



COMMUNITY PARTNERSHIP

Working Together to Build Strong Communities

OZARKS ALLIANCE TO *End* HOMELESSNESS ANNUAL REPORT FISCAL YEAR 2024

SPRINGFIELD/GREENE, CHRISTIAN, AND WEBSTER
COUNTIES CONTINUUM OF CARE

CPOZARKS.ORG/ENDHOMELESSNESS

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Table of Contents

OZARKS ALLIANCE TO END HOMELESSNESS OVERVIEW	3
MESSAGE FROM OUR BOARD CHAIR	4
WHO IS EXPERIENCING HOMELESSNESS IN OUR COMMUNITY?	5
POINT-IN-TIME COUNT	5
HIGH RISK AND HOMELESS YOUTH COMMUNITY SERVICES GAP ANALYSIS	6
HOW IS OUR COMMUNITY ADDRESSING HOMELESSNESS?	7
SERVICES AND PARTNERS	7
HOUSING PROGRAMS	7
GRANT FUNDING	8
THE O'REILLY CENTER FOR HOPE	10
SYSTEM PERFORMANCE MEASURES	11
COMMITTEES AND INITIATIVES	12
COMMITTEE DESCRIPTIONS AND OUTCOMES	13
EDUCATION AND ENGAGEMENT	17
GLOSSARY	18

Ozarks Alliance to End Homelessness Overview

OUR *Community's* CONTINUUM OF CARE



The Ozarks Alliance to End Homelessness (OAEH) is the Department of Housing and Urban Development's (HUD) designated Continuum of Care for Springfield/Greene, Christian, and Webster Counties. Community Partnership of the Ozarks is proud to coordinate this dynamic initiative, which has grown from the first two partners (The Kitchen, Inc. and the City of Springfield) to over 30 partners today that represent people with lived experience, non-profits, local government, advocacy groups, and others. Through innovation and collaboration with partner agencies, OAEH implements a community-wide approach to ensure episodes of homelessness are rare, brief, and non-recurring.

We'd like to give a special thank you to the 2024 OAEH Executive Board members, who represent different systems of care and are true community champions for those experiencing homelessness.

Missey Hayward, Chair, Springfield Mayor Appointed, Guaranty Bank
Darline Mabins, Vice-Chair, Multicultural Business Association
Jody Austin, Immediate Past Chair, Springfield Mayor Appointed, Springfield-Greene Co. Health Department.
Bandi Kolbe, Christian County Representative
Alyssa Spradlin, Webster County Representative, Brentwood Christian Church
Wyatt Jenkins, Greene County Representative, Forvis Mazars
Lt. Tonya Price, Springfield Police Department
Bob Atchley, Lead Agency Representative, City of Springfield
Theresa Oglesby, Systems & Services Chair
Katie Anderson, Housing Authority of Springfield
Meleah Spencer, HUD Recipient, The Kitchen, Inc.
Lee Wiley, Lived Experience, Burrell Behavioral Health
Tammy Shipp, At Large, Burrell Behavioral Health
Dana Elwell, At Large, Community Representative
Dr. Tim Knapp, At Large, Community Representative
Katrin Herd, At Large, Gathering Friends
Brock Hughes, At Large, Mercy

Message from Our Board Chair

Missey Hayward

Community Partnership of the Ozarks (CPO) has a mission to facilitate and promote the building of resilient children, healthy families, and strong neighborhoods & communities through collaboration, programming, and resource development. The Ozarks Alliance to End Homelessness (OAEH) is an initiative facilitated by CPO to coordinate housing and services funding for individuals and families experiencing homelessness. It is an honor and privilege to serve as the Chair of the OAEH Executive Board. I would like to highlight a few impacts of the OAEH from the past fiscal year.

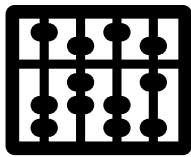
In 2024 the Homeless Youth Task Force surveyed unstably housed youth between the ages of 13 and 24 as well as providers of youth services to identify gaps in community services and then created recommendations to target those gaps. In January the Every One Counts Committee facilitated the annual Point-in-Time Count, which provides a snapshot of the number and demographics of people experiencing homelessness on a specific night. The OAEH distributed over \$1.3 million in HUD federal grant funding to local homeless service programs. The O'Reilly Center for Hope, a hub focusing on improving the lives of those in our community, served 9,839 guests and made 40,590 referrals for resources.

The Executive Board oversees the OAEH, and we continue to make improvements in our processes and procedures to ensure compliance with the US Department of Housing and Urban Development, foster a collaborative approach, and identify areas of focus. I would like to extend my gratitude to the members of the Executive Board: Thank You for all you do to help improve the lives of those in our community.

Note: This report details the activities and achievements of the Ozarks Alliance to End Homelessness during the U.S. Department of Housing and Urban Development's fiscal year 2024, which began on October 1, 2023, and ended September 30, 2024.

Who is Experiencing Homelessness in our Community?

