

COLLABORATING WITH HOUSING PARTNERS

October 2017 County Welfare Directors Association Conference

Panel Presentation

Sharon McDonald, National Alliance to End Homelessness

Ali Sutton, California Department of Social Services

Jessica Scheiner, Santa Cruz County Human Services Agency

Tom Stagg, Homeless Services Center

Overview and Introductions

- **Sharon McDonald**

Director for Families and Youth, National Alliance to End Homelessness

- **Ali Sutton**

Housing, Homelessness, and Civil Rights Branch Chief, California Department of Social Services

- **Jessica Scheiner**

Senior Analyst, County of Santa Cruz Human Services Department

- **Tom Stagg**

Director of Programs, Homeless Services Center

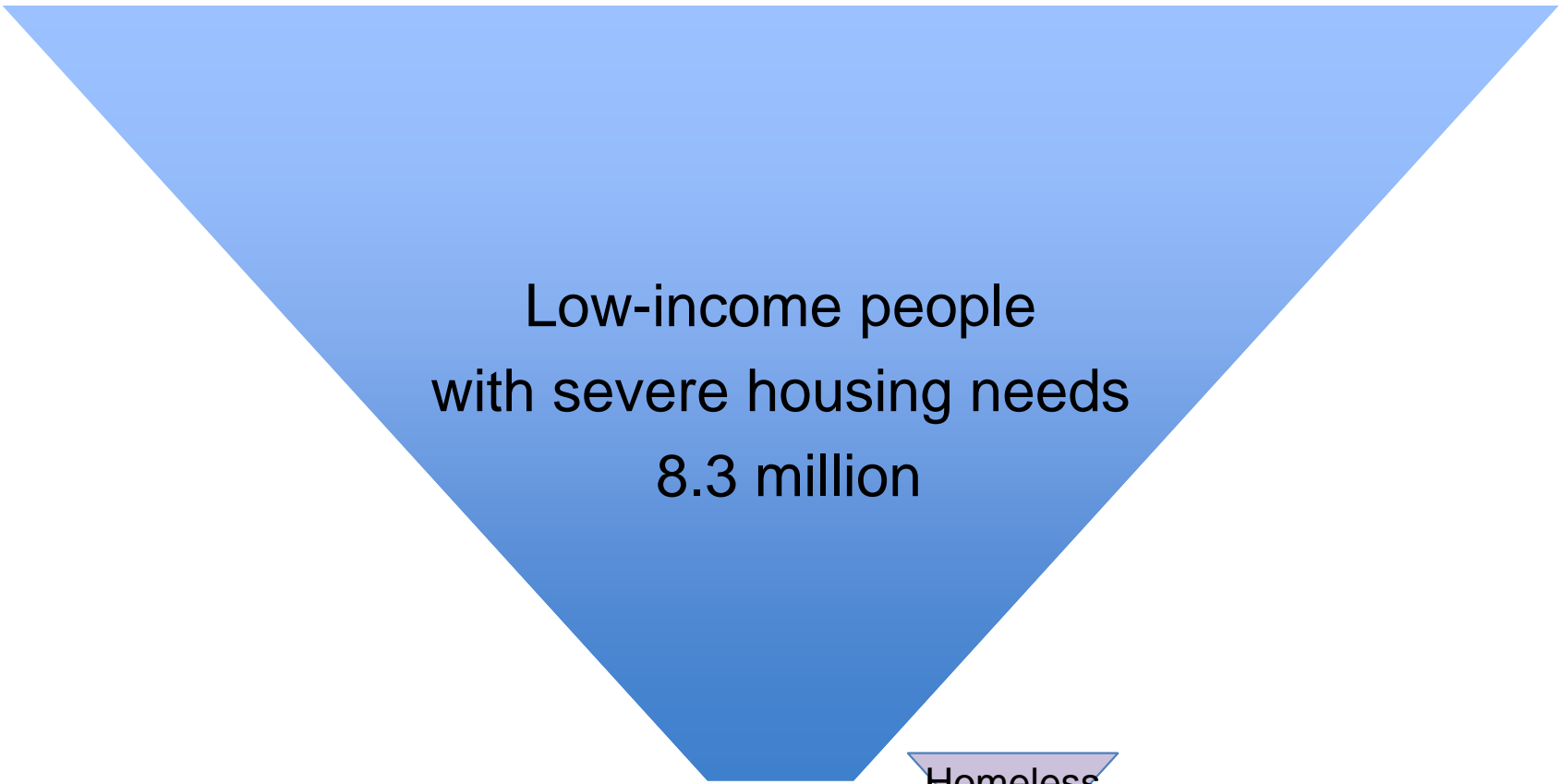


National Alliance to
END HOMELESSNESS

