

COORDINATED ENTRY SERIES

HOW ARE WE DOING IN FLORIDA?

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THE FLORIDA HOUSING COALITION



Sponsored by the Department of Economic Opportunity

WEBINAR LOGISTICS

- Participants are muted
- Enter your questions in the box in your webinar panel
- Forgot to ask a question or want to ask privately?
- The webinar and materials will be available in a few days at www.flhousing.org
- A survey will immediately follow the webinar; ***please*** complete it! Thanks!

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Visit our “Past Homelessness Trainings” page

11/14 – Coordinated Entry Workshop in Tampa
Check out our Training Calendar

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WEBINAR OVERVIEW

- ✓ Hear from 3 communities in Florida with a Coordinated Entry system currently operating
- ✓ Q&A – Use the question box to ask our guests your Coordinated Entry questions

IMPORTANT!
READ THE
GUIDEBOOK

Find resources at HUD
Exchange

<https://www.hudexchange.info/programs/coc/toolkit>

THE FLORIDA HOUSING COALITION



COMMUNITY PANELISTS

- Dawn Gilman, CEO - Changing Homelessness
Duval, Clay, Nassau
- Laura Lee Gwinn, Executive Director
Homeless Coalition of Polk County
- Allison Nye, Coordinated Entry System Manager
Homeless Services Network of Central Florida
Orange, Osceola, Seminole



State of Homelessness in Jacksonville

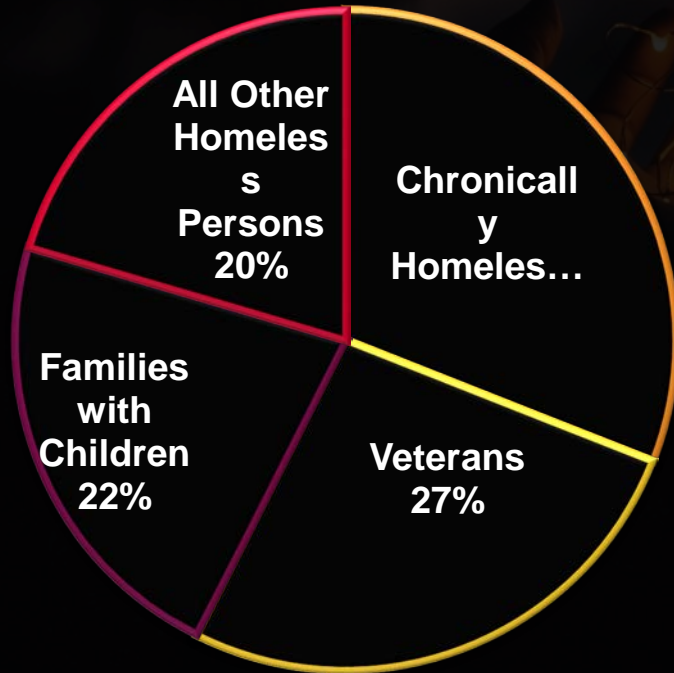
October 16, 2017



Point in Time

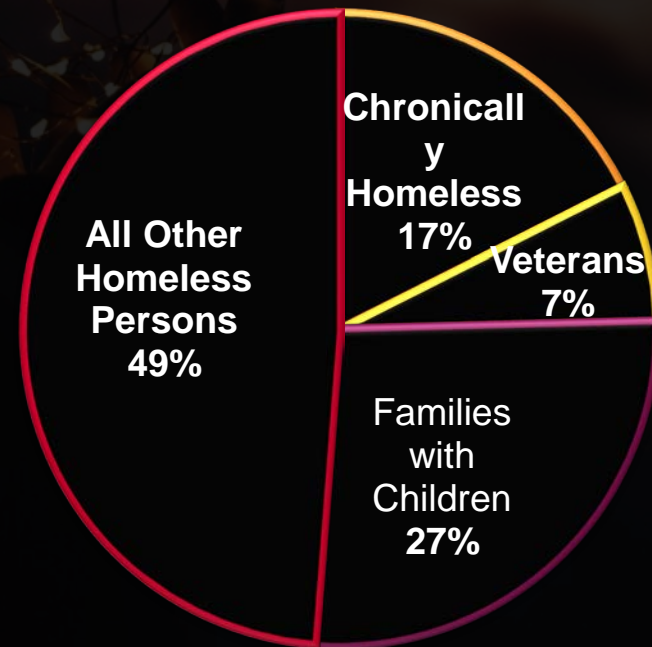
2009

Total Count: 2,442



2016

Total Count: 1,959





Moving from good to GREAT!





