Understanding the Housing Crisis Response System: Leveraging Partnerships to House All

August 14, 2024

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- Participants are muted

- Enter your questions in the box in your webinar panel

- Forgot to ask a question or want to ask privately?

  Email chaney@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!

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Today's Presenter

Amanda Wander
Ending Homelessness
Team Directo r
wander@flhousing.org

Overview of Today's Webinar

- Overview and Structure of the Housing Crisis Response System

- Components of an effective Housing Crisis Response System

  - Homelessness Prevention/Diversion/Eviction Prevention

  - Street Outreach and Coordinated   Entry

  - Emergency Shelter and Transitional Housing

  - Permanent Housing, Rapid Rehousing, and Permanent Supportive Housing

- Funding the Housing Crisis Response System

- Partnerships that improve   efficiency

- Useful data resources to help plan for shifts in the system

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Why this webinar

- A Housing Crisis Response System helps people avoid and exit homelessness quickly.
- Without an effective housing crisis response system;
  - People face homelessness more often
  - People experience homelessness for longer periods of time
  - People return to homelessness often, creating a chronic pattern of homelessness

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Overview and Structure of the Housing Crisis Response System

Coordination is key

- The Housing Crisis Response System is organized and coordinated at the local level by the homelessness Continuum of Care (CoC)

- A CoC is a regional or local planning body that coordinates housing and services funding for homeless families and individuals in a specific geographic area.

- Florida has 27 CoCs spanning in geographic coverage from 1 county to as many as 8 counties