Family Homelessness and the Role of State and Local Partners

RESEARCH AND EDUCATION • INFLUENCING FEDERAL POLICY • BUILDING LOCAL CAPACITY

Poverty and Severe Housing Needs



Low-income people
with severe housing needs
8.3 million

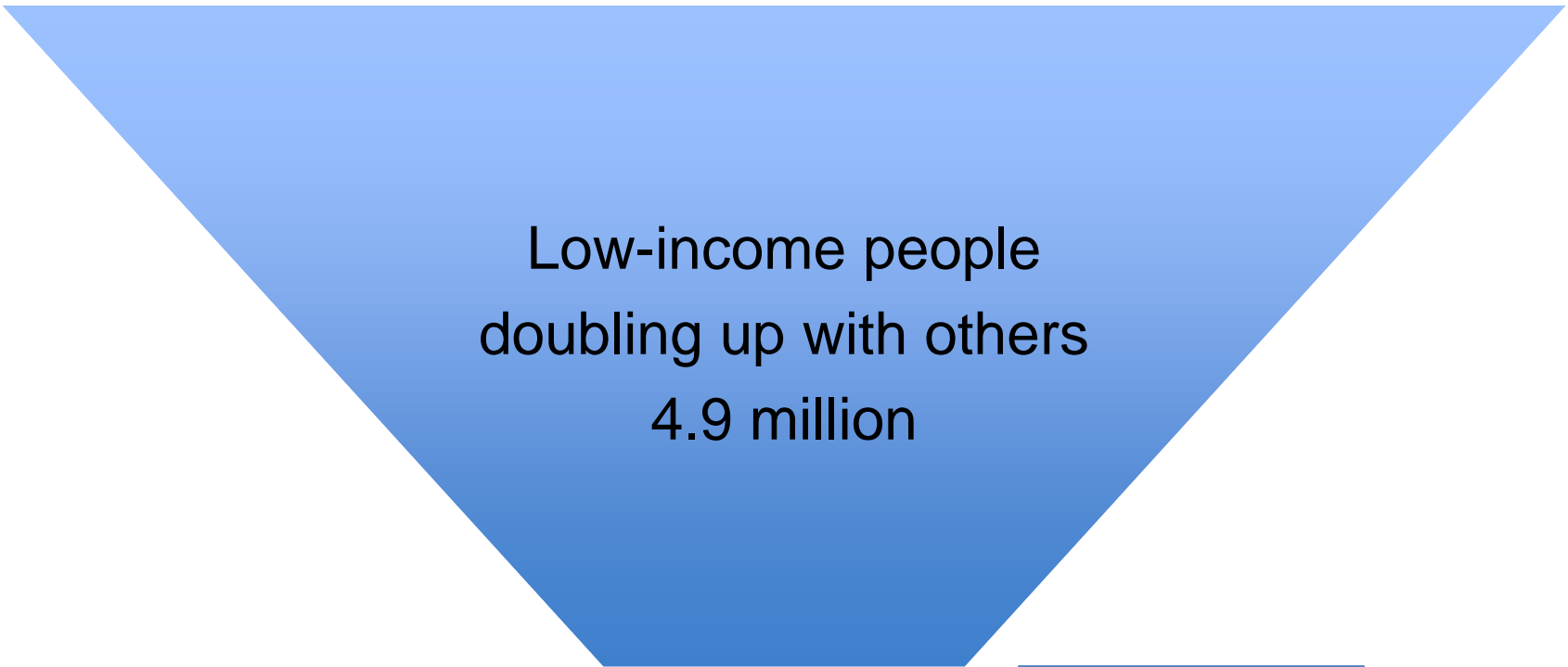


Homeless
people

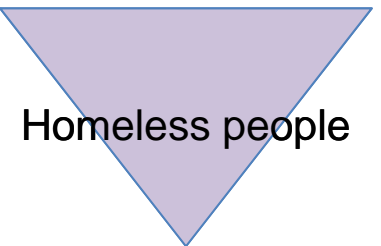
Worst Case Housing Needs

- 8.3 million households with worst case housing needs (2015) – an increase from 7.7 million in 2013
- For typical low income household with worst case housing needs – earnings consume most, if not all, of income - households pay a median of \$1,000/month
- 51.6% extremely low income renters have worst case housing needs
 - For this group in the West, there are only 27 rental units affordable, available and adequate to the needs of every 100 households.