Why does Cleveland have 87% fewer people living on the street?

Diversion

Coordinated Intake

Low Barrier
Emergency
Shelter

Rapid
Rehousing

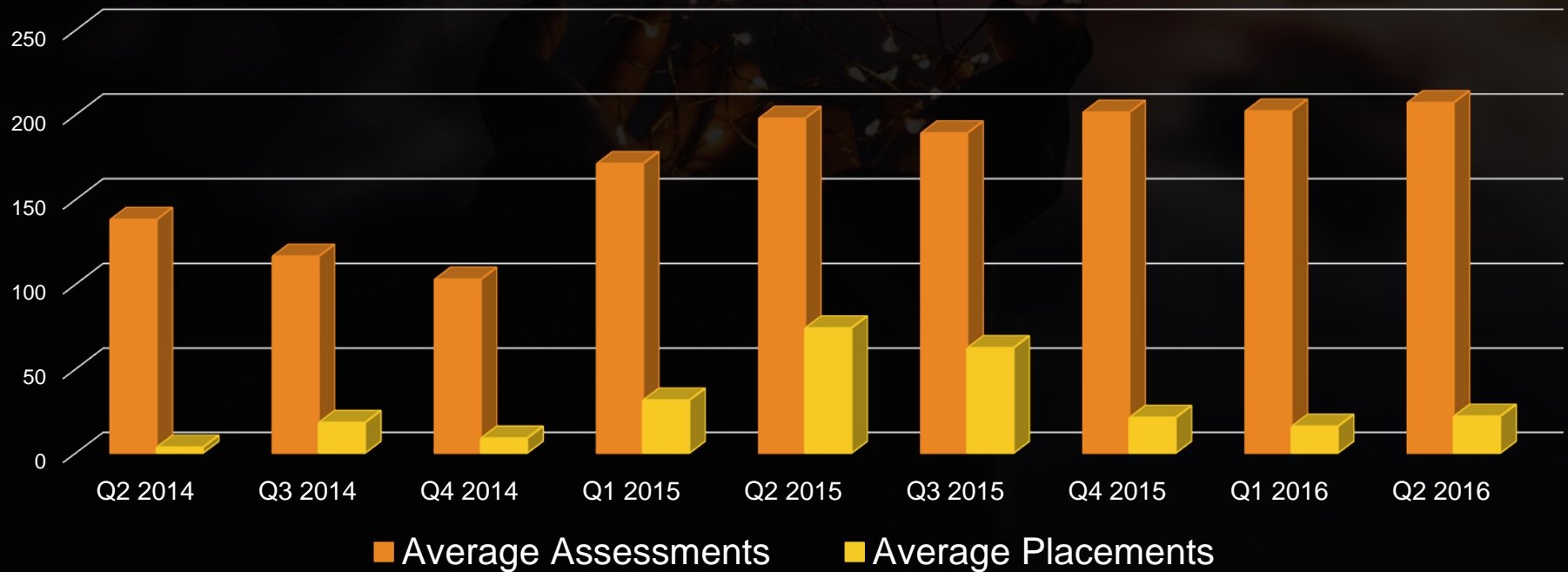
Permanent
Supportive
Housing

System of Care →



Coordinated Intake

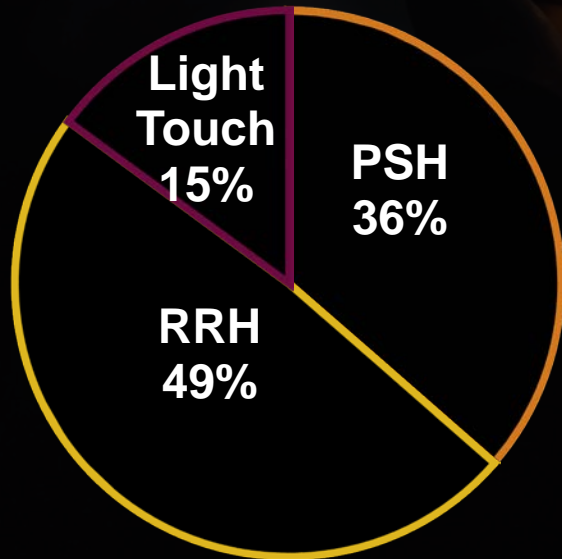
Assessments vs Placements



Shift in vulnerability

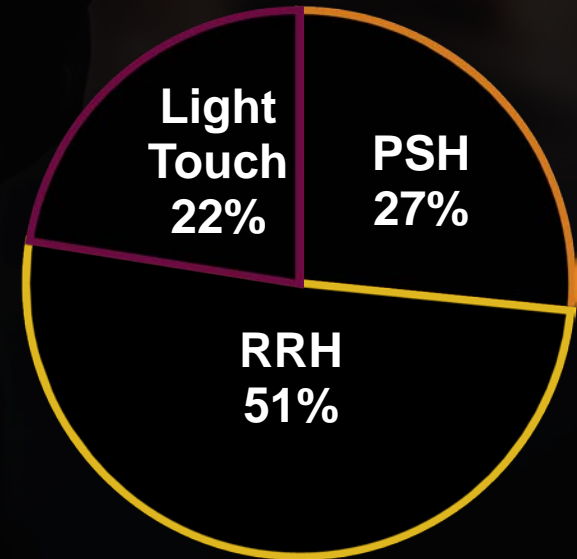
2015

■ PSH ■ RRH ■ No Housing Assistance