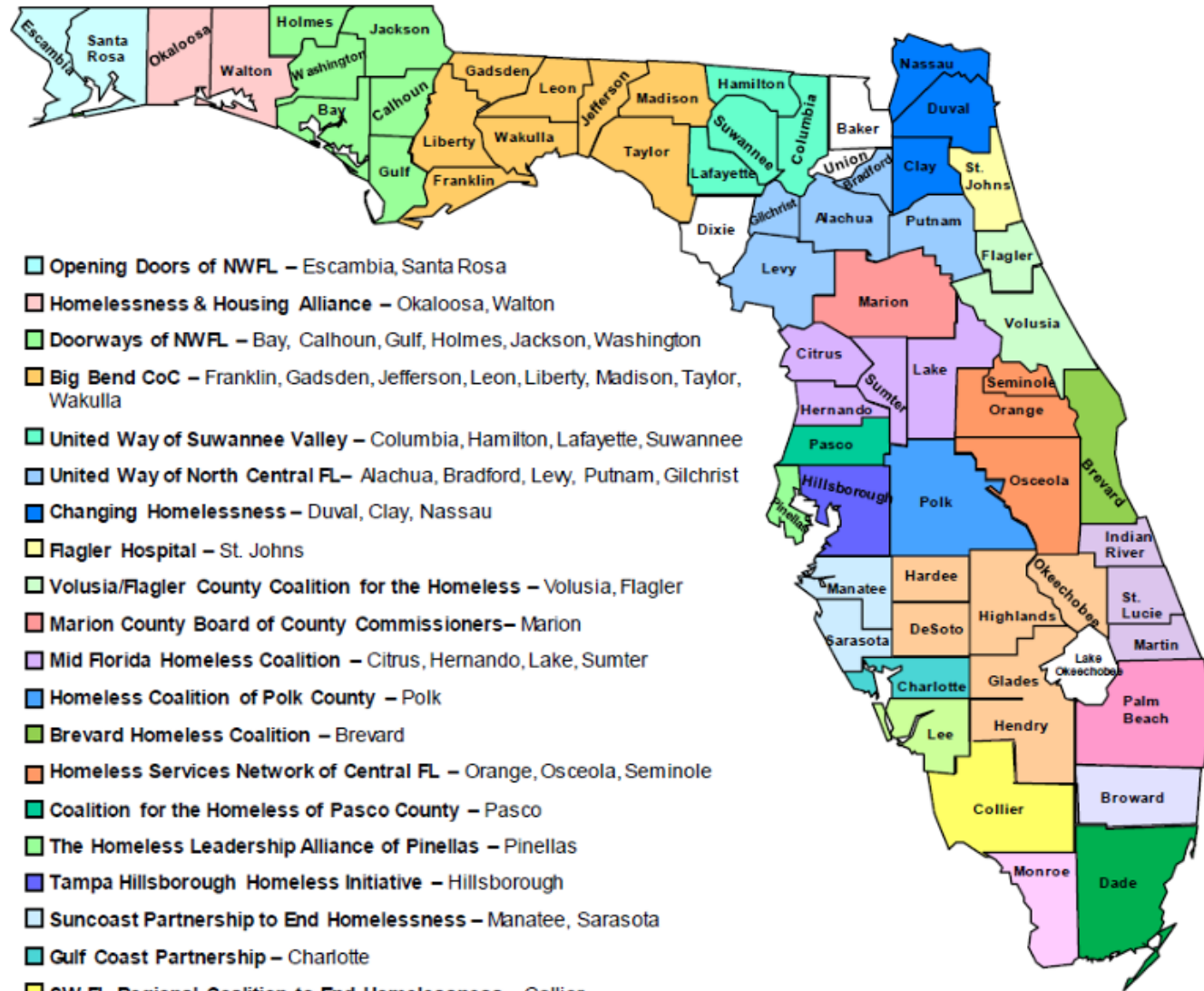CONTINUUM OF CARE

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Find your CoC here

Each CoC has a designated Collaborative Applicant, also known as the Lead Agency. This organization or local government is charged with applying for and distributing HUD CoC Program Funding and supporting the CoC in managing the Housing Crisis Response System.

Not sure who your CoC or Lead Agency are? Get to know them here

Homelessness | Florida DCF (myflfamilies.com)

Grantee Contact Information - HUD Exchange

☐ **Opening Doors of NWFL** – Escambia, Santa Rosa

☐ **Homelessness & Housing Alliance** – Okaloosa, Walton

☐ **Doorways of NWFL** – Bay, Calhoun, Gulf, Holmes, Jackson, Washington

☐ **Big Bend CoC** – Franklin, Gadsden, Jefferson, Leon, Liberty, Madison, Taylor, Wakulla

☐ **United Way of Suwannee Valley** – Columbia, Hamilton, Lafayette, Suwannee

☐ **United Way of North Central FL** – Alachua, Bradford, Levy, Putnam, Gilchrist

☐ **Changing Homelessness** – Duval, Clay, Nassau

☐ **Flagler Hospital** – St. Johns

☐ **Volusia/Flagler County Coalition for the Homeless** – Volusia, Flagler

☐ **Marion County Board of County Commissioners** – Marion

☐ **Mid Florida Homeless Coalition** – Citrus, Hernando, Lake, Sumter

☐ **Homeless Coalition of Polk County** – Polk

☐ **Brevard Homeless Coalition** – Brevard

☐ **Homeless Services Network of Central FL** – Orange, Osceola, Seminole

☐ **Coalition for the Homeless of Pasco County** – Pasco

☐ **The Homeless Leadership Alliance of Pinellas** – Pinellas

☐ **Tampa Hillsborough Homeless Initiative** – Hillsborough

☐ **Suncoast Partnership to End Homelessness** – Manatee, Sarasota

☐ **Gulf Coast Partnership** – Charlotte

☐ **SW FL Regional Coalition to End Homelessness** – Collier

☐ **Lee County Continuum of Care** – Lee

☐ **Heartland Coalition for the Homeless** – DeSoto, Glades, Hardee, Hendry, Highlands, Okeechobee

☐ **Treasure Coast Homeless Services Council** – Indian River, Martin, St. Lucie

☐ **Palm Beach County Division of Human Services** – Palm Beach

☐ **Broward County Homeless Initiative Partnership** – Broward

☐ **Miami-Dade County Homeless Trust** – Dade

☐ **Monroe County Homeless Services CoC** – Monroe

FLORIDA DEPARTMENT OF CHILDREN AND FAMILIES

OFFICE ON HOMELESSNESS
MYFLFAMILIES.COM

History of CoC Regulations

McKinney-Vento Act
1st major federal legislative response to homelessness

Homeless Emergency Assistance & Rapid Transition to Housing
(HEARTH) Act – Amended the McKinney-Vento Act.

CoC Program Interim Rule
July 2012- Implemented the HEARTH Act
- Establishes regulations for the CoC Program
- Applies to all new/renewal projects in the FY 2012 funding competition and thereafter

1987

2009

2012

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Purpose of the CoC Program

▶ Promote a **community-wide commitment** to the goal of ending homelessness

▶ **Provide funding** for efforts to quickly re-house individuals and families experiencing homelessness

▶ Promote **access to** and effective use of **mainstream programs**

▶ Optimize **self-sufficiency** among individuals and families experiencing homelessness

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What is a CoC simplified…

At its simplest, a Continuum of Care (CoC) is established by representatives of relevant organizations within a geographic area to carry out the responsibilities set forth in the CoC Program interim rule

- Concept dates back to 1995
- It is a requirement for a community to have an established CoC in order to receive HUD CoC Program funding

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CoC Responsibilities - In General

Charged with designing a local "system" to assist sheltered and unsheltered people experiencing homelessness and providing the services necessary to help them access housing and obtain long-term stability

Promote community-wide planning and strategic use of resources to address homelessness

Enhance coordination and integration with mainstream resources and other programs targeted to people experiencing homelessness

Improve data collection and performance measurement

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CoC's Example Organizational Structure

CoC Membership
(Collective Impact Initiative)