Point-in-Time Count



Every year, communities across the U.S. document the number of people experiencing homelessness on a single night. This provides a snapshot of who we serve.

On one night in January 2024:



622 Individuals were experiencing homelessness



212 Individuals were **chronically homeless**



50 Families were experiencing homelessness



123 Children were experiencing homelessness

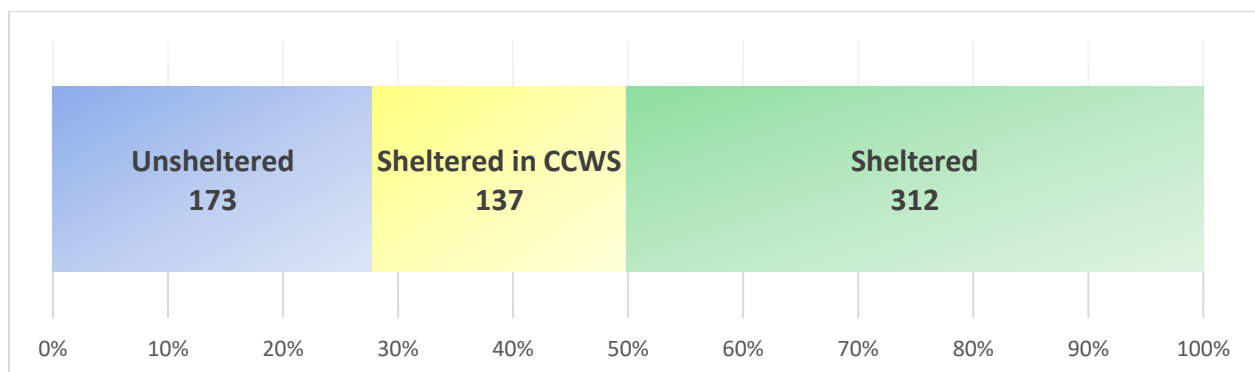


39 Veterans were experiencing homelessness



30 Youth (aged 18 -24) were experiencing homelessness

28% of those counted were unsheltered*



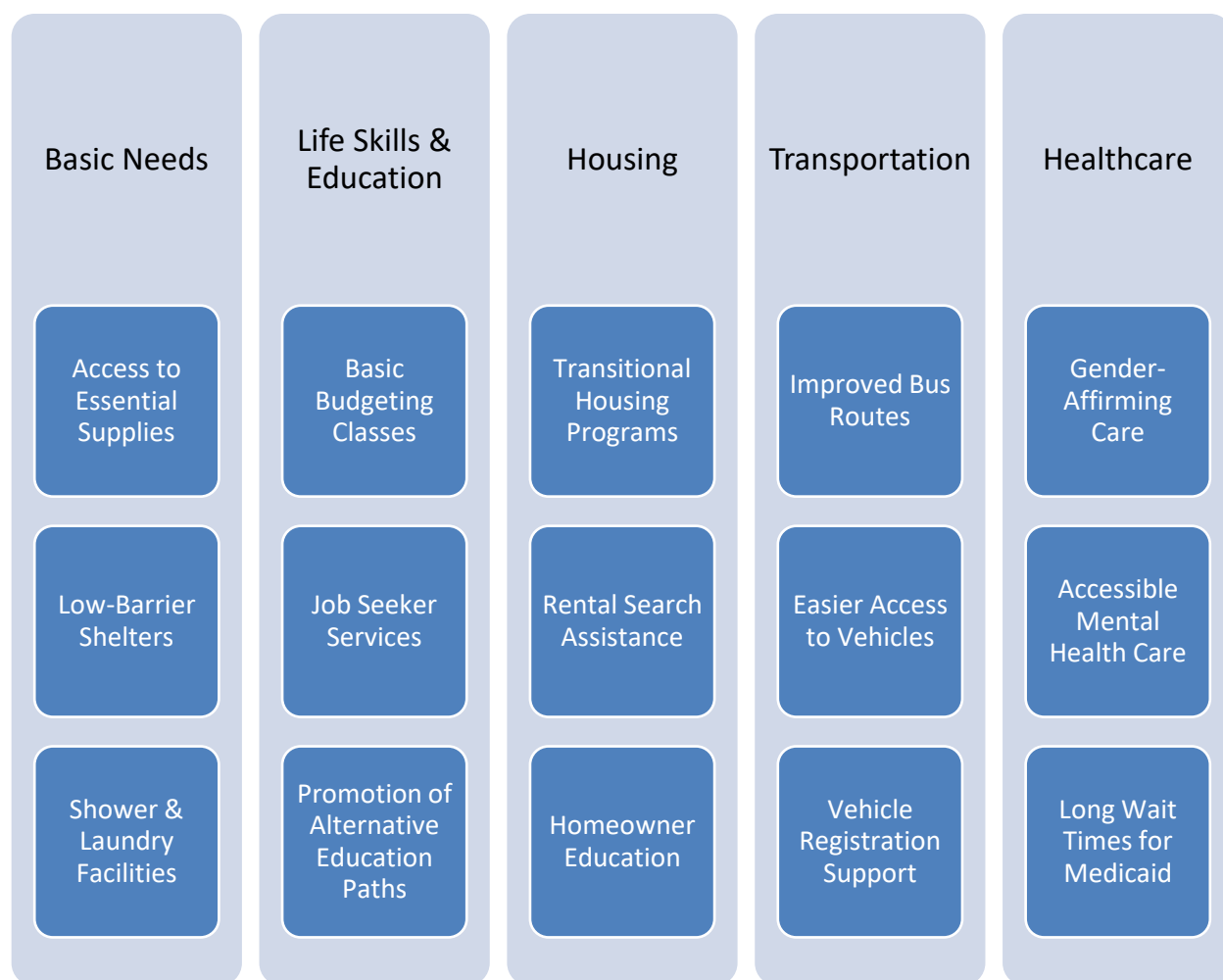
**Crisis Cold Weather Shelters (CCWS) are open November 1st through March 31st when temperatures are 32 degrees Fahrenheit or below. While the federal government classifies these individuals as "sheltered," when the CCWS are closed these individuals are typically unsheltered.*

