

FROM THE FRONT DOOR TO PERMANENTLY HOUSED:

INTERVENTIONS IN A HOMELESS SYSTEM

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The Florida Housing Coalition, Inc., is a nonprofit, statewide membership organization whose mission is to **bring together housing advocates and resources** so that all **Floridians have a quality affordable home** and suitable living environment.



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In the areas of affordable housing, fair housing, ending homelessness, & related issues

Presenter Information

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Webinar Logistics

- Participants are muted
- Enter your questions in the box in your webinar panel
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- Forgot to ask a question or want to ask privately? Email me at plancher@flhousing.org
- This webinar is being recorded and will be available at www.flhousing.org
- A survey will immediately follow the webinar; ***please*** complete it! Thanks!



Agenda

Coordinated Entry System

Making Data-Driven Decisions

Components of an Effective Crisis Response System

Housing Retention

Engaging Non-CoC Programs



HUD's Required Centralized or Coordinated Assessment System

- A centralized or coordinated process designed to coordinate participant intake assessment and referrals.
- A centralized or coordinated assessment system covers the geographic area, is easily accessed by individuals and families seeking housing or services, is well advertised, and includes a comprehensive and standardized assessment tool.

This definition establishes basic minimum requirements for the Continuum's centralized or coordinated assessment system.

Standardized Assessment



**Service Prioritization Decision
Assistance Tool**
(SPDAT)



Housing Barrier Assessment

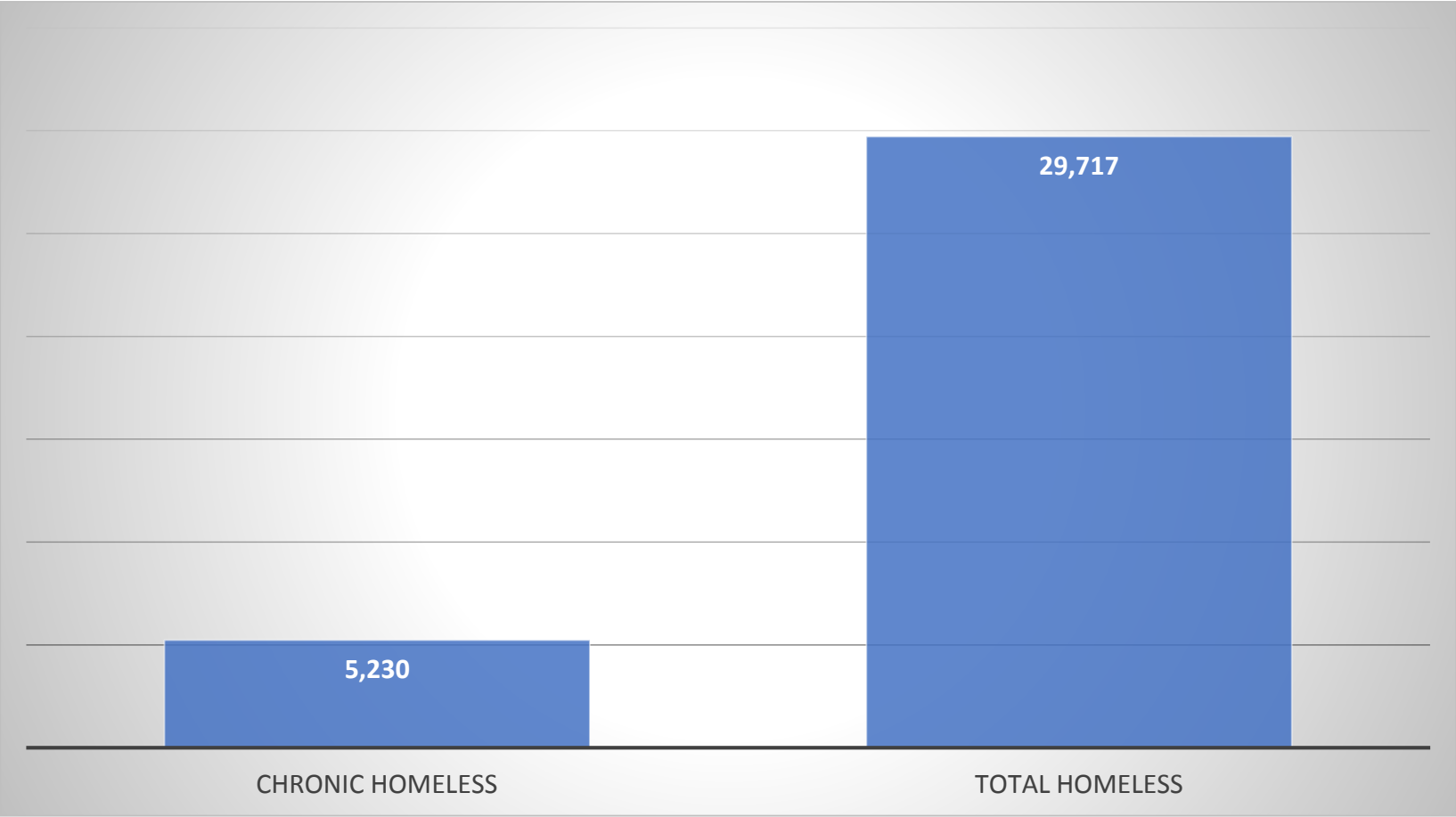
What does the assessment tell us?