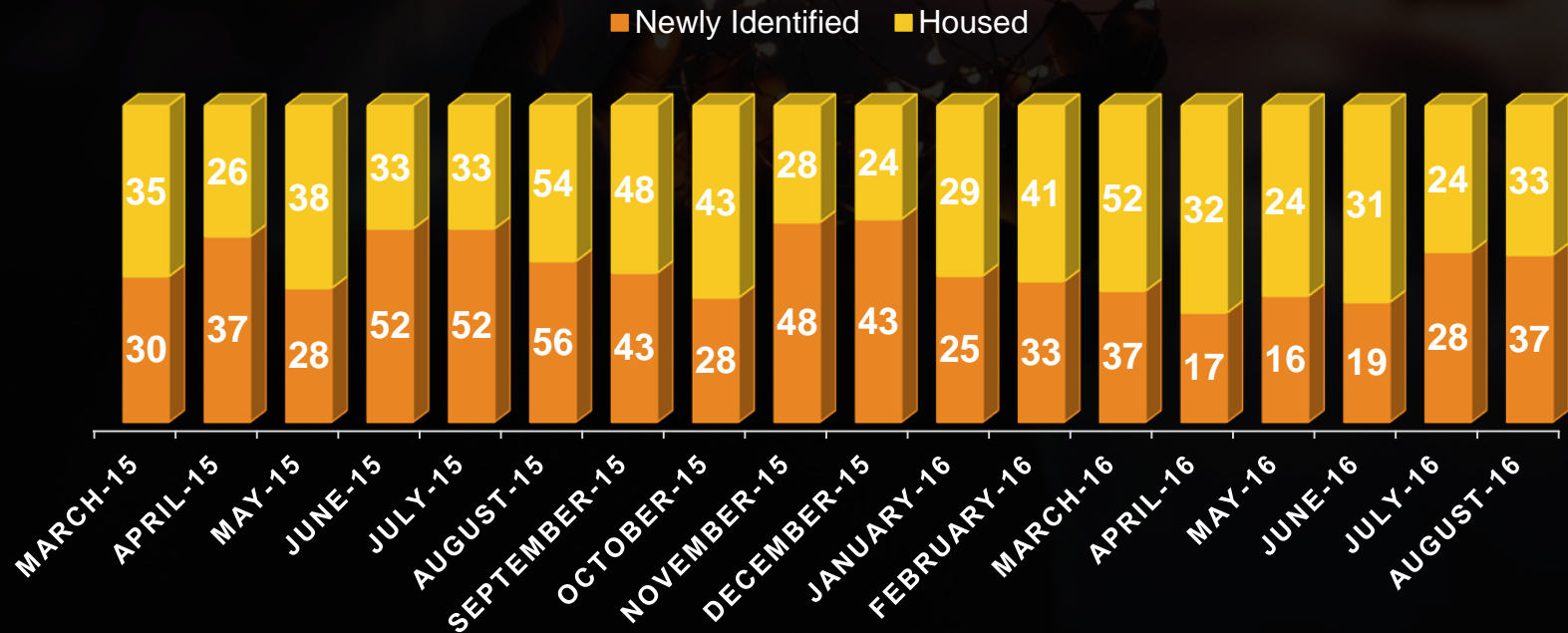
2016

■ PSH ■ RRH ■ Light Touch



Veteran Inflow vs. Outflow

NEW VETERANS IDENTIFIED VS. VETERANS HOUSED





Let's move from good to **GREAT!**





Dawn Gilman

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CEO

904.354.1100





Thank you!

COORDINATED ENTRY

FL-503

Lakeland/Winter Haven/Polk County

Laura Lee Gwinn

Homeless Coalition of Polk County, Inc.

GENESIS

2014

Framework developed by Lead Agency, approved by CoC
(Flowchart, assessment forms, ROI, VI-SPDAT training)

2015

Primary emergency shelter provider agrees to be pilot intake site for 90 days
Identified weaknesses in the process, made adjustments
Added two more intake sites plus mobile outreach

INITIAL HICCUPS

No phone

Worked with SafeLink to provide free cell phones. Failed.