Among those who were experiencing unsheltered homelessness during the Point-in-Time Count:

- **73%** were **not employed** in the past 6 months. **16%** were employed **part-time** and **11%** were employed **full-time**.
- **81%** had stayed on the streets or in shelters for **one year or more**.
- **69%** had at least one **disability**.
- **37%** had been a victim of **domestic violence**, and **28%** had been **harmed while experiencing homelessness**.

High Risk and Homeless Youth Community Services Gap Analysis

OAEH's Homeless Youth Task Force in 2024 completed a Gaps Analysis. The survey, services inventory, and focus groups sought to understand the gaps within community services for youth by connecting with 23 unstably housed youth and 16 youth service providers. The youth were between the ages of 13 and 24. The youth and service providers were asked to identify gaps in community services about their basic needs, life skills and education, housing, transportation, and healthcare. Below are the gaps identified:



Recommendations were subsequently created to target the identified gaps.

System-Wide Recommendations:

- Enhance and Expand Diversion Programs
- Bolster Life Skills Training Options
- Expand Rapid Rehousing Opportunities
- Increase Funding and Staffing for Services Targeting Younger Youth

More information is available at www.cpozarks.org/endhomelessness

How is our Community Addressing Homelessness?

Services and Partners

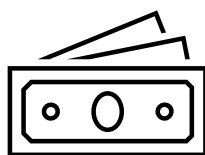
Housing Programs



Individuals experiencing homelessness in Springfield/Greene, Christian, and Webster counties are served by a number of housing programs provided by OAEH member agencies. These housing programs are each designed to serve specific sub-populations of those experiencing homelessness in our region. Below is a brief description of some of the services available.

Emergency Shelter	17 Programs 568 Beds	Emergency Shelters provide short-term shelter (up to 90 days) for those who are homeless as they prepare to move into more stable housing. These numbers include programs for victims of domestic violence, Crisis Cold Weather Shelters, and programs that serve children.
Transitional Housing	1 Program 18 Beds	Transitional Housing programs serve individuals and families for up to 24 months and include supportive services that enable participants to live more independently. The goal of Transitional Housing is to help households transition to permanent, affordable housing.
Rapid Re-housing	12 Programs 170 Beds	Rapid Re-housing programs rapidly connect families and individuals experiencing homelessness to permanent housing to reduce the length of time they are homeless. Programs may include the use of time-limited financial assistance, case management, and targeted supportive services.
Permanent Supportive Housing	6 Programs 197 Beds	Permanent supportive housing combines housing assistance with voluntary supportive services to address the needs of those who are homeless. The services are designed to address barriers to housing, as well as connect people with community-based health care, treatment, and employment services.

Grant Funding



Our community relies on funding from several federal, state, and local grants to sustain homeless services throughout the OAEH service area. In FY 2024, the OAEH distributed over \$1.3 million in HUD federal grant funding to local homeless service programs. The following shows how that HUD CoC grant breaks down by recipient agency, population served, and type of program.