- Level of Acuity
 - Severity of service need
 - Higher chance of morbidity
- Determines what kind of referral to make in HMIS
 - PSH
 - RRH
 - Other services
- Assists with prioritization

Homeless Management Information System (HMIS)

Universal Data Collection System

2018 Florida Point-In-Time Count Data



Applying the Data

Chronic

18%

- Rapid Re-Housing
- Permanent Supportive Housing

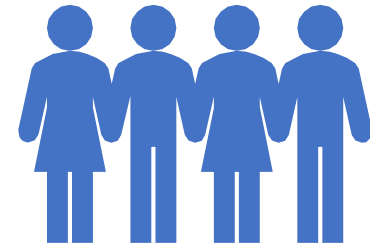
Non-Chronic

82%

- Diversion/Prevention
- Rapid Re-Housing

Data-Driven Decision Making

- What strategies are used to build capacity in your PSH to get your smaller portion of chronic homeless households into PSH?
- Looking at the data, are people being linked to voluntary, community-based services based on their disability and need?
- Who is reporting zero income and are they SOAR eligible?
- Are appropriate housing referrals being made?





Most Importantly...

Are you using the data to improve coordination when assisting people in the homeless system to get them into housing?

- Entry/Exits
- Contact information for case managers
- Services

COMPONENTS OF AN EFFECTIVE
HOUSING CRISIS
Response System





Outreach

CoC Program and ESG Program-funded street outreach must be linked to the coordinated entry process.

Outreach & Coordinated Entry



Outreach

Outreach can be defined as:

- A mobile team whose primary goal is to reach and engage the unsheltered population.
- Any combination of programs, services, or staff likely to encounter persons experiencing a housing crisis (not limited to homelessness).



“Coordinated and persistent outreach, in-reach, and engagement efforts allow communities to bring services directly to people experiencing homelessness who otherwise might not seek out services and to connect them to permanent housing and necessary supports. Many individuals experiencing homelessness are disengaged from — and may be distrustful of — public systems and may be reluctant to seek assistance. Assisting individuals to overcome these barriers often requires significant outreach time and effort, and can take months or even years of creative and proactive engagement.”

-United States Interagency Council on Homelessness



Outreach & Coordinated Entry

- HUD requires that the coordinated entry access points reach the CoC's entire geographic area by flexibly navigating to reach homeless persons wherever they reside.

“The coordinated entry process is linked to street outreach efforts so that people sleeping on the streets are prioritized for assistance in the same manner as any other person assessed through the coordinated entry process.”

-HUDEXchange

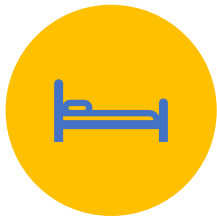
Outreach Also Can Include...



Helping prove homeless episodes for people who are service resistant



Keeping “tabs” on people, knowing where they are for when their name comes up on the by-name list



Access to Emergency Shelter beds



Collaboration with law enforcement and other systems



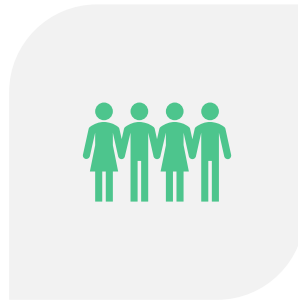
Prevention & Diversion

Prevention	Still in stable housing (e.g., rented apartment)	Needs payment of past due rent and/or utilities, etc.
Diversion	Seeking shelter or similar assistance	Needs help remaining in current living situation or finding alternative situation
Early Intervention	In shelter	Needs help resolving immediate issues to help them “self-resolve” with minimal assistance

Why Prevention & Diversion?



EMERGENCY SHELTER BEDS
SHOULD BE ACCESSIBLE TO
PEOPLE WHO HAVE NO OTHER
RESOURCES FOR SHELTER.



