

# Understanding the Housing Crisis Response System

Sponsored by the  
Florida Housing Finance Corporation's  
Affordable Housing *Catalyst Program*

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THE FLORIDA HOUSING COALITION



# Our Thanks to the Florida Housing Catalyst Program



**AFFORDABLE HOUSING CATALYST PROGRAM**

**Sponsored by the Florida Housing  
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we make housing affordable™



# Technical Assistance is Available

- Call us at 800 677 4548
- Request a site visit or training
- Complete training schedule
  - [www.flhousing.org](http://www.flhousing.org)



## Cultivate. Collaborate. Connect.

The Florida Housing Coalition is commonly acknowledged as the foremost authority in Florida on housing that is affordable, homelessness, community development and related issues, as a clearinghouse for information, a provider of training and technical assistance, and an advocate at the state and national levels for people in need of housing that is affordable.

## News

[Truist Supports Affordable Housing with Impactful Grant](#)

[Affordable Housing Resource Guide Released](#)

[In Memoriam: Gwen Margolis](#)

[Racism is on all our minds. Message from Jaimie Ross, President & CEO](#)

[New Guidebook on Adaptive Reuse Available](#)

[Community Land Trust COVID19 Policy Brief](#)

[Letter to Governor Regarding](#)





What is one thing  
you hope to learn  
today?

# Logistics

- Participants are muted
- Use the questions/chat box!
- This training is being recorded
- PowerPoint is a handout





## Poll

How familiar are you with  
Housing First?

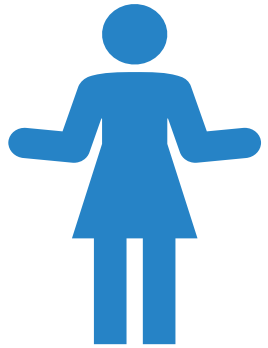
# Housing First Philosophy

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# Housing Ready Model



## Services and Programs

- ✓ Program Housing
- ✓ Budgeting
- ✓ Employment Search
- ✓ Job Skills
- ✓ Life Skills
- ✓ Sobriety
- ✓ Behavioral Health Tx



# Does this work?

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**Well...not really.**

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# Pros...



People have somewhere to stay



People get the medical care they need



People have access to mental health and substance use treatment



If people are able to get into the right programs and follow the rules, they can save up money and get their own place

# Cons...

- People remain homeless a LONG time
- People tend to decline while experiencing homelessness
- Some people won't access services because of rules and may never get served
- Follow through for medical care and treatment is poor
- No focus on a long-term solution
- Costs a LOT of money
- Generally does not reduce homelessness in a community
- Is not a federally supported strategy (jeopardizes funding)
- Not the best solution for the household



"DO THE BEST  
YOU CAN UNTIL  
YOU KNOW BETTER.  
THEN WHEN YOU  
KNOW BETTER,  
DO BETTER."



# What's the solution?

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**What is the one thing everyone has in common?**

# The Problem of Homelessness

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Homelessness is a lack of housing

# Housing First Model



Because we know that the only true end to homelessness is a safe and stable place to call home.

-United States Interagency Council on Homelessness



# Pros...

- Housing ends someone's homelessness
- People access medical and behavioral health treatment at higher rates
- Stability provides greater likelihood of life improving (finding a job, becoming healthier, increased school attendance, etc.)
- Creates flow in the system, so people are actually moving out of homelessness
- Reduces overall community homelessness
- Costs LESS



Helps people avoid the traumatic impact of homelessness



# Housing First Principles

- Few programmatic prerequisites
- Low barrier admission policies
- Rapid and streamlined entry into permanent housing
- Voluntary and engaging supportive services
- A focus on housing stability



## Housing First Definition

“Housing First is a whole-system orientation ...It is about ‘changing the DNA’ of how a community responds to homelessness.”