Chart 1

HUD CoC Funding by Agency - \$1,348,661

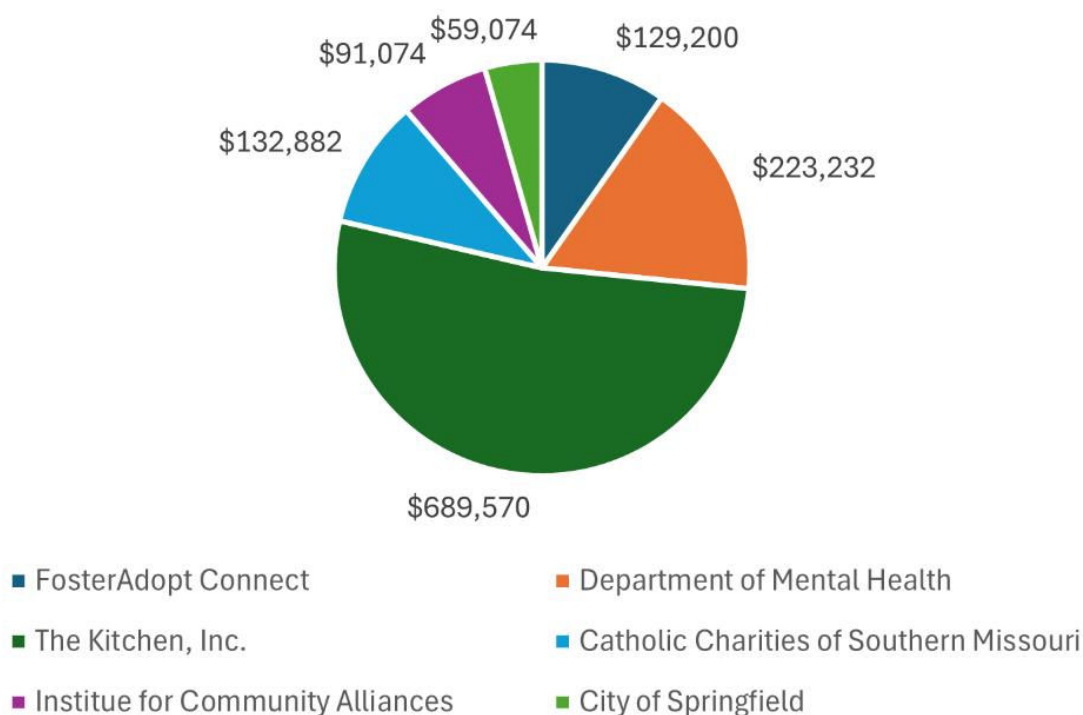


Table 1

Agency	Funding Amount
The Kitchen, Inc.	\$689,570
Department of Mental Health	\$223,232
Catholic Charities of Southern Missouri	\$132,882
FosterAdopt Connect	\$129,200
Institute for Community Alliances	\$91,074
City of Springfield	\$59,074
Total	\$1,348,661

Chart 2

HUD CoC Funding by Population Served - \$1,174,884

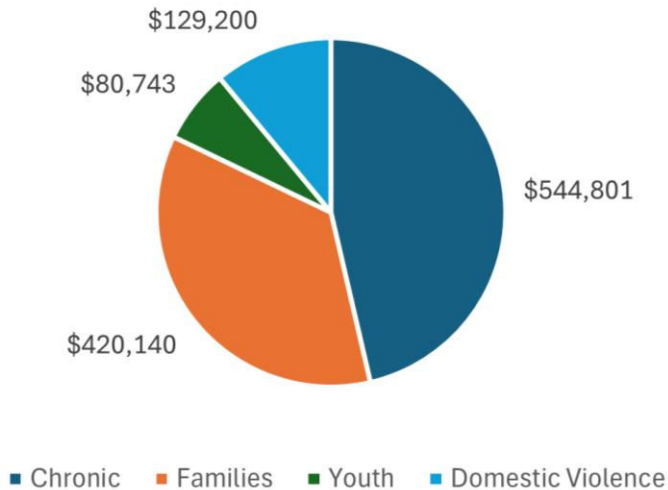


Table 2

Population	Funding Amount
Chronically Homeless	\$544,801
Families	\$420,140
Domestic Violence Victims	\$129,200
Youth	\$80,743
Total	\$1,174,884

Chart 3

HUD Funding by Program Type - \$1,348,661

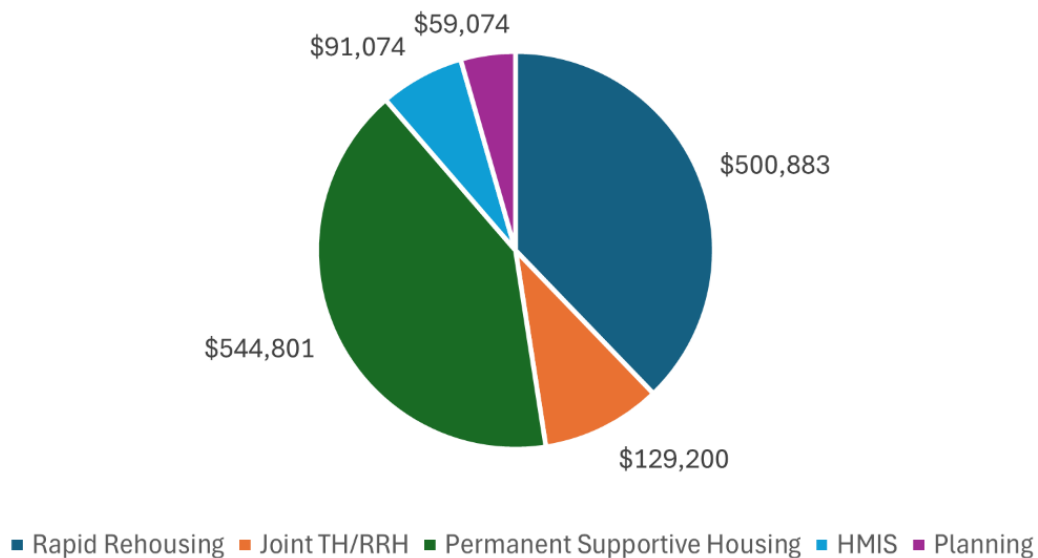
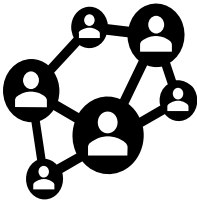