SCREENING TO PREVENT
PEOPLE FROM ENTERING THE
SYSTEM FREES CAPACITY TO
SERVE THOSE LACKING
ALTERNATIVE HOUSING AND
SUPPORT OPTIONS AND
DIRECTS LIMITED RESOURCES
TO THOSE WITH THE HIGHEST
NEED.



REDUCES TRAUMA

Diversion

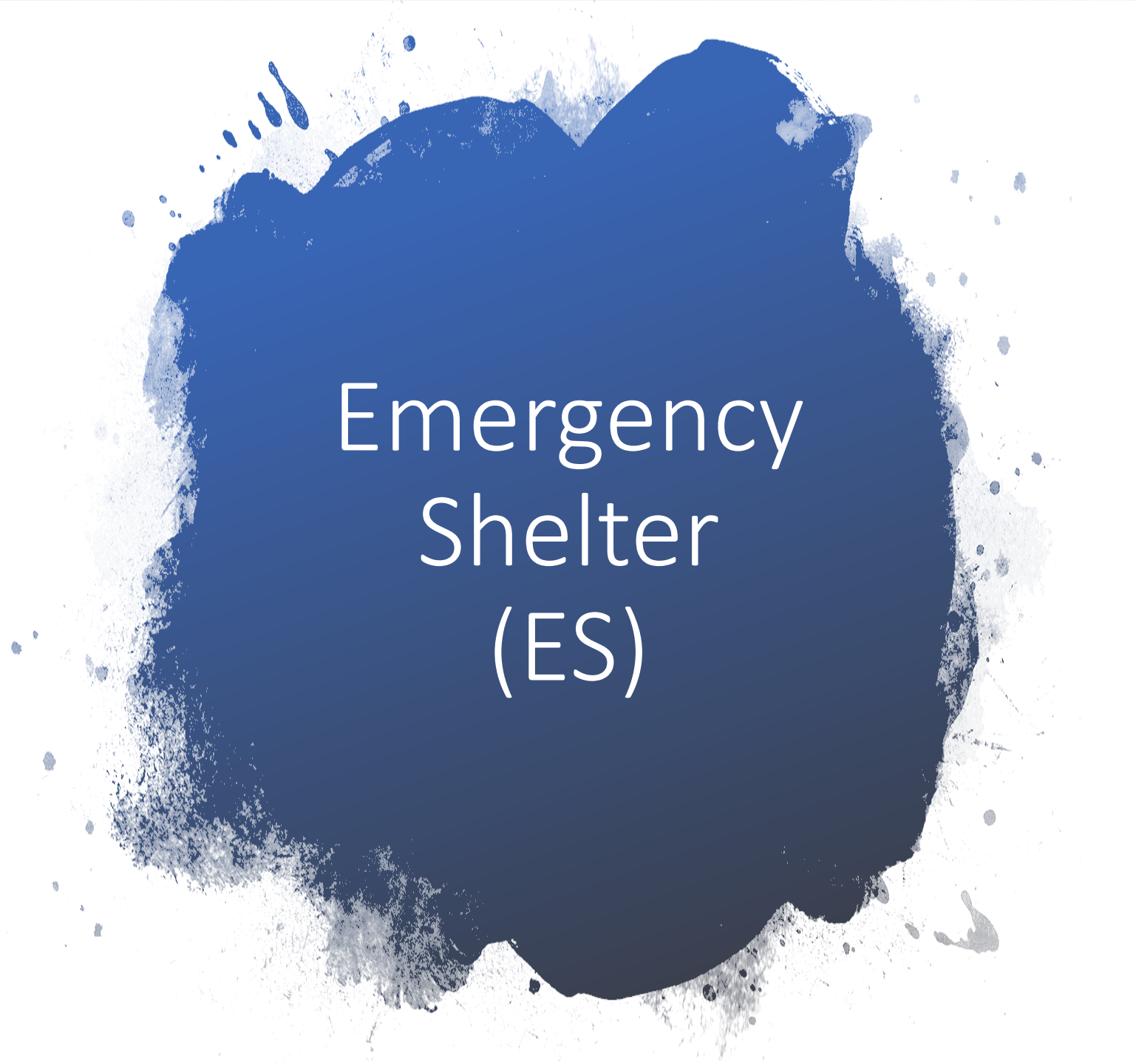
Problem solving

Mediation

Conflict resolution

Short-term financial assistance





Emergency Shelter (ES)

A Realistic Perspective...



Time it takes to navigate from the front door to accessing a shelter bed.

Time from initial assessment to permanent housing.

Waiting on an ES Bed?

