will be housed, through dedicated turnover supportive housing, prioritized turnover supportive housing, and newly created supportive housing. (Fields 10 through 12).

Field 14: Number of individuals experiencing chronic homelessness at year-end (cells V24-V25 – X24-X25)

The total number of individuals who will be housed (Field 13) subtracted from the estimated annual need (Field 3). Communities striving to achieve the goal of ending chronic homelessness in 2017 should assess the impact of the Inputs on the estimated number of individuals experiencing chronic homelessness at year-end for 2017.

Field 15: Percent change since end of 2017 (cells V26 – Y26)

The estimated percent change in the number of individuals experiencing chronic homelessness for each year from the end of 2017 through the end of 2019.