Table 3

Program Type	Funding Amount
Permanent Supportive Housing	\$544,801
Rapid Re-housing	\$500,883
Joint TH/RRH	\$129,200
HMIS	\$91,074
Planning	\$59,074
Total	\$1,348,661

The O'Reilly Center for Hope

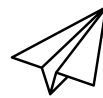


The O'Reilly Center for Hope brings together multiple partner agencies in support of affordable housing and financial stability. Accessing services is frequently difficult for those living in poverty or experiencing homelessness, but a single site reduces transportation and other access barriers. The O'Reilly Center for Hope is a community hub focusing on improving the lives of individuals, families with children, and Veterans who need help becoming housed and self-sufficient.

In FY 2024:



9,839 unique monthly guests were served



40,590 referrals were made

One Door

When facing a housing crisis, understanding and navigating the systems of services can be confusing and overwhelming. One Door assists in maneuvering through those crucial systems by providing a central point of entry for coordinated intake, assessment, prioritization, and referrals for housing services.

Critical Care Services:

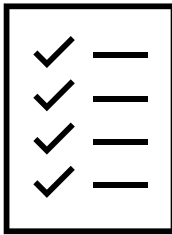
- Computer, Internet, and phone access
- Hygiene and first aid supplies
- Laundry & shower services
- Mail services
- Resource navigation services

Additional Partners and Services:



Burrell Behavioral Health
Catholic Charities of Southern Missouri
CPO: Financial Stability, Community &
Neighborhood Development Programming
Dept. of Social Services: Family Support
Division
Habitat for Humanity
Humanitarian Way
Legal Services of Southern Missouri
Missouri Job Center







MSU Care
Nursing
OACAC
Springfield Community Land Trust
Springfield-Greene County Health
Department
Springfield Public Schools
Veterinary Services
WIC

System Performance Measures



HUD uses a set of defined measures to determine our community's progress in meeting the needs of people experiencing homelessness – not only in obtaining housing, but in supporting them in sustaining it. Our progress on these measures impacts federal funding allocations.