Set up procedure for client to check in

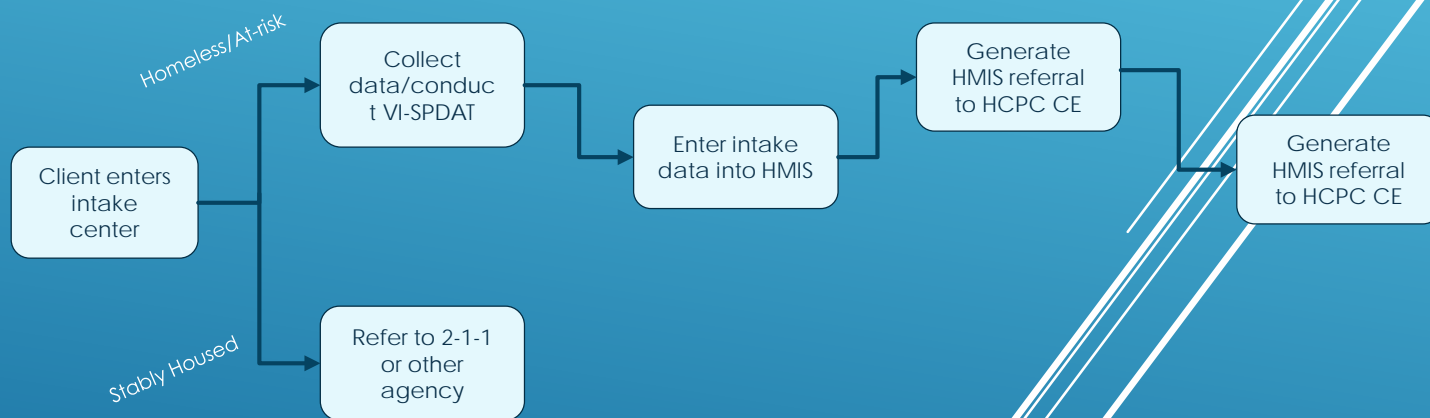
Side doors

Solved with HMIS reporting, NOFA scoring criteria, grant requirement

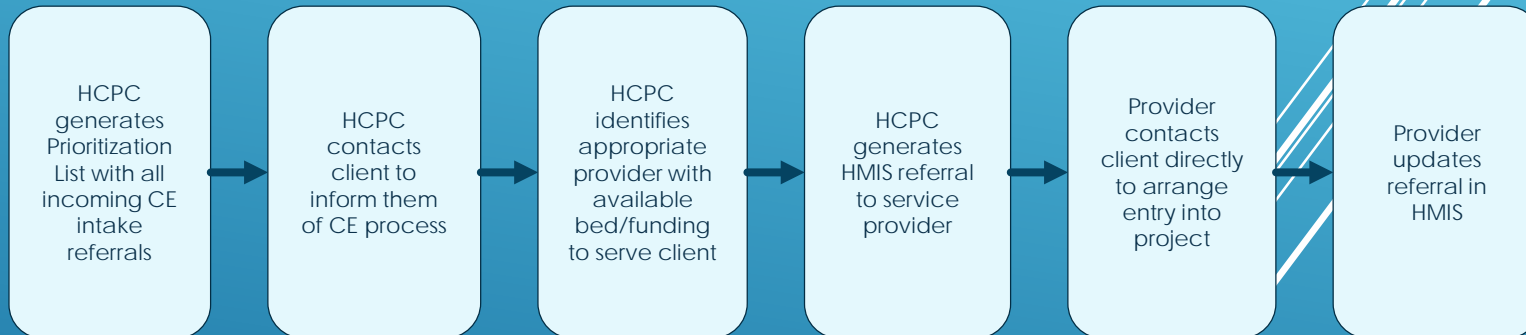
Pre-screening

Ongoing issue

PROCESS – CLIENT SIDE



PROCESS – BACK OFFICE



CURRENT CHALLENGES

Pre-screening

Providers overwhelmed

Lack of resources

Central Florida 507 Continuum of Care

Coordinated Entry System for Orange, Osceola, and Seminole Counties

Allison Nye - *Coordinated Entry Systems Operations Manager*

Allison.Nye@hsncfl.org

Danika Hansen - *Coordinated Entry Systems Operations Supervisor*

Danika.Hansen@hsncfl.org



Where We've Been... and Where We're Going

September 2015

- Populations served based off of Funding and Continuum Prioritization: Veterans & Chronically Homeless Individuals
- 2 By-Name List/Registry Meetings per week
- Minimal agencies participating
- No HUBs
- 2-1-1 was only access point
- Use of VI-SPDAT for Individuals only
- 1 CES Staff
- 3 Housing Locators

Present Day

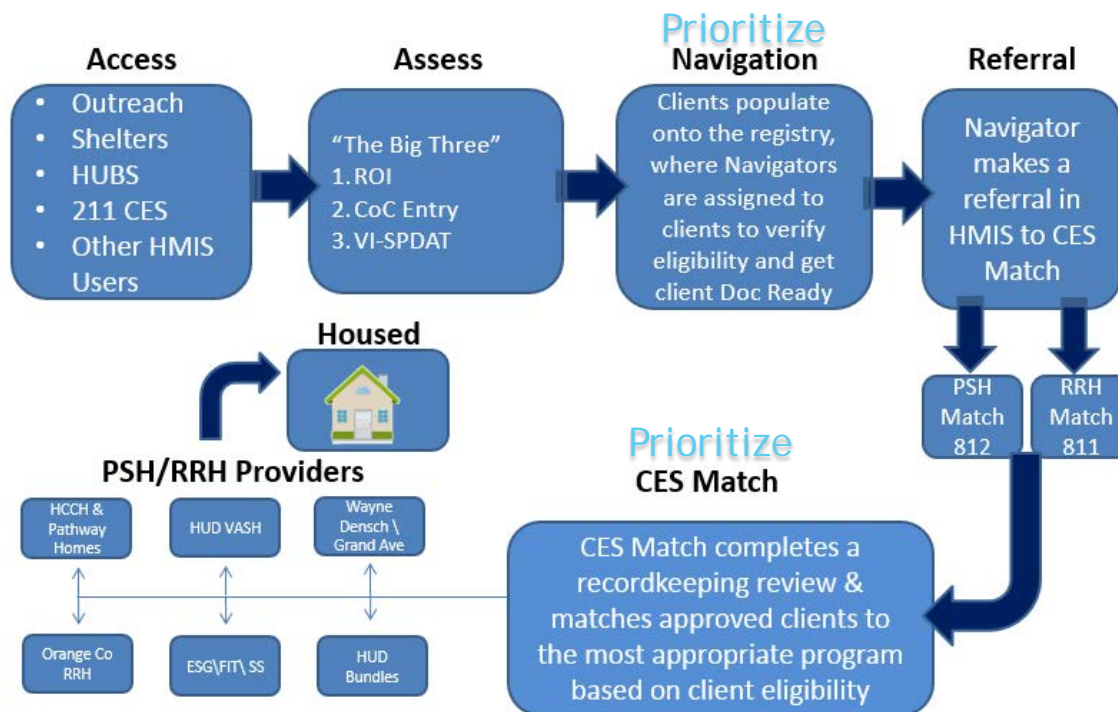
- Populations served based off of Funding and Continuum Prioritization: Veterans, Chronically Homeless Individuals, Families, and Unaccompanied Youth
- 3 By-Name List/Registry Meetings per week
- 40+ Agencies Participating
- 6 HUBs
- Continuum-wide access points
- Use of VI-SPDAT for Individuals, Youth, and Families
- 7 CES Staff
- 6 Housing Locators



CES Workflow

Hybrid Model

- No Wrong Door
- Partnering with ALL providers in the 507 CoC



CES: Permanent Supportive Housing

- Flexible Funding from Private Philanthropy Groups and Government Jurisdictions has been key!
- Florida Hospital, Central Florida Foundation, and The City of Orlando have made the following incentives possible:
 - Landlord 'perks'
 - Appreciation Lunches
 - Trainings
 - First Time Signing Bonuses
 - Shared Risk Funds (for when clients damage a unit)
 - Barrier Buster Funds (to pay utilities, move in kits, arrears, etc.)
 - Extra Funds for more Case Management to match HUD funds for Housing
- Peer Support Groups
 - Empowering folks who have experienced homelessness to mentor clients currently in the PSH Program
- Multi - Disciplinary Exit Committee
- Total Participants Enrolled in PSH projects CoC-wide as of 9/30/17: 609



Housing Locator hands over the keys to PSH client



CES: Rapid Re-Housing

- Prioritizing most vulnerable clients for RRH, since our community does not have PSH resources for non-Chronic families
 - 276 Families and Youth have been assigned to RRH through CES since January 2017
- Shelter Matching & Placement through Registry\By-Name List
 - 41 Families Assigned to Shelter Beds through CES since March 2017
- SOAR Pilot - Key for families with disabled HoH and no chronic history
- Employment Pilot with Goodwill Industries
- DV Shelter Integration
- Braided Funding to Maximize Resources
 - HUD CoC -RRH
 - ESG - RRH
 - SHIP - RRH
 - County Funding - RRH
 - TANF Prevention funding for CES clients exited from RRH



RRH Family Success! Case Managed from partnering agency, Family Promise of Greater Orlando



What's Next for CoC-507 CES?

Working through...

- Creating new and preserving old landlord relationships while serving the most vulnerable
- Housing Authority Vouchers for Non-Chronics and Families who need a longer rent subsidy than RRH can provide
- Staying within FMR in a tight market
- Housing Inventory
- Rehousing clients
- Relationship building with Faith Groups

Goals for the Future...

- Bringing in more non-CoC funded providers
- Funding for Diversion
- Step Down model for PSH
- Client Satisfaction Surveys
- More Peer to Peer Support Groups
- Funded Navigation for families
- Stronger collaboration between local law enforcement, behavioral health providers, and street outreach to engage the most difficult who have been on the streets the longest and suffer from mental health issues





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