Governance Body

Support Entities
CoC Lead
HMIS Lead
Collaborative Applicant

Rating/Ranking Evaluative

HMIS Oversight

Coordinated Entry Oversight

Other as deemed by Governance

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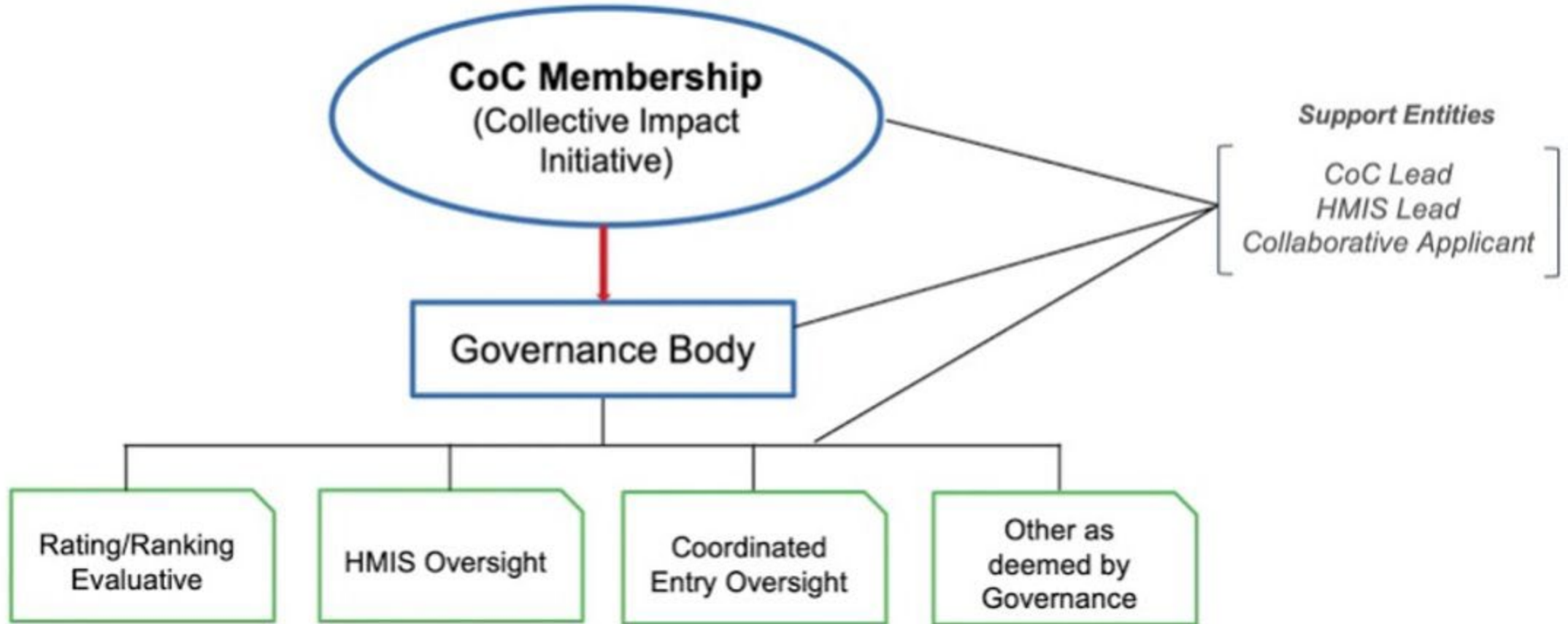
CoC Membership

Members should include:

- Nonprofit homeless assistance providers
- Victim service providers
- Faith-based organizations
- Governments
- Businesses
- Advocates
- Public housing agencies
- School districts
- Social service providers
- Mental health agencies
- Hospitals
- Universities
- Affordable housing developers
- Law enforcements
- Organizations that serve veterans
- Individuals experiencing and previously experiencing homelessness

A CoC is established by representatives of relevant organizations within a geographic area to carry out the responsibilities set forth in the CoC program interim rule.

Membership should demonstrate a community wide commitment to ending and preventing homelessness

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CoC Board- In General

Must be established by CoC to act on its behalf.

What the CoC means by "on its behalf" must be specified in the CoC governance charter.

The Board has no responsibilities except those designated and/or authorized in the governance charter

The Board is a subset of the CoC. Part of the larger whole, which is meant to be representative for all.

HUD does not prescribe how the responsibilities of the CoC are carried out

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Diversity of CoC Board

Historically, homeless response systems have been predominantly established and led by white leadership

BIPOC communities are the most impacted by homelessness in every community

"Those closest to the problem are closest to the solution but furthest from the resources and the power"

They typically have the best understanding of the reality of our work to prevent and end homelessness – both in terms of the problems that exist and the knowledge of the services and interventions that are the most effective solutions.