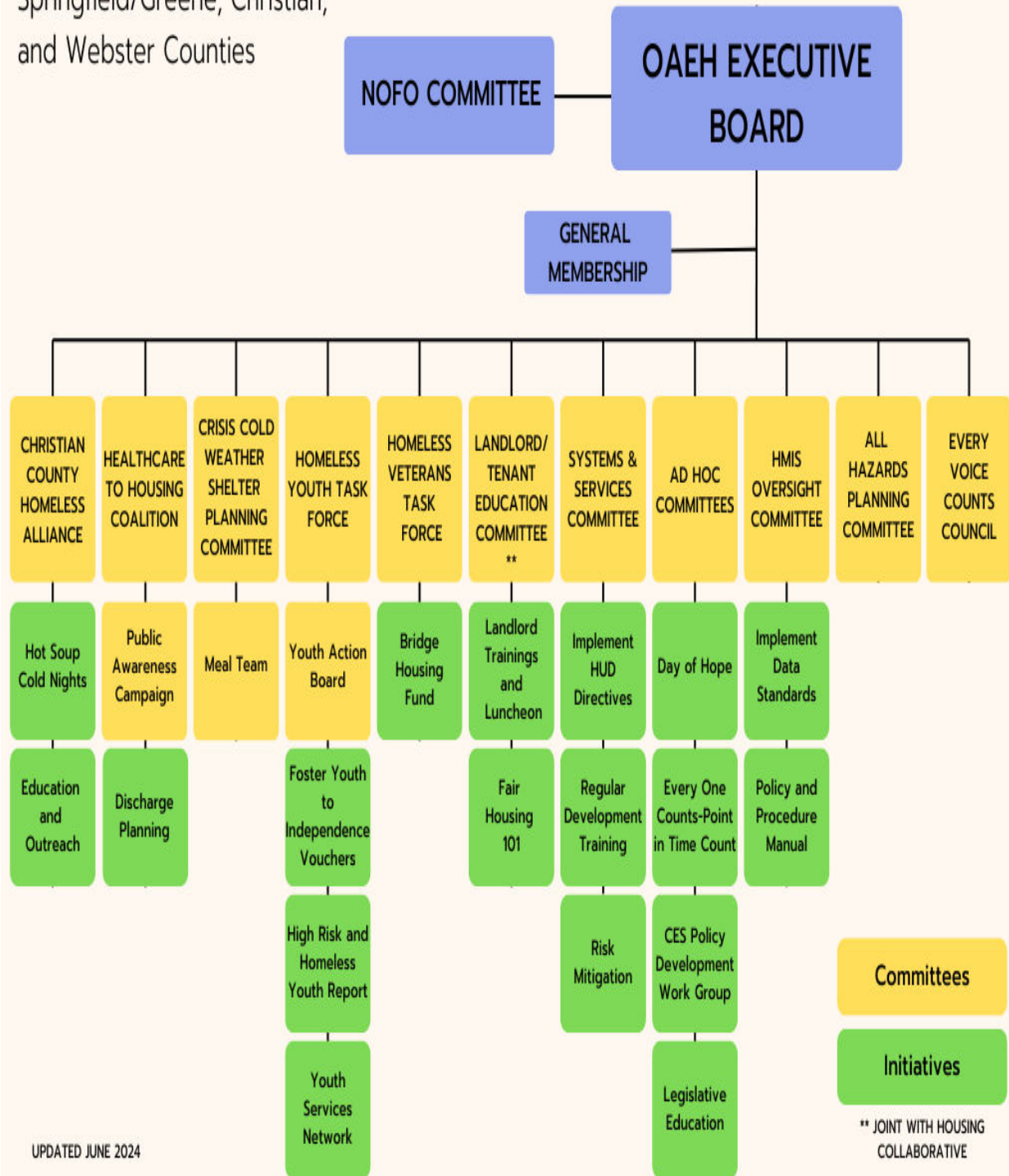
Icon Key	
 In Progress	 Goal Met

Measure		Outcome
Length of time people remain homeless		Over the last reporting year, the average number of days people experienced homelessness before getting housed <i>increased</i> from 60 days in FY 2023 to 63 days in FY 2024. (Measure 1, Metric 1.1).
Extent that people who were permanently housed return to homelessness		Over the last reporting year, 5.97% of households that exited to permanent housing situations returned to homelessness within 6-12 months, which is an <i>increase</i> from FY 2023 at 3.21% (Measure 2a).
Number of people experiencing homelessness		Our annual sheltered count shows that over the last reporting year, the number of people experiencing sheltered homelessness over the entire year has <i>increased</i> from 1,070 individuals to 1,088 individuals. (Measure 3, Metric 3.2)
Employment Income and Growth		Over the last reporting year, 46% of adults who stayed in a housing program increased their total income. This is an <i>increase</i> from FY 2023, when 35% of adults increased income (Measure 4, Metric 4.3).
Number of people experiencing homelessness for the first time		Over the last reporting year, 65% of people served across all programs* were experiencing homelessness for the first time. This is the <i>same as</i> FY 2023 when 65% of people were experiencing homelessness for the first time (Measure 5, Metric 5.2)
Successful placement in or retention of Permanent Housing		Exits from shelter and rapid rehousing programs to permanent housing <i>decreased</i> over the last reporting year from 36% to 32% (Measure 7, Metric 7b.1) Successful exits/retention from permanent supportive housing programs has <i>decreased</i> over the last reporting year from 93% to 89%. (Measure 7, Metric 7b.2)

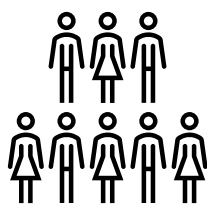
*includes Emergency Shelter, Transitional Housing, and Permanent Supportive Housing Programs

OZARKS ALLIANCE TO END HOMELESSNESS



Springfield/Greene, Christian,
and Webster Counties



Committee Descriptions and Outcomes









The OAEH includes several committees that coordinate efforts across organizations to address certain components of the homeless service system and specific challenges that arise. In FY2024 the OAEH conducted Strategic Action Planning to identify goals for each committee through FY2025 and started working toward those goals. The committees and their progress on initiatives are listed below.

Icon Key	
 In Progress	 Completed




OAEH Executive Board


The Executive Board oversees the Ozarks Alliance to End Homelessness. They set policy and priority for the OAEH and ensure the OAEH is in compliance with HUD. They ensure all federal mandates are met and work to address community issues through a collaborative approach.

Objective	Outcome
Research and develop innovative housing project ideas	
Establish the Healthcare to Housing Coalition	
Establish a Lived Experience Council	
Expand innovative employment assistance	
Revisit how we engage and support surrounding counties	
Affirmatively further Fair Housing	

Systems & Services Committee




The Systems & Services Committee offers support and networking opportunities for federally funded agencies in our community. This group often discusses successes and challenges, emerging issues facing those experiencing homelessness, collective training needs for staff, and gaps in services, as well as topics related to Housing and Urban Development (HUD) funding implementation and requirements.