Poverty and Doubling Up



Low-income people
doubling up with others
4.9 million



Homeless people

National Numbers

- 61,265 families were identified on a single night living in a homeless shelter/transitional housing program or in unsheltered location.
 - Just over 19,000 (about 1 in 10) were identified in a place not unintended for human habitation.
- Annual prevalence of families sheltered/served by homeless providers: 502,521 individuals in 154,380 families.
- 1.3 million school age children identified as living in shelters, homeless service programs, unsheltered locations, motels, or in doubled up situations during the school year (2014/2015).
 - 990,000 doubled up; 186,000 in shelter programs, 80,000 motels/hotels, and 42,000 unsheltered.

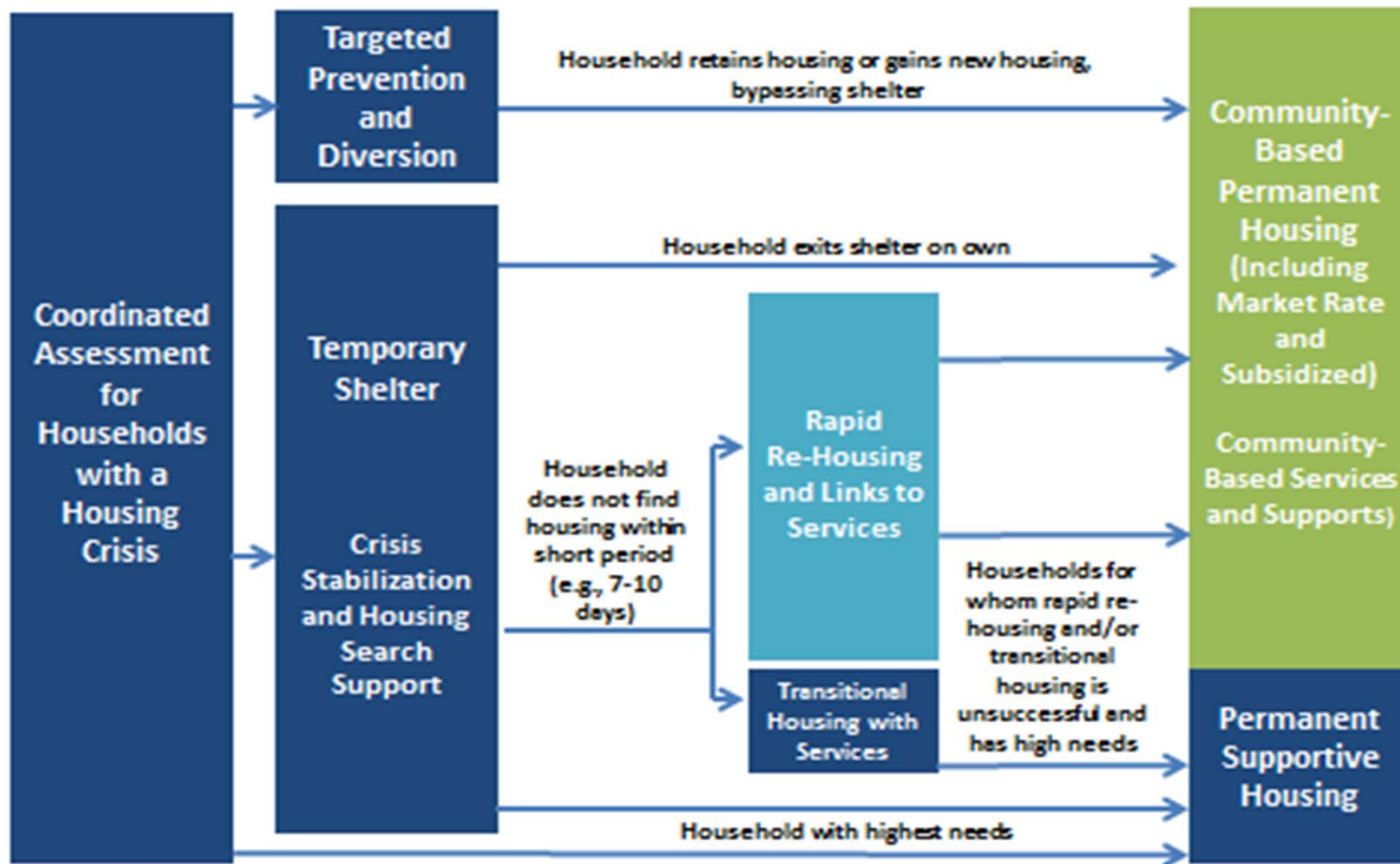
What do we know about families who do become homeless?