Can organically create a diversion process for people entering the homeless system who have access to a place to stay until they are able to stabilize their housing situation.

Opens up ES beds for those who have no other housing/shelter alternative.

Emergency Shelter

Housing-Focused

- All conversations with consumers should be focused on obtaining permanent housing and moving out of the ES.
- All services should be related to obtaining & retaining housing.
- Rapid transition into permanent housing.

Low-Barrier

- ES should be reserved for those who lack any other resources.
- Harm reduction strategies should be employed.
- People experiencing homelessness are in crisis.





Rapid Re-Housing (RRH)

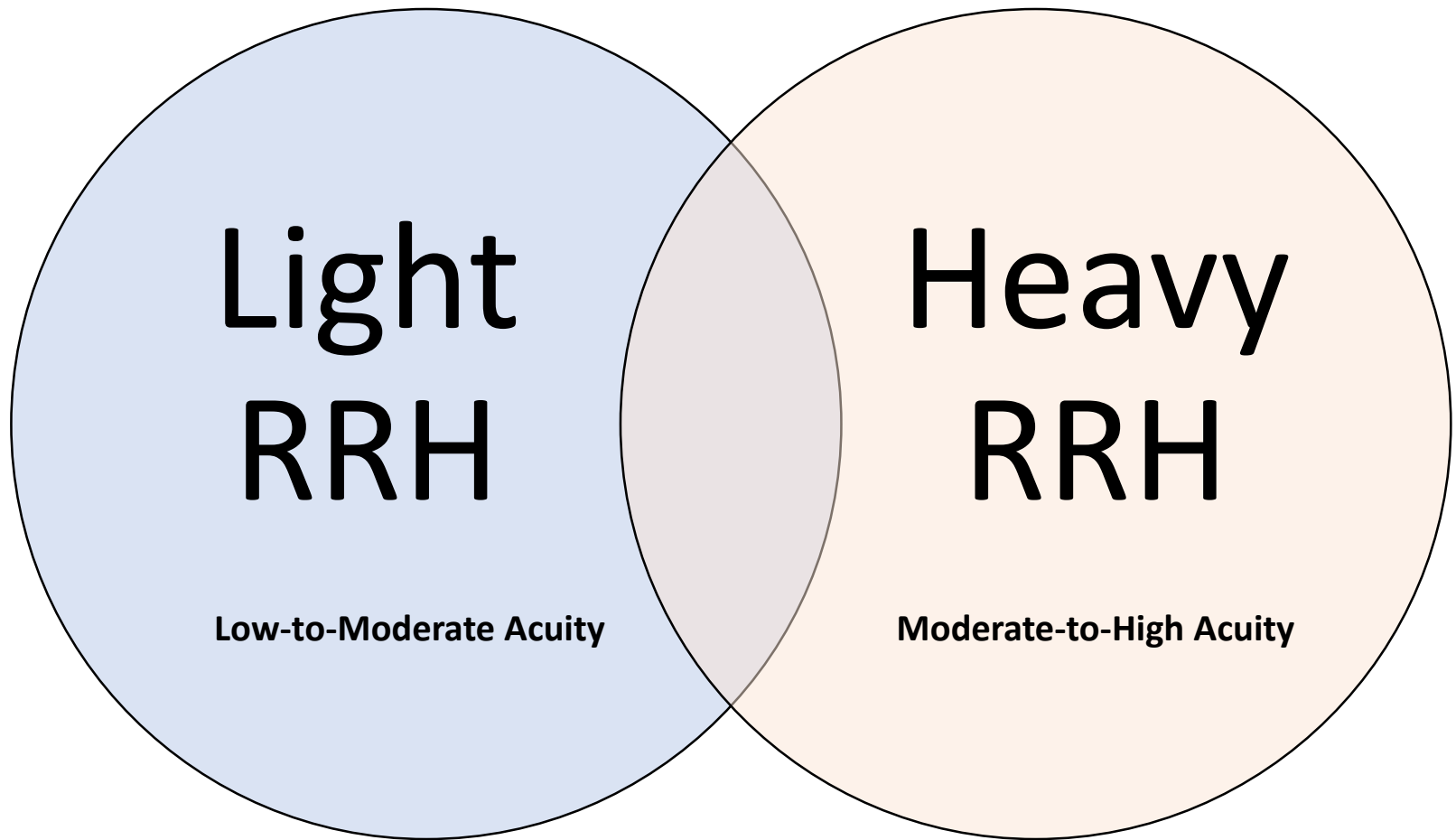
RRH Overview

Permanent housing that can accommodate a light or heavy touch, contingent on the participant's needs.