Objective	Outcome
Bolster the SSI/SSDI Outreach Access and Recovery (SOAR) program	
Help establish a risk mitigation initiative and application fee regulation	
Educate and engage with underserved, culturally specific populations	

Create a transport program	
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Christian County Homeless Alliance

The Christian County Homeless Alliance is dedicated to improving the system of care in Christian County through collaboration with government, faith-based and nonprofit service providers, city government, and local businesses.

Objective	Outcome
Attain sustainable funding to support a shelter diversion program	
Engage with Healthcare to Housing Coalition & Form subcommittee on Crisis Intervention Team (CIT)/Co-Responders	
Conduct a Rural Homelessness Study	


Crisis Cold Weather Shelter Planning Committee

The Crisis Cold Weather Shelter (CCWS) Planning Committee coordinates the CCWS program. Every winter overnight Crisis Cold Weather Shelters open in our community to provide additional emergency shelter beds on nights when the temperature drops below freezing.

Objective	Outcome
Facilitate involvement from businesses, churches, civic organizations, and volunteers	
Open shelters on cold nights through the winter	

Every Voice Counts Council

The Every Voice Counts Council is the Lived Experience Council of the OAEH. Sponsored by OAEH partners, this Council consists entirely of people with direct lived experience of homelessness. The scope of the EVC Council is designed to ensure people with lived experience of the harms associated with homelessness have an opportunity to provide direction and expert advice regarding OAEH activities, programs, and strategic development.

Objective	Outcome
Design and establish a lived experience council	

Healthcare to Housing Coalition

The Healthcare to Housing Coalition discusses and acts on issues related to access to healthcare and discharge planning. This is the OAEH's newest committee.

Objective	Outcome
Establish the Healthcare to Housing Coalition	✓
Identify and recruit stakeholders	✓
Establish a discharge planning subcommittee	⌚
Establish formal partnerships between healthcare and housing organizations	⌚

Homeless Veterans Task Force

The Homeless Veterans Task Force was formed to ensure homeless and unstably housed individuals who have served in the military receive aid. The Homeless Veterans Task Force is composed of representatives from homeless service agencies throughout the Springfield community, including those who work in veteran-specific agencies, and individuals who identify as Veterans.

Objective	Outcome
Advance fundraising for the Bridge Housing program	✓
Increase the number of SOAR Certified Veterans and service providers	✓
Participate in newly established coalitions	✓

Homeless Youth Task Force

The Homeless Youth Task Force was formed to ensure the needs of unstably housed youth in Springfield/Greene, Christian, and Webster counties are taken into account and addressed. HUD defines youth as anyone from ages 13 to 24, and while unstable housing is a difficult situation to deal with at any age, the Homeless Youth Task Force aims to aid those who are vulnerable to homelessness during their most formative years. The Homeless Youth Task Force is composed of representatives from homeless services agencies throughout the OAEH geographical area who work primarily with youth and know their needs firsthand.

Objective	Outcome
Establish and maintain a strong and active Youth Action Board	✓
Improve youth financial stability	⌚
Engage rural youth service providers	⌚

Participate in newly established coalitions	✓
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Landlord/Tenant Education Subcommittee

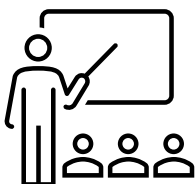
The Landlord/Tenant Education Subcommittee is a joint committee with CPO's Housing Collaborative. Its mission is to educate both landlords and tenants on key challenges within our community related to rental housing, create community conversations to bridge the gap between landlords and tenants, and connect landlords and tenants to available resources.

Objective	Outcome
Educate case managers about Fair Housing	✓
Educate landlords about Social Serve, a housing locator platform	⌚
Educate tenants about renting and improve accountability	⌚
Strengthen relationships between landlords and tenants	⌚

Ad Hoc Committees

- Day of Hope Committee (plans monthly medically directed service events)
- Every One Counts Committee (facilitates the annual Point-in-Time Count)
- CES Policy Development Work Group
- Legislative Education Committee
- All Hazards Planning Committee

Education and Engagement



One important function of the OAEH is educating and engaging individuals, service providers, and the community at large on topics about homelessness and housing. In FY2024, the OAEH hosted 6 trainings for all members of the OAEH and hosted several community education events at the O'Reilly Center for Hope.

General Membership Trainings

Each year, the OAEH provides training for all members of the OAEH. Training topics for FY2024 included:

- Mainstream Benefits
- SSI/SSDI Outreach, Access, and Recovery (SOAR)
- Trauma-Informed Care
- Substance Abuse/Recovery
- Employment Assistance
- Violence Against Women Act (VAWA)

O'Reilly Center for Hope Training Center

The O'Reilly Center for Hope includes a training center, which provides free community education and training on-site through partner agencies and enables the OAEH to offer regular classes and workshops such as:

- Basic Budgeting and Financial Literacy
- Better Rental Living
- Employment and Workforce Development Skills
- Eviction Mitigation and Foreclosure Prevention
- Fair Housing Laws and Landlord/Tenant Education
- Homebuyer Education and Financial Coaching
- Housing Quality Standards
- How to Become a Section 8 Landlord
- Nutrition and Healthy Cooking
- Parent Cafes
- Starting a Small Business/How to be an Entrepreneur
- Weatherization to Reduce Utility Costs

Glossary

Annual Homeless Assessment Report (AHAR): HUD report to the U.S. Congress that provides nationwide estimates of homelessness, including demographics, service use patterns, and capacity to house people. Report is based on data the OAEH submits to HUD from the Coordinated Entry System, Point in Time, and Housing Inventory Counts.