- Mostly single parents
- Parents are often young (many under age 25)
- African-American families over-represented
 - (3x gen pop./2x pop. living in poverty)
- Half of children in shelter age 5 or under
 - Risk of homelessness is higher the younger the child
- Families are very poor with thin social networks
- Children are at the far end of a “continuum of risk”
- About 20% of parents have a disability

Changing Homeless Services/Policy

- Diversion vs. Prevention
- Increasing Reliance on Rapid Re-Housing
- Downsizing & Reallocating TH Resources/Strategic Re-use of Transitional Housing Resources
- Permanent Supportive Housing/Other Permanent Housing Resources Strictly Targeted to Maximize Impact

USICH Family Crisis System Framework



Core Components of Rapid Re-Housing

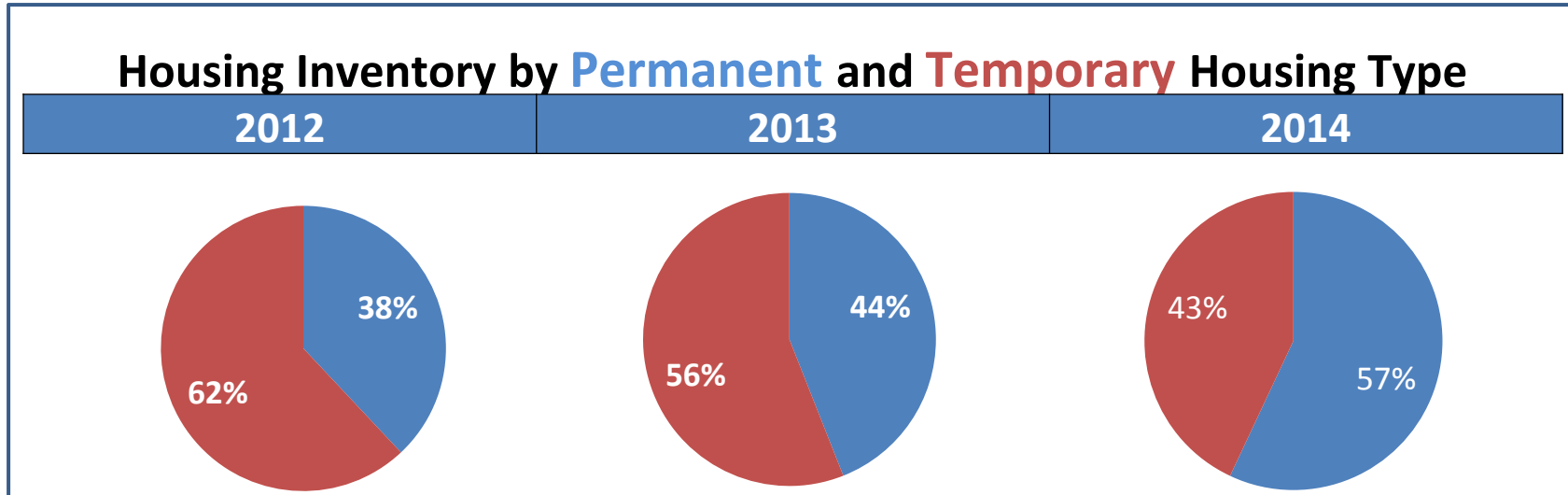
Housing Identification

Rent and Move-In Assistance (Financial)

Rapid Re-housing Case Management and Services

2014 Snapshot (Spokane)

Housing Inventory by **Permanent** and **Temporary** Housing Type



Point In Time Total Households with Children

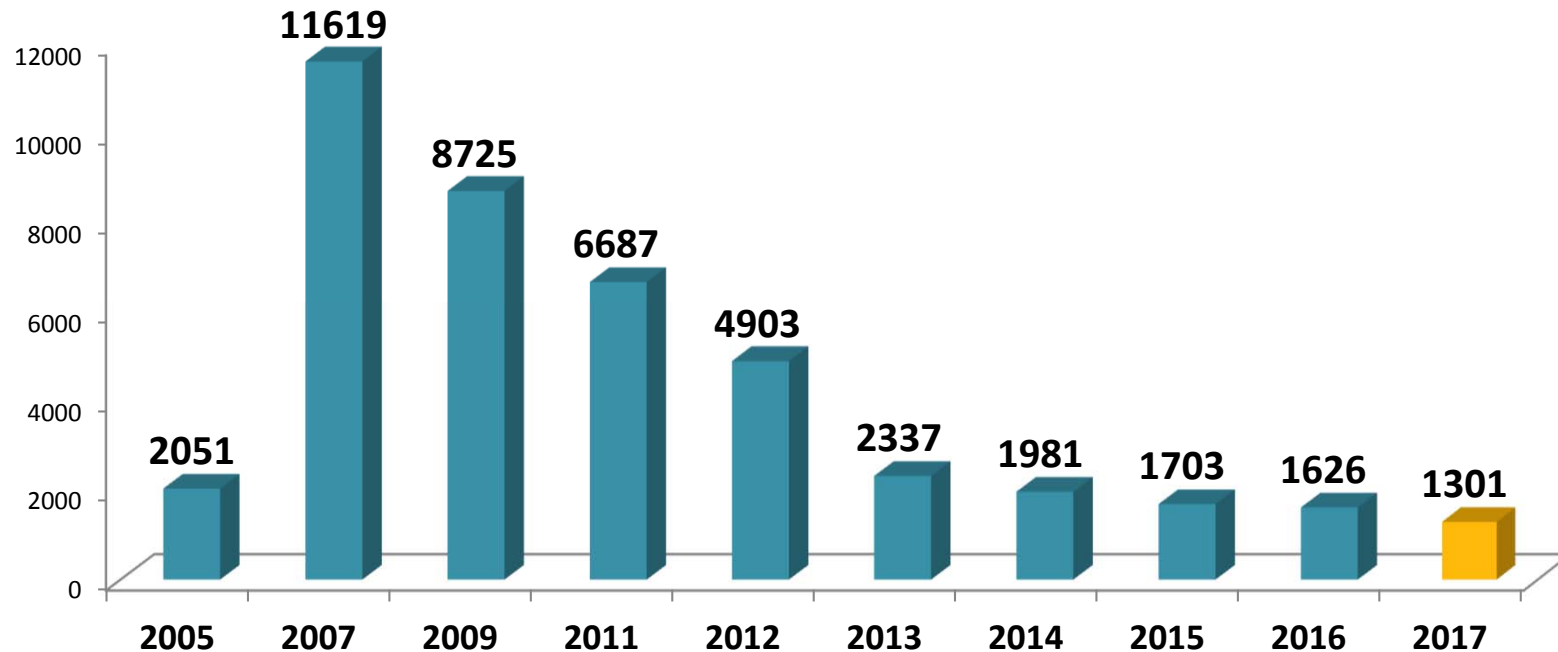
2011	2012	2013	2014	2015
275	170	152	146	121

Total Households Served in Temporary Housing

2012	2013	2014
631	908	1175

New Orleans-Jefferson Parish 2017 Homeless Point-in-Time Count

Annual Counts of Homeless People in
Orleans and Jefferson Parish



Homelessness is down:

- 20 percent since 2016
- 89 percent since 2007



Coordinated Intake and RRH..... (Cuyahoga)

1. **ASSESSMENT:** Can the family be **diverted**? If not, fill out HMIS data points, Housing Barrier Form as a **DESCRIPTIVE** tool, not a **PRESCRIPTIVE** tool.

2. Families → Shelter

* All families referred for RRH within 7 days

* RRH provider assigns a Housing Locator within 3 days of referral

* Goal is to find housing within **30 days**; inspect housing and move out ... **45 days**

3. RRH: Security Deposit & 4 Months rent; RRH Case Management (ESG Funded)

* Bi weekly CM meetings to track stability; assess need for ongoing assistance or alternative housing plan

4. Additional subsidy – 8 months rent; more intensive CM (CoC funded)

* Biweekly meetings to track stability; assess need for PH, PSH, other options...

5. PH, PSH - Targeted resources for highest barrier families.



System Improvements

- Broad use of RRH – screen “in” not “out”
- Time constraints/urgency necessary component
- RRH CM focused on developing/leveraging other supports
- Modify for younger adults - individualized
- Preserve LT resources where they are most critical – use of progressive engagement

Coordinating Responses

- Housing Support Program RRH w/Homeless Service System
 - What is each best able to deliver?
 - Thoughtful targeting of resources
 - Working toward same end goal?
 - Identification of neediest households?
- Leverage Other Agency Supports

Make Human Services More Accessible to Homeless Families

- Facilitate homeless families' access to appropriate supports and services your agency provides:
 - *Philadelphia* coordinated entry assesses children's developmental needs/IDEA;
 - *Cincinnati* monitored HMIS, lifted impending sanctions for families entering homeless programs
 - *Los Angeles* outstations TANF/early childhood workers at homeless programs; set-aside subsidized employment slots
 - *IN, MA* dedicated/prioritized child care slots

Coordinate Casework to Achieve Common Goal

- Washington, DC
 - *Multi-system case coordination*
- Washington State
 - *100 days Challenge; Ending Family Homelessness*
- Coordinate Employment Plan and RRH
 - *Salt Lake City; Mercer NJ*

Child Welfare Strategies/Models

- How does poor housing impact your CW agency performance? Explore tools to resolve.
- Comprehensive and strategic plan is necessary to improve overall performance and outcomes – need a system, not a program.

Child Welfare Strategies/Models

- Adopt Housing First principles
 - Assess/provide housing resources early
 - Target richest resources where need is acute
- Expand Other Housing Options
 - Flexible Financial Assistance
 - Housing Search Assistance
 - RRH, TH, or permanent rental vouchers

Promising Models – Support Early Childhood Development

- Improve shelter environments
 - *Connecticut, NC*
- Universal child development screenings
 - *Philadelphia*
- Dedicate MIECHV slots for homeless children in
 - *Washington State*
- Evaluate/redesign MIECHV for homeless families
 - *Ounce of Prevention, Chicago*
- Out-station child development “connector” – help support rapid re-housing

Identifying and Addressing Housing Needs

- Monitor client's housing needs across systems
 - QRAFT/Questions, “VA” Screener
- Develop internal capacity to meet housing needs of clients.

Support Youth and Young Families

- Minor youth in need of support
- Innovative approaches to allow us to go to scale:
 - Host Homes, RRH for youth, Family Intervention
- Coordinate extended foster care with homeless service systems
- Multi-generational responses – supporting young mothers with young children

Homeless Service Intersections

- TANF
- Child Welfare
- Early child development/child care
- Public school system
- Workforce development
- Health/behavioral health
- Domestic violence
- Community Action Agencies
- Housing/affordable housing services

Questions?

Sharon McDonald

National Alliance to End Homelessness

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California – The Golden State

- **Population - 39 million**
 - **12% of nation's population**
 - **22% of the nation's homeless population**
- **Fair Market rent in California is \$1,608 for 2 bedroom**
- **4 of the highest rent cities in the nation are in California**
- **21.2% of California children live below the FPL**



Housing in Social Services

- **CDSS is involved in housing because:**
 - Stable housing is critical to self-sufficiency and child well-being
 - Housing Agencies and Social Service Agencies have clients in common
 - We want to ensure we are providing services using a family-centered approach

Housing in Social Services

- **CDSS oversees three main housing programs:**
 - CalWORKs Housing Support Program
 - Bringing Families Home Program
 - Housing and Disability Advocacy Program
- **Funds are competitively awarded to County Welfare Departments**
- **CDSS works to ensure programs collaborate with the local Homeless Continuum of Care and are consistent with Housing First core components**

Housing First Overview

- **“Housing First” means individuals or families are housed without pre-conditions**
 - Housing is not offered as a reward
 - Housing not taken away as a punishment
- **State law (W&I Code Section 8255) requires Housing First for all state funded housing programs**
- **CDSS programs must be Housing First, consistent with W&I Code Section 8255, by January 1, 2018**

CalWORKs Housing Support Program

- **HSP is a rapid rehousing program that was established in 2014 to assist homeless CalWORKs families**
 - 49 counties currently participating
 - \$47 million allocated in FY 2017-18
- **CDSS allocates funds on a competitive basis annually**
- **Over 8,000 families have been housed, to date**
- **Provides temporary shelter, moving costs, short to medium term rental subsidies and wraparound case management to foster housing retention**

Bringing Families Home

- **Assists homeless families in the child welfare system to better support family reunification and family maintenance**
- **Program provides housing supports along with intense case management**
- **Goals are to:**
 - Reduce the number of families in the child welfare system experiencing homelessness
 - Increase family reunification
 - Prevent foster care placement
- **\$10 million for 3 year pilot program; requires 100% county match**
- **Allocations were released in May 2017 to 12 counties**
- **Expected to house over 1,000 families statewide**

Housing and Disability Advocacy

- **Assists chronically homeless individuals with disabilities to apply for disability income benefits**
- **Required program components:**
 - Case management
 - Outreach and advocacy throughout the benefits application process
 - Housing supports (interim, RRH and PSH)
- **Application and allocation process currently underway – application deadline October 31, 2017**

Housing and Disability Advocacy

- **Disability Benefits Advocacy for:**
 - SSI/SSP
 - CAPI
 - SSDI
 - Veterans Assistance Benefits
- **\$43 million available over three years and requires 100% county match**

Promising Practices

- 1. Partner with established housing providers**
- 2. Integrate program into the greater homeless system**
- 3. Leverage and braid funding**
- 4. Allow flexibility in program design and encourage innovative ideas to ensure the program meets the community's needs**
- 5. Use data to evaluate performance and success**

Promising Practices

1. Partner with established housing providers

- Saves time and money because you are not recreating processes that already exist!
- Maximizes the use of funding within the community
 - For example, share a housing locator between one or more agencies
 - Not competing for the same landlords or units and makes it less confusing to outsiders
 - Opportunity to streamline the referral process and eligibility factors, where possible

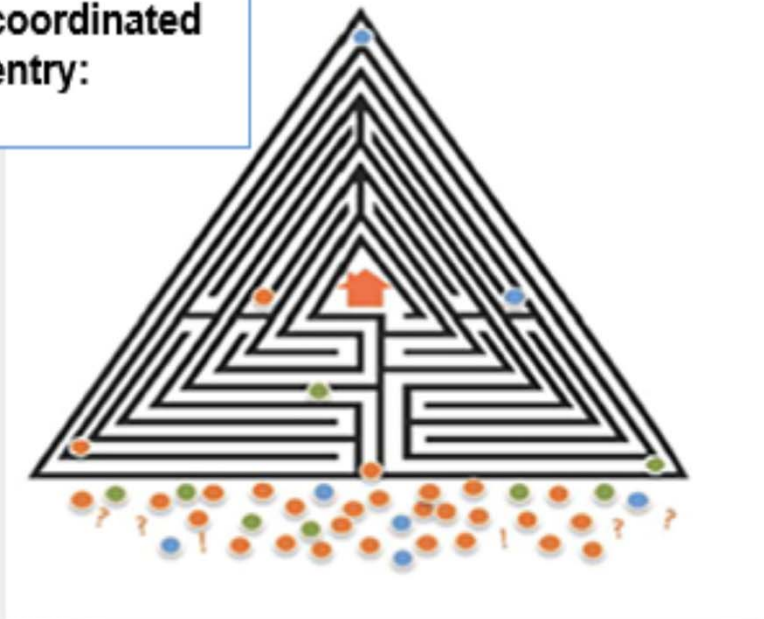
Promising Practices

2. Integrate program into the greater homeless system

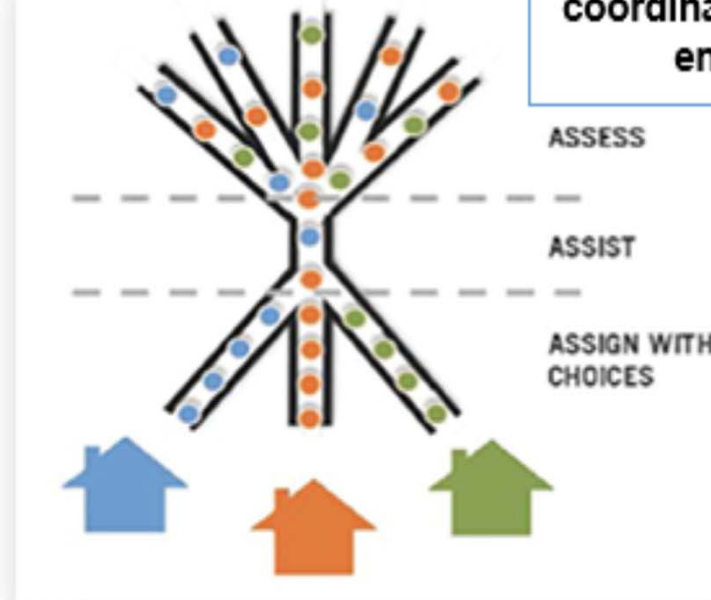
- HUD requires Coordinated Entry by January 2018
- Programs that co-locate staff have reported great success and supports a family centered case management approach
- Helps to best prioritize individuals and families – especially important when there is not enough funding to serve every person in need
- Better access to other programs when one program in particular is not able to serve a person

Coordinated Entry

Before coordinated entry:



With coordinated entry:



Promising Practices

3. Leverage and braid funding

- Use other funding streams to bridge gaps where possible
- For example, the CalWORKs Homeless Assistance Program can cover temporary shelter benefits for 16 days;
- There is tremendous flexibility in some programs while others may have more prescribed eligibility factors – understanding what is available and how the funds can be used can help stretch the services for a given family

Promising Practices

4. Allow flexibility in program design and encourage innovative ideas to ensure the program meets the community's needs

- Identifying where there are service gaps in the community can help inform program design, when flexibility is an option
- For example, some communities have designed their HSP to target child-only cases because these families aren't able to access other housing assistance benefits within the community

Promising Practices

More on innovative ideas...

- Landlord incentives, for example, double security deposits, various risk mitigation options, sign up bonuses
- Local recognition of the landlord by community leaders
- Think creatively - who are your community's landlords?
- Finders Fees – client cash bonus for locating a unit
- Partnering with community organizations to make it feel like home

Promising Practices

5. Use data to evaluate performance and success

- Coordinating data through HMIS or other systems can help tell the WHOLE story
- Data can be used to clearly demonstrate program success
- Can also be used to identify program gaps or areas for improvement
- Can help maximize the use of limited funds throughout the community, not just one program

Questions?

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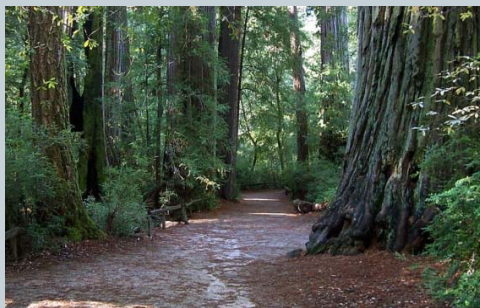
CDSS Housing Inbox

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Addressing Homelessness Through Collaboration



**JESSICA SCHEINER
COUNTY OF SANTA CRUZ
HUMAN SERVICES DEPARTMENT**



Building on a History of Public-Private Collaboration



- **Human Services Department (HSD) – ongoing, active participant in the Continuum of Care (CoC)**
- **Collaboration comes in all shapes and sizes -**
 - All In Landlord Partnership
 - ✦ Landlord Incentive Program
 - Permanent Supportive Housing
 - Coordinated Entry
 - Youth Homelessness Demonstration Project
 - HMIS

CalWORKS Housing Support Program (CW HSP)



- **Built on public-private collaboration**
 - Originally 3 partnering CBOs
 - ✦ Agencies had an existing SSVF partnership
 - ✦ Complimentary roles and characteristics
 - North County, South County, housing location, fiscal responsibility, case management...
 - Now 2 CBOs
 - ✦ Sometimes things just aren't a good fit
 - ✦ Doesn't mean the end to other partnerships
 - HSD –
 - ✦ Plays extensive and intensive role

CW HSP Collaboration – The good, the bad, and the really good!



- **We are -**
 - Slow, expensive, and regulatory
 - A workplace where people tend to stay
 - The GOVERNMENT
- **CBOs –**
 - Tend to be quicker and more cost effective and nimble
 - Have a different relationship with persons experiencing homelessness
 - Fewer long-term employees
 - Have experience in administering homeless services programs
 - Are NOT the GOVERNMENT

CW HSP Collaboration – The good, the bad, and the really good (contd.)!



- We all –
 - ✦ Bring different resources to the table
 - ✦ Have different expertise and focus areas
- Collaboration takes work!



CW HSP – Defining Our Role



- **Considerations -**
 - Level of priority and attention
 - Investment in program structure
 - Involvement of County specific programs, resources, and staff (ex. CalWorks, child welfare social workers)
 - Added value to more intensive participation
 - Resources
 - Nature of relationships

Homeless Services Center

- **Homeless Services Center partners with individuals and families to create pathways out of their homelessness into permanent housing.**
- **We hold firmly to a vision that homelessness in Santa Cruz County should be rare, brief, and non-recurring.**



Homeless Services Center

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- **Three main program areas designed to complement each other and to result in permanent housing for the people it serves.**
- **Our programs include**
 - **Transitional Shelters**
 - **Permanent Housing Programs**
 - **Income and Employment support**



Partnerships with Santa Cruz County

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- **CalWORKs Housing Assistance Move-In Program**
- **Bringing Families Home**
- **CalFresh Employment and Training**
- **Recuperative Care Program**
- **Mail program**
- **Permanent Supportive Housing**
- **Rebele Family Shelter**



Collaboration

- **Communication**
- **Understanding**
- **Shared Goals**
- **Shared Responsibility**





**KEEP
CALM
AND
COLLABORATE**