Rental assistance and services sunset over time, participant maintains lease/rental unit independently upon program exit.

Participants can receive assistance anywhere from 3 to 24 months, depending on need (and funding source).*





RRH


- Low-Barrier includes serving people with:
 - No income
 - Disability
 - Poor credit and/or rental history
- Financial Assistance
 - Security Deposit
 - Rent
 - Utility Assistance
- Case Management and Services
 - Tailored, flexible package
 - Housing Plan
 - Tenancy supports
 - Help with overcoming barriers to obtaining/maintaining permanent housing





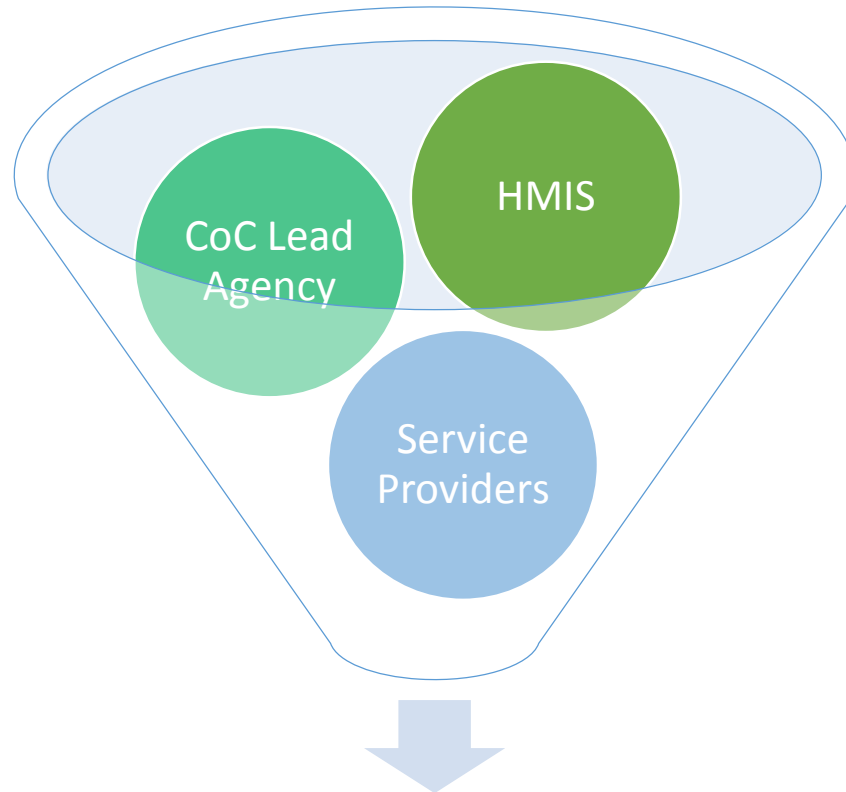
RRH Goals

- ✓ Quickly exit homelessness
- ✓ Return to community-integrated permanent housing
- ✓ Prevent future homelessness



Permanent Supportive Housing (PSH)

Homelessness to Housing: By-Name List is a collaborative effort



Getting People Housed

PSH

Prioritizes chronically homeless consumers with the most severe needs

- Should be identified through the by-name list.

Most costly housing intervention

- Life-time subsidy, similar to Housing Choice Vouchers.
- Tenant pays 30% of their adjusted monthly income toward rent.
- Housing provider pays the remainder of the rent to the landlord.
- Scattered-site.

Pairs housing with supportive services



Permanently Housed, Now What?

What
Do I Do
Now



The job doesn't stop once housed...

Now, more than ever, continue engagement

There's more to housing than a lease

Building community

Understanding the tenant's role

Collaborating with all partners

What does it take to help
your client to retain their
housing?





Engaging Non-CoC Funded Programs

What types of programs are we talking about?

Privately-Funded Housing

Emergency Shelter

Outreach

Meal Sites or
Food Distribution

Mail

Faith-Based
Services

Why Engage?

- Helps with homeless history documentation
 - Services are not documented in HMIS
- Collaborative approach to serving people experiencing homelessness
 - Giving same information such as coordinated entry processes
- Encourage alignment with CoC
- Discourage making experiencing homelessness too comfortable encourages long-term episodes rather than willingness to move from homelessness to housing
- Enhances leverage for federal funding application

Most importantly, collaboration helps improve the quality of life for those we serve.

All hands need to be on deck, offering options and non-traditional supports to assist people transitioning out of homelessness retain their housing.





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Prioritizing Vulnerable Households

<http://www.flhousing.org/event/webinar-prioritizing-vulnerable-households/>



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