Case Conferencing: Twice monthly meetings with housing providers to refer people to housing programs from the Prioritization List.

Chronic Homelessness: Specific definition of homelessness based on length of time someone has experienced homelessness (over one year or repeatedly) and a disabling condition (mental illness, substance use disorder, or physical disability).

Continuum of Care (CoC): Federally mandated local planning body tasked by HUD with oversight of federal funding for homeless services and system level coordination of a community's response to homelessness. Locally, DBA as Ozarks Alliance to End Homelessness.

Coordinated Entry System (CES): Federally mandated process to manage referrals to housing programs across a community; facilitated by Community Partnership's One Door program. This process ensures that everyone needing assistance has equal access to housing resources.

Crisis Cold Weather Shelter (CCWS): Supplemental overnight emergency shelter system operating during the winter season (November through March).

Diversions: Intervention to immediately address needs to prevent a household from accessing the emergency shelter system.

EHV: New long-term tenant based rental assistance allocated to Public Housing Authorities through the American Rescue Plan Act; requires an MOU with the CoC.

Emergency Shelter: Facility whose primary purpose is to provide temporary shelter (generally 90 days or less).

FYI: Long-term tenant based rental assistance to at-risk young adults aging out of foster care. Funding is administered through Public Housing Authorities and requires an MOU with the CoC.

Homeless: Individual or family who lacks a fixed, regular, and adequate nighttime residence (e.g., living in emergency shelter, transitional housing, or somewhere not meant for human habitation).

Homeless Management Information System (HMIS): A local information technology system used to collect client-level data and data on the provision of housing and services to households experiencing or at risk of homelessness. Each Continuum of Care (CoC) is responsible for selecting

an HMIS software solution that complies with HUD's data collection, management, and reporting standards.

Housing First: National best practice philosophy of offering housing assistance that prioritizes meeting basic needs (housing, food) first before addressing other needs (employment, budgeting, etc.) Also emphasizes client choice in determining housing assistance.

Housing Inventory Count (HIC): Single night inventory of beds in a CoC dedicated to serve people experiencing homelessness; documented on a single night in January.

HUD (US Department of Housing and Urban Development): Cabinet department that administers programs that provide housing and community development assistance while working to ensure that everyone has fair and equal opportunities for housing. Federal oversight of the CoC program.

HUD-VA Supportive Housing (VASH): Joint housing program through HUD and the VA that serves Veterans. It pairs rental assistance vouchers administered by Public Housing Authorities with supportive services and case management through the VA; takes referrals from the Coordinated Entry System.

Ozarks Alliance to End Homelessness (OAEH): Local Continuum of Care, aka “The Alliance.”

Point-in-Time Count (PIT): Federally mandated initiative and report that counts and collects demographic information on people experiencing homelessness (sheltered and unsheltered) on a single night at the end of January.

Permanent Supportive Housing: Type of housing assistance that pairs long-term rental payments with case management and services to serve the most vulnerable people experiencing chronic homelessness.

Prioritization List: Local list of households who reported experiencing homelessness in the last 90 days; used to make referrals to housing programs based on highest need.

Rapid Rehousing: Type of housing assistance that provides short-term (up to two years) rental payments and services.

Sheltered: Individuals staying in emergency shelter or transitional housing.

SOAR (SSI/SSDI Outreach, Access & Recovery): Initiative designed to improve access to SSI and SSDI for people who are experiencing homelessness and have a disabling condition, specifically individuals with mental illness.

Social Security Disability Insurance (SSDI): Provides benefits to blind or disabled individuals who are “insured” based on contributions paid into the Social Security Trust Fund.

Supplemental Security Income (SSI): Provides benefits to low-income people who are disabled, blind, or elderly.

Supportive Services for Veteran Families (SSVF): Federal grant administered by the Department of Veterans Affairs to prevent and end Veteran homelessness by providing housing assistance and supportive services to very low-income Veteran families. Locally, awarded to The Kitchen, Inc. and operated as their Home At Last program. Takes referrals from the Coordinated Entry System.

Unsheltered: Individuals staying on the streets, in an encampment, in their car, or other place not intended as housing (includes housing without utilities).

VI-SPDAT (Vulnerability Index- Service Prioritization Decision Assistance Tool): Survey administered to people through the Coordinated Entry System to assess their need for housing assistance.