Housing is the platform for recovery, so housing comes first

# Crisis Response System

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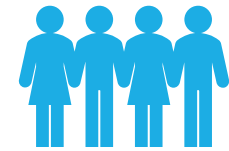
COMPONENTS OF AN EFFECTIVE  
**HOUSING CRISIS**  
Response System





# Continuum of Care and Continuum of Care Lead Agency

1. Plan to prevent and end homelessness
2. Fund housing programs and services working to prevent and end homelessness
3. Coordinate local collaborative efforts



# COMPONENTS OF AN EFFECTIVE HOUSING CRISIS Response System



# Coordinated Entry

a consistent, streamlined process for accessing the resources available in the homeless response system

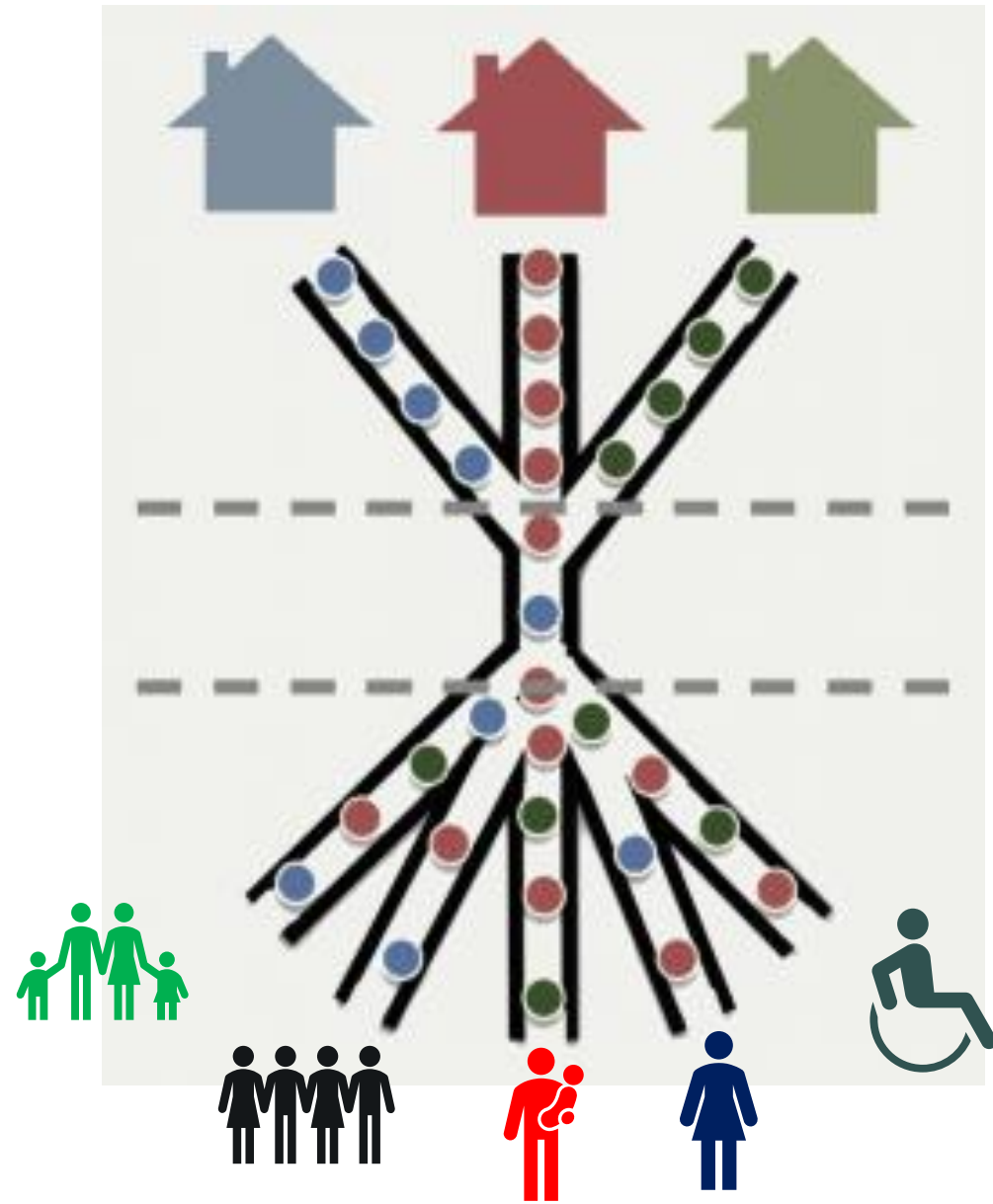



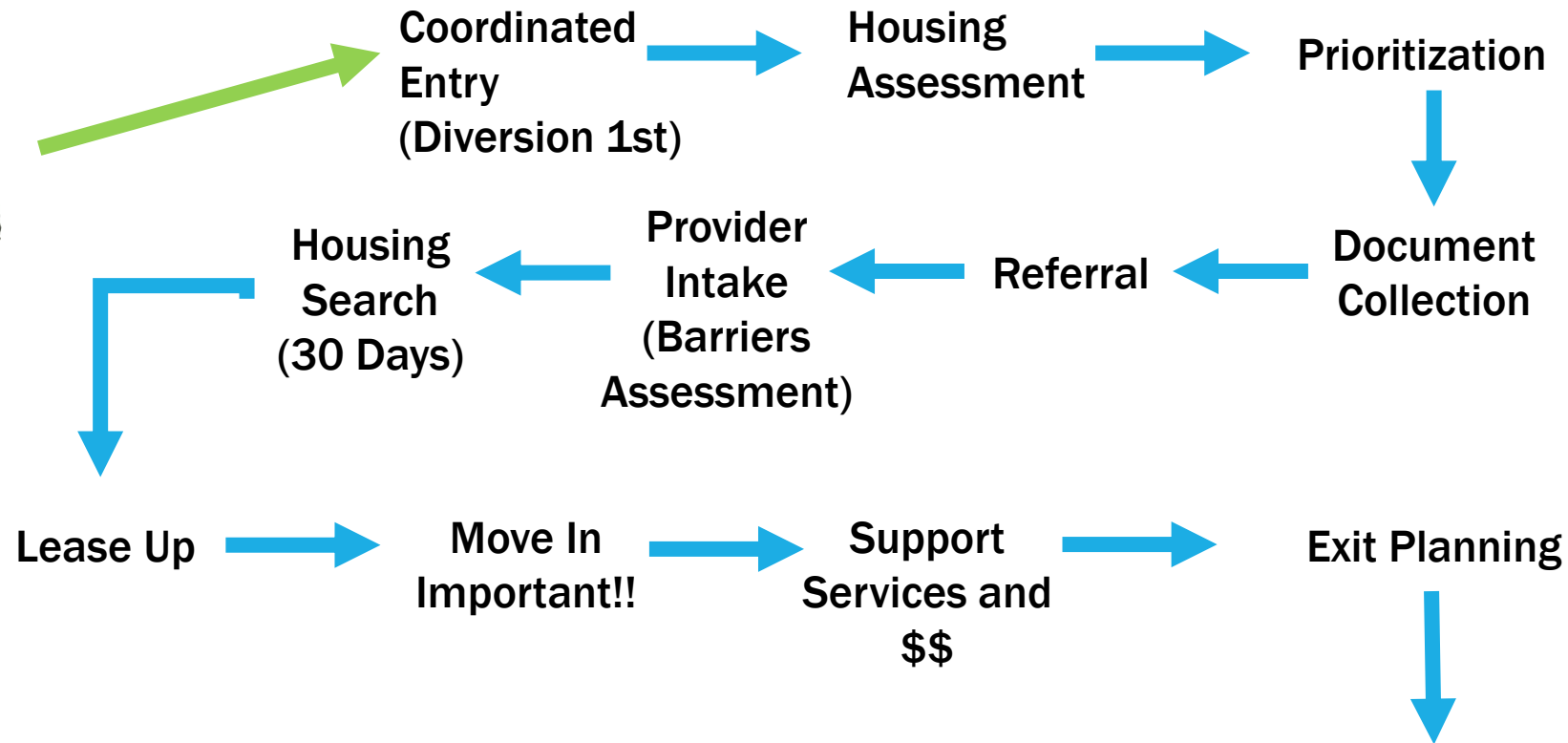
Image: [Los Angeles](#)



## Why is Coordinated Entry Important?

A close-up photograph of a wooden maze carved into a dark wooden surface. The maze is made of light-colored wood strips. A teal-colored arrow, which is semi-transparent, points from the bottom left towards the text on the right. The background is a white circle that contains the text.

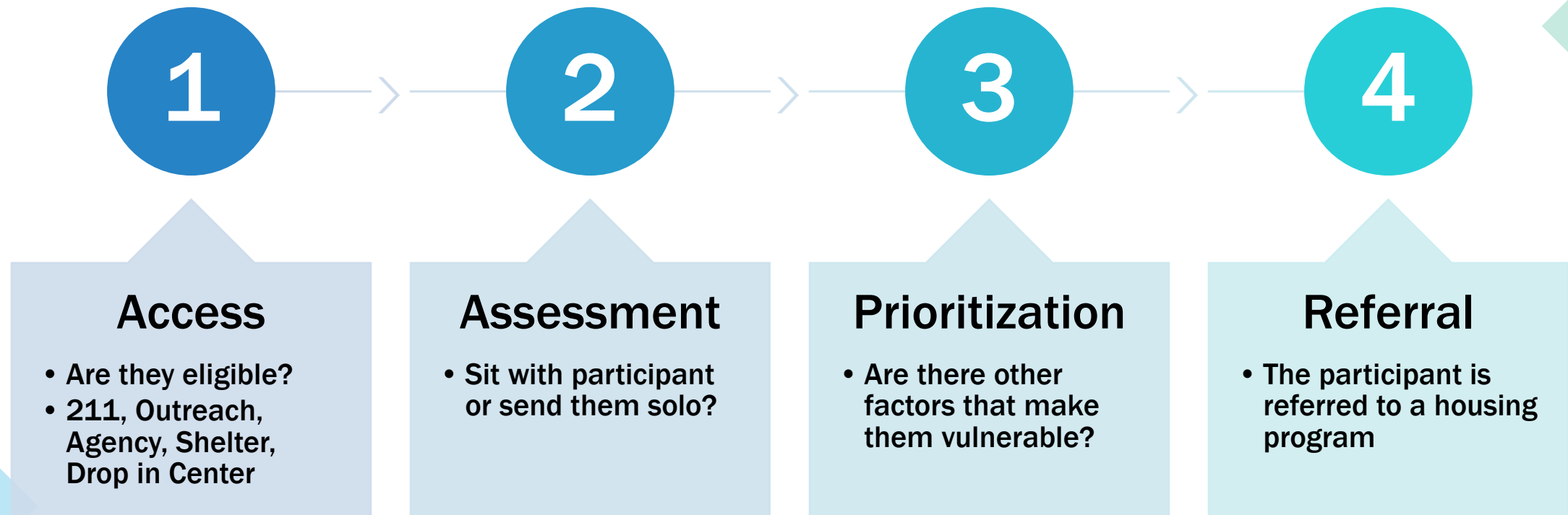
**How do my  
clients access  
housing?**



# The Road to Housing

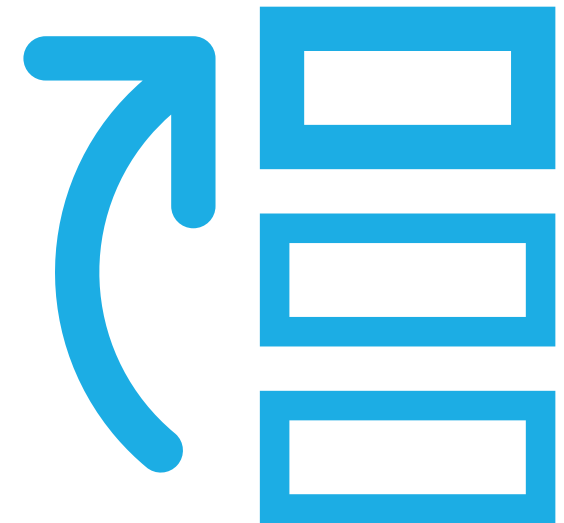


# Navigating through Coordinated Entry



# Prioritization List and Factors

- Every community typically has a “master list” or “by-name” list
- Commonly used factors
  - Significant challenges or functional impairments
  - High utilization of crisis services
  - Extent to which persons, especially youth and children, are unsheltered
  - Vulnerability to illness or death
  - Risk of continued homelessness
  - Vulnerability to victimization – physical assault, trafficking or sex work





# Changes to Coordinated Entry

- HUD strongly encourages involvement and coordination with health partners
- Remains a requirement for CoC and ESG projects
- Evaluate policies and procedures impacting subpopulations based on vulnerability

 Start Here



# Prioritization Pitfalls

Despite the CE process, disparities still exist

- Black people, people of color, and LGBTQ-identified people continue to have:
  - Longer periods of homelessness
  - Longer times to be housed
  - Higher rates of returns to homelessness
  - **Currently, black people and people of color are experiencing disproportionate impacts of COVID-19**



# Benefits of Coordinated Entry

- Households are able to locate housing faster
- Households have equal access to the system
- Households will only be referred to projects they are eligible for
- Providers can avoid ineligible/inappropriate referrals
- Providers can better manage prospective participants through prioritization
- CoCs have better data and can identify areas for improvement





**What has your  
experience with  
Coordinated Entry  
been?**



# Housing-Focused Outreach

- ✓ Strategic
- ✓ Housing Focused
- ✓ Same Assessment Tools
- ✓ Warm Hand Offs
- ✓ Housing First Orientation



# Housing-Focused Outreach

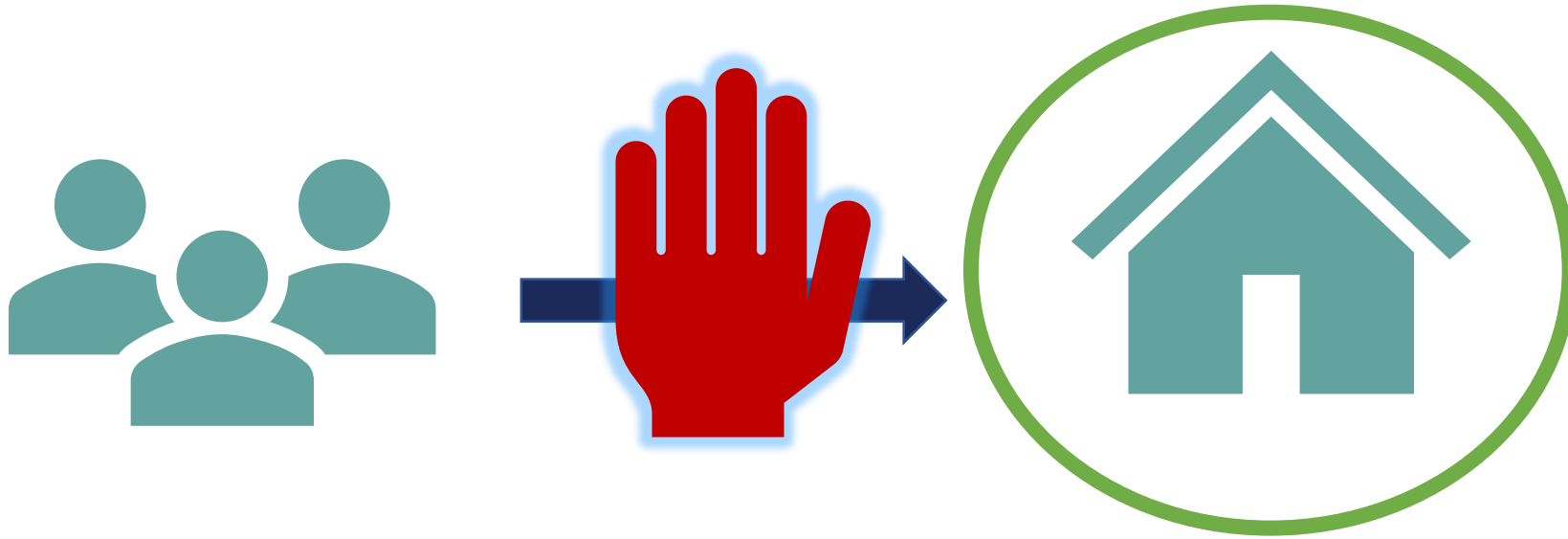
Activities include:

- Housing Search and Navigation
- Tracking people on BNL
- Helping people get “document ready”
- Identifying people outside
- Housing Assessments for CES

# COMPONENTS OF AN EFFECTIVE HOUSING CRISIS Response System



# Diversion



Can I help you identify immediate alternate housing arrangements?

**OR**

Can I connect you to services and financial assistance that will return you to permanent housing?





## Why is Diversion Important?



## Impact of Diversion

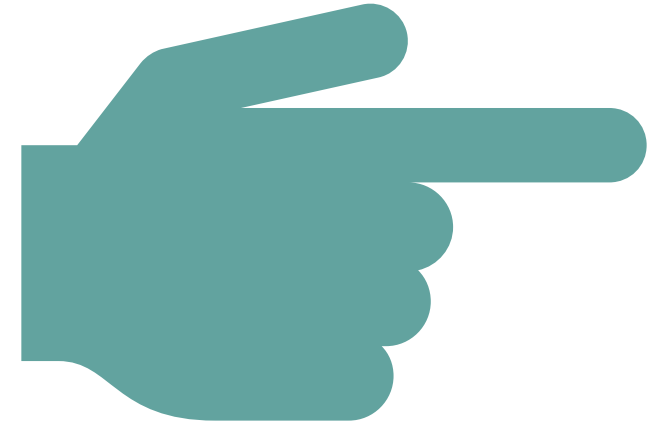
**More effective and appropriate use of shelter resources.**

**Reduces strain on homeless assistance system.**

**Helps people avoid a stressful homeless episode.**

# Diversion Services

- Provision of flexible financial assistance
- Short-term case management
- Conflict mediation
- Connection to mainstream resources
- Housing search



# COMPONENTS OF AN EFFECTIVE HOUSING CRISIS Response System



# Role of Emergency Shelter

A pathway back to housing

Must Haves:

- Trauma-Informed
- Diversion at the Front Door
- Low Barrier
- Housing Focused
- Data Driven
- Participate in Coordinated Entry System and HMIS



# Housing Focused Shelter Means...

- We are having intentional, frequent conversations about housing
- We are providing access to housing resources 24/7 for shelter participants
- We are developing housing plans, not treatment plans
- We are exiting participants as rapidly as possible into housing



# COMPONENTS OF AN EFFECTIVE HOUSING CRISIS Response System



# Rapid ReHousing

- Housing intervention designed to help households **quickly exit homelessness** and return to permanent housing.
- Offered **without preconditions**.
- Resources provided are **tailored** to the needs of the household





# Three Components



**HOUSING  
NAVIGATION**



**FINANCIAL  
ASSISTANCE**



**SUPPORT  
SERVICES**

- ❖ Home Based
- ❖ Voluntary
- ❖ Collaborative
- ❖ Tailor-Made



COMPONENTS OF AN EFFECTIVE  
**HOUSING CRISIS**  
Response System



# Permanent Supportive Housing

- ✓ Not time-limited
- ✓ Financial assistance and support services
- ✓ Appropriate for **most vulnerable**
- ✓ **Intensive case management an/or Assertive Community Treatment** have been shown to be the most effective support services



# Chronic Homelessness

Can be complicated!

Homeless individual with a disability who:

- (i) Lives in a place not meant for human habitation, a safe haven, or in an emergency shelter; and
- (ii) Has been homeless and living in (i) situation continuously for at least **12 months** or on at least **4 separate occasions** in the last **3 years**, as long as the combined occasions equal at least **12 months...**

# Florida Evidence

- PSH can save local and state governments money
- Associated with a reduction in interaction with the criminal justice system
- Most high need residents retain their housing







# Contact us

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