

National Alliance to End Homelessness Conference

New Orleans, LA

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By: Corin Tubridy, West CAP

Workshop 1: Planning & Funding a Youth Homelessness System

Presenters:

Mikkel Beckman

Office to End Homelessness, *Minneapolis, MN*

Megan Gibbard

King County Department of Housing & Community Development,
Seattle, WA

Todd Shenk

HUD, *Washington, D.C.*

<http://www.endhomelessness.org/library/entry/1.3-planning-and-funding-a-youth-homelessness-system>

Key Points

- The planning process **MUST** involve youth & young adults
- Partner agencies must have a common definition of “ending youth & young adult homelessness”
- Your coalition needs diversity – non-profit, for profit, education, YOUTH, etc.
- Begin with how you will measure your progress
- Expect to live in ambiguity
- Expect to change course

HEARTH Implications

- USICH Homeless Youth Intervention Model

http://usich.gov/resources/uploads/asset_library/USICH_Youth_Framework_FINAL_02_13_131.pdf

- CoCs should be able to identify & describe the needs of homeless youth & the current programs
 - Need to engage youth providers in the CoC!
- Development of standards
 - Integrate standards into coordinated assessment, intake, & assessment procedures

HEARTH Implications

- Standards should be:
 - Specific & detailed
 - Reflect the subpopulations within the CoC
 - Reflect the resources available
 - Reflect local & national targeting priorities
- Review standards regularly:
 - Get provider feedback
 - Get client feedback
 - Evaluate effectiveness & appropriateness of services

Workshop 2: Implementing Rapid Re-Housing: What You Need to Know

Presenters:

Gwen McQueeney

Northern Virginia Family Services, Manassas, VA

Sharron Moore-