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Incorporating People with Lived Experience of Homelessness

Meaningful partnerships with people with lived experience of homelessness can help dispel dangerous and counterproductive myths regarding homelessness demonstrate the expertise and motivation of people with lived experience and engage communities to implement effective solutions to homelessness

It is important to meaningfully and intentionally integrate them into the decision-making structure of our work at the system and program level. When we consult the experts, service implementations are made more relevant and responsive.

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Components of an Effective Housing Crisis Response System

- Prevention/Diversion
- Outreach/Coordinated Entry
- Emergency Shelter/Temporary Housing
- Permanent Housing

COMPONENTS OF AN EFFECTIVE HOUSING CRISIS Response System

- Outreach & Coordinated Entry
- Prevention & Diversion
- Emergency Shelter
- Rapid ReHousing
- Permanent Supportive Housing
- CONTINUUM OF CARE

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Prevention

Prevention and diversion are important components of a community's crisis response and can help it reduce the size of its homeless population. Prevention assistance can aid households in preserving their current housing situation while diversion prevents homelessness for people seeking shelter by helping them identify immediate alternate housing arrangements and, if necessary, connecting them with services.

Homelessness Prevention

Homelessness Diversion

Eviction Prevention

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Homeless Prevention

Includes;

- financial assistance for utility and rental arrears (sometimes mortgage)
- case management support
- housing relocation assistance
- Financial assistance with security deposit
- Can assist financially and with services for longer than just one month

Eviction Prevention

Includes;

- financial assistance rental arrears
- Usually 1x assistance
- Can assist with landlord mediation

SHIP Strategy

Diversion

Includes;

- Conversation with supportive staff to help individuals identify immediate alternate housing arrangements
- Flexible financial assistance
- Usually 1x assistance
- Prevention individuals and families from entering shelters or sleeping on the streets

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Prevention and Diversion

Control the inflow of people needing Emergency Shelter and other more intensive and costly interventions

PROGRAM TYPE	TARGET POPULATION	GOAL
Prevention	At Risk of Homelessness	Prevent homelessnes from occurring
Diversion	Literally Homeless	Connect newly unsheltered individuals to safe alternatives to emergency shelter

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Prevention and Diversion...

...are successful when...

- Adequately resourced
- Adequately staffed
- Easily accessible
- Financial assistance turnaround is within 48 hours or less
- Follow-up support services are offered
- Collaborative approach to service support

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Outreach and Coordinated Entry

Outreach

Outreach workers connect people at risk of or experiencing homelessness to coordinated entry, emergency services, and shelter. They work with other programs in the system to connect people to stable, permanent housing.

Coordinated Entry

Is a process designed to quickly identify, assess, refer and connect people in crisis to housing and assistance and services

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Separate components working together

When outreach programs are established as access points for coordinated entry, this gives the unsheltered population an avenue to services and housing

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Street Outreach

- Should be targeted to connect people who are **unsheltered** and not likely to access services or shelter

- Street outreach workers/teams/agencies are **well coordinated** so all subpopulations are covered

- Person-centered, trauma-informed, and culturally responsive

- May take many engagements over long periods of time to build rapport

- Promote safety and harm reduction while being housing-focused

Core-Components-of-Outreach-2019.pdf (usich.gov)

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Outreach is effective when…

- Outreach workers have **immediate, valuable assistance to offer,** like access to shelter, hotels, housing, food, socks underwear.
- The **housing crisis response is fully funded** and built out to accommodate FAST housing placements
- Outreach workers are well-trained, compassionate and easily connect with disenfranchised members of the community
- Outreach workers are **persistent!**
- Outreach workers are **supported with strong leadership** who is encouraging and listens to tough situations workers must go through

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Coordinated Entry

- All CoC should be operating and Coordinated entry system

- Must provide an initial, comprehensive **assessment of needs** of individuals/families requesting assistance

- Must cover the full CoC geographic area

- Must be accessible and well-advertised to individuals/families seeking assistance

17-01CPDN.PDF (hud.gov)

CE is a way to prioritize homeless individuals based on vulnerability and need.

CE: 4 Core Elements

ACCESS

Centralized **access** point or "no wrong door" approach

Ensure that access points are equitably distributed throughout the CoC's geographic region + Outreach

Must offer same assessment approach at all access points

All access points must be usable by all people experiencing homelessness.

ASSESSMENT

CE staff complete an **assessment** process to gather information on individual household's strengths, needs, preferences, and barriers they face to regaining housing

CoCs must adopt one or more standardized assessment tool(s)

PRIORITIZATION

Follows established written policies and procedures to **prioritize** households based on level of vulnerability and need

Prioritization policies should reflect the needs of the community to house the most vulnerable and address inequities

REFERRAL

Based on assessment and prioritization, CE staff then make a **referral** to appropriate and available housing and supportive services

System benefits of CE

- Provides meaningful data on individual client needs that can be used for resource allocation
- Allows system to track changes in efficiency of the system to quickly house
- Data can illustrate changes in the demographics of the current homeless population
- Highlights needs client have for which there is not yet identified resources

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Emergency Shelter/ Temporary Housing

People experiencing a housing crisis or fleeing an unsafe situation need to find a place to stay, quickly.

Emergency Shelters and interim or temporary housing can fill this role in a crisis response system.

These interventions should be **low-barrier** and align their goals and program activities with the larger system's goals.

This type of intervention should be scalable in cases of DISASTER!

Florida!

Emergency Shelter –vs- Transitional Housing

Emergency Shelter

- Ideal length of stay under 30 days but no more than 6 months
- Can be a facility or non-congregate/scattered site
- No requirement of lease
- No requirement of occupancy agreement
- Should include case management
- Should not include fees
- Works well for households and individuals without high service needs, SPMI, SUDs

Transitional Housing

- Lenth of stay 6 -24 months
- Typically at one facility/location
- No requirement of lease
- Program agreement or occupancy agreement encouraged
- Should include case management and access to additional supportive services
- May include fees
- Works well for families and those in Recovery

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THE FIVE KEYS TO EFFECTIVE EMERGENCY SHELTER

HOUSING FIRST APPROACH
Align shelter eligibility criteria, policies, and practices with a Housing First approach so that anyone experiencing homelessness can access shelter without prerequisites, make services voluntary, and assist people to access permanent housing options as quickly as possible.

SAFE & APPROPRIATE DIVERSION
Provide diversion services to find safe and appropriate housing alternatives to entering shelter through problem-solving conversations, identifying community supports, and offering lighter touch solutions.

IMMEDIATE & LOW-BARRIER ACCESS
Ensure immediate and easy access to shelter by lowering barriers to entry and staying open 24/7. Eliminate sobriety and income requirements and other policies that make it difficult to enter shelter, stay in shelter, or access housing and income opportunities.
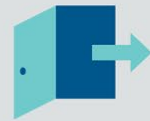
HOUSING-FOCUSED, RAPID EXIT SERVICES
Focus services in shelter on assisting people to access permanent housing options as quickly as possible.

DATA TO MEASURE PERFORMANCE
Measure data on percentage of exits to housing, average length of stay in shelter, and returns to homelessness to evaluate the effectiveness of shelter and improve outcomes.

National Alliance to End Homelessness

Emergency Shelter Learning Series - National Alliance to End Homelessness

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Permanent Housing

Rapid Rehousing

- short-term rental assistance and services
- obtain housing quickly
- increase self-sufficiency
- Sustain housing
- offered without preconditions
- 1 to 24 months of assistance

Permanent Supportive Housing

- Permanent Housing, indefinite
- Long-term renal or leasing assistance
- Supportive services
- Intensive case management
- Targeted at high needs/chronic
- One member of the household with disabilty

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Permanent housing components work best if they include ...

Affordable Housing for <30%AMI

- Set aside units or vouchers for extremely low-income households
- Housing stock matches the need for ADA units

Public Housing Units and Vouchers

- PHA set aside or priority for homeless
- Fully utilizing existing housing choice vouchers so more can be awarded to the community
- 85% occupancy/lease-up rate required

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Funding the Housing Crisis Response System

FEDERAL

- HUD CoC Program & YHDP
- CoC Builds
- ESG
- TANF
- HHS
- VA

STATE

- SHIP and SAIL
- CoC Staffing
- Challenge Grant
- State TANF pass-through
- State ESG pass-through

PRIVATE

- Community Foundations
- Philanthropy
- Bank foundations
- Corporate grants

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Federal Funding

Funding Source	Components	Resources
HUD Continuum of Care (CoC) Program	Permanent Housing, Transitional Housing, Supportive Services, Coordinated Entry	FY 2024 and FY 2025 Continuum of Care Competition and Renewal or Replacement of Youth Homeless Demonstration Program Grant | HUD.gov / U.S. Department of Housing and Urban Development (HUD)
HUD Youth Homeless Demonstration Program (YHDP)	Diversion/Prevention, Permanent Housing, Outreach, Temporary Housing	YHDP: Youth Homelessness Demonstration Program - HUD Exchange
Continuum of Care (CoC) Builds	Permanent Supportive Housing (construction, acquisition, rehab)	Continuum of Care (CoC) Builds | HUD.gov / U.S. Department of Housing and Urban Development (HUD)
Emergency Solutions Grants (ESG)	Prevention, Outreach, Emergency Shelter, Rapid Rehousing	ESG: Emergency Solutions Grants Program - HUD Exchange
Temporary Assistance For Needy Families (TANF)	Prevention (rental and mortgage), Case Management	About TANF | The Administration for Children and Families (hhs.gov)
Health and Human Services (HHS)	Outreach, Case Management Supportive Services	HHS Programs to Address Homelessness | HHS.gov
Veterans Administration (VA) Supportive Services for Veteran Families (SSVF)	Outreach, Prevention, Permanent Housing, Supportive Services	Supportive Services for Veteran Families (va.gov)

State of Florida Funding

Funding Source	Components	Resources
CoC Staffing To CoC Lead Agency by DCF	Coordinated Entry Coordinating and Planning the Housing Crisis Response System	Homelessness Funding | Florida DCF (myflfamilies.com) Statutes & Constitution :View Statutes : Online Sunshine (state.fl.us)
Challenge Grant	Diversion/prevention Outreach/coordinated entry Emergency Shelter/Temp. Housing Permanent Housing	Homelessness Funding | Florida DCF (myflfamilies.com) Statutes & Constitution :View Statutes : Online Sunshine (state.fl.us)
State Housing Initiatives Partnership Program (SHIP)	Prevention Permanent housing	SHIP - State Housing Initiatives Partnership Program (floridahousing.org) State Housing Initiatives Partnership Program (SHIP) - Florida Housing Coalition (flhousing.org)
State Apartment Incentive Loan (SAIL)	Permanent housing	State Apartment Incentive Loan (floridahousing.org)

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Partnerships

Baked into the CoC structure

CoC Members and Board Members should include:

- Nonprofit homeless service providers
- Victim service providers
- Faith-based organizations
- Governments
- Businesses
- Advocates
- Public housing agencies
- School districts
- Social service providers
- Mental health agencies
- Hospitals
- Universities
- Affordable housing developers
- Law enforcement
- Organizations that serve veterans
- Those with lived experience of homelessness

Benefits of Partnerships

- Helps draw more cross-sector funding to your community
- Greater community understanding of homeless needs
- Creative and supportive services provided to the population
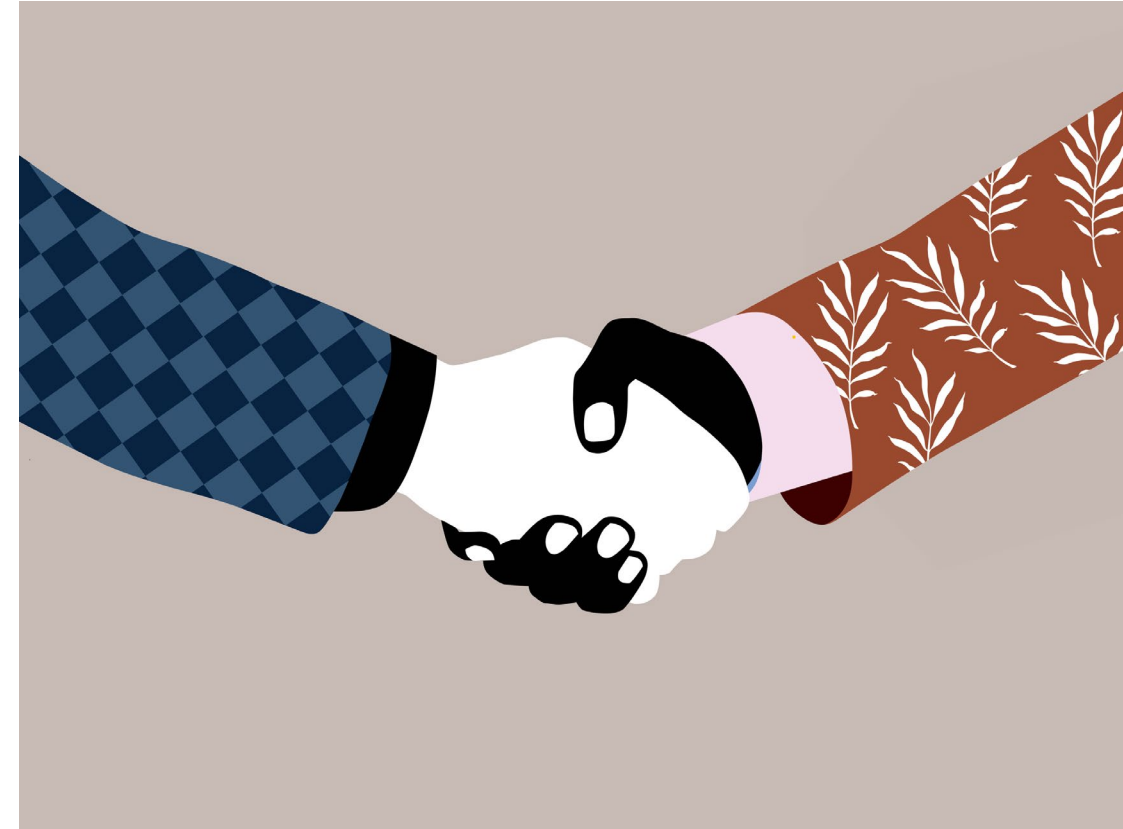
Useful Data Resources

[Florida's Council on Homelessness Annual Reports](#)
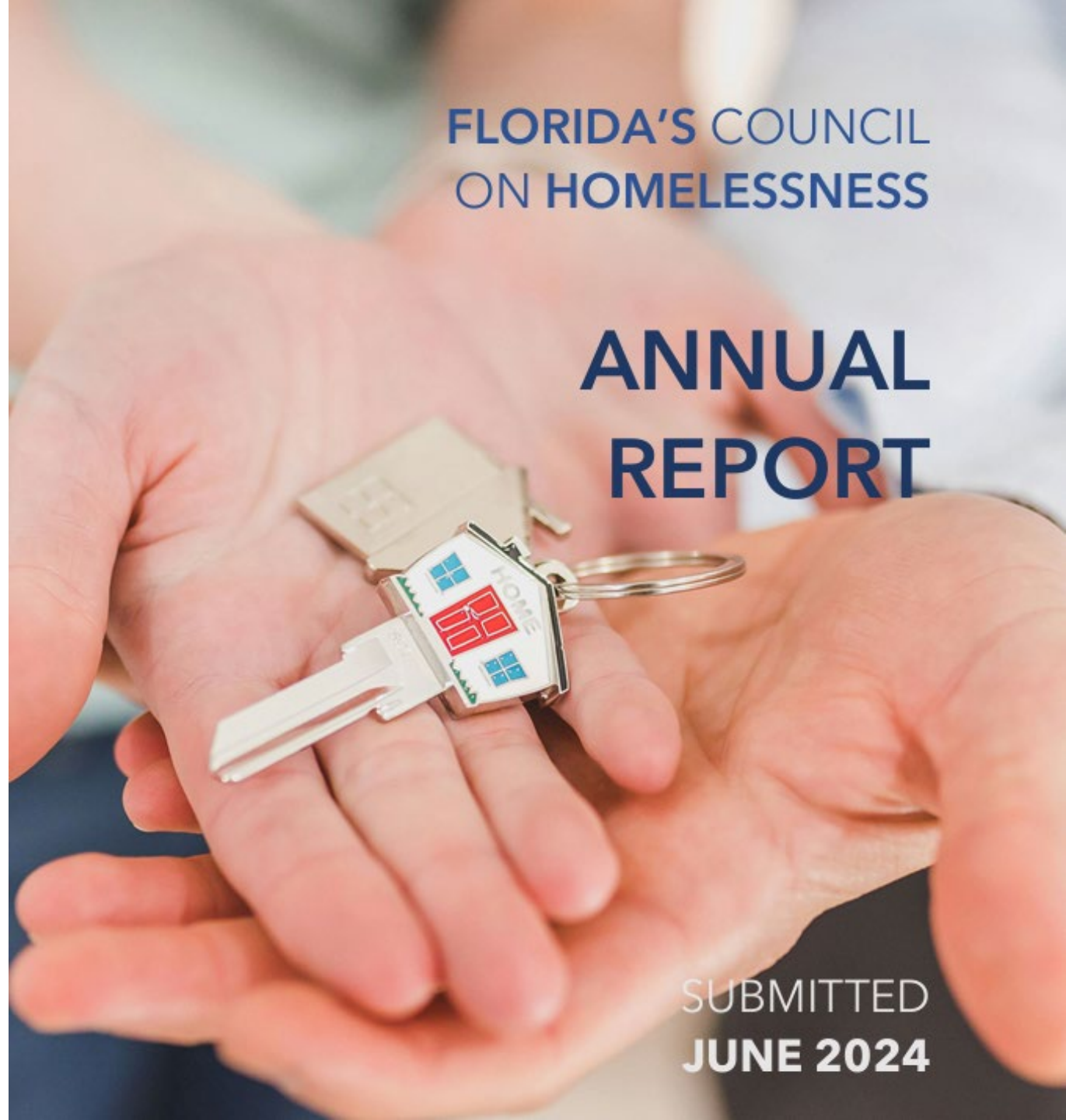
- Point In Time Data by CoC and County

- DoE Homeless Student Data by County

- CoC funding from State

- State-wide trends with homeless subpopulations

[Council 2024 Annual Homelessness Report (002).pdf (myflfamilies.com)](#)

The 2023 Annual Homelessness Assessment Report (AHAR) to Congress

PART 1: POINT-IN-TIME ESTIMATES OF HOMELESSNESS
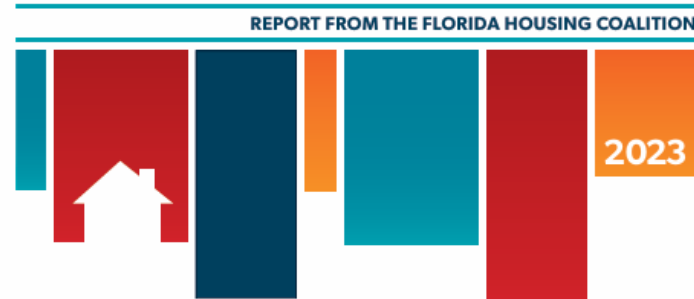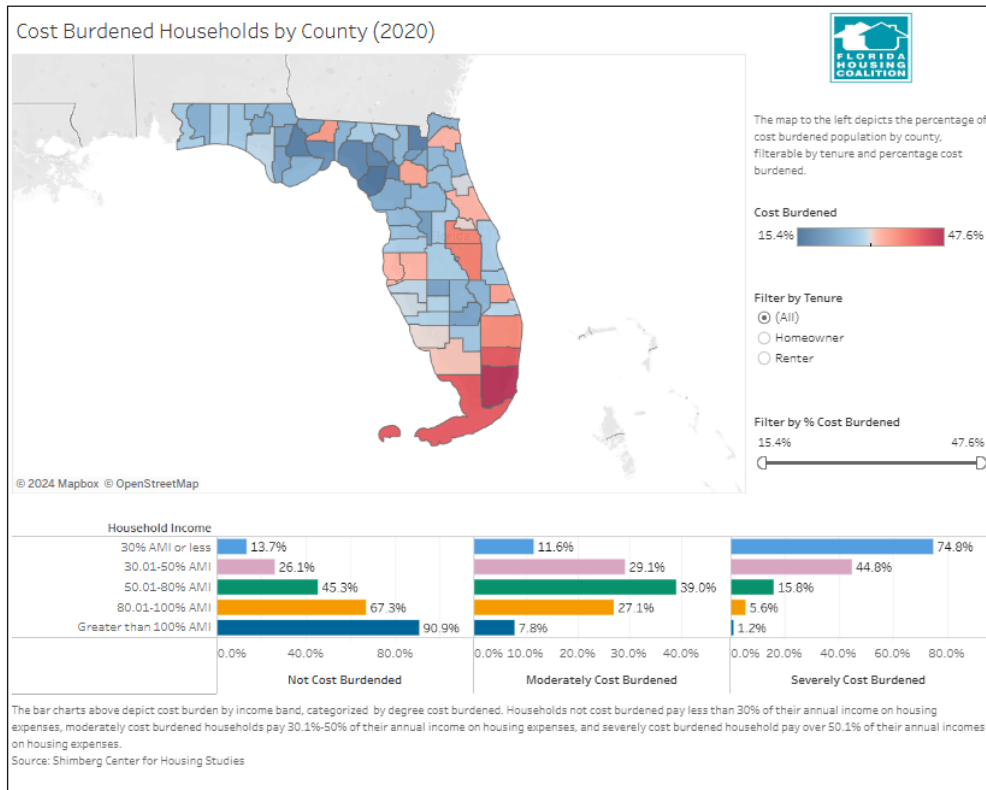
DECEMBER 2023

[HUD Annual Homelessness Assessment Reports](#)

- Point In Time Data by CoC, State

- Housing Inventory Counts by CoC and State

- National trends in homelessness

huduser.gov/portal/sites/default/files/pdf/2023-AHAR-Part-1.pdf

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Home Matters Report & Dashboard

Cost Burdened Households by County (2020)

Take a picture of this QR code to visit the Home Matters Webpage to use all of our interactive dashboards.

HOME MATTERS
REPORT FROM THE FLORIDA HOUSING COALITION
2023

PNC
The Florida Housing Coalition appreciates PNC for funding the Home Matters report.

- Florida Cost Burdened by County
- Homeless demographics by county
- Wages and Housing Cost data
- Income by Race by county
- Homeownership by race and age
- Affordable and available rental units
- Assisted housing units gained and lost

Home Matters Dashboard - Florida Housing Coalition (flhousing.org)

Home-Matters.pdf (flhousing.org)

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Upcoming Webinars

AUG 14 — 2:00 pm - 3:30 pm
Understanding The Housing Crisis Response System: Leveraging Partnerships To House All

AUG 20 — 10:00 am - 11:30 pm
Understanding Site Flood Risk Factors Before You Buy

SEP 4 — 10:00 am - 11:30 am
Preparing For The SHIP Monitor

SEP 12 — 2:00 pm - 3:30 pm
Using Public Land For Affordable Housing

SEP 19 — 10:00 am - 11:30 am
Making The SHIP Program Market Responsive

Events - Florida Housing Coalition (flhousing.org)

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Questions?

Looking for Trainings?

Visit Our Calendar of Trainings

Technical Assistance is Available

Available Daily: 1(800) 677-4548

Options for Further Assistance Include:
- ❖ Phone and Email consultation
- ❖ Site Visits

Register at www.flhousing.org for:
- ❖ Workshops
- ❖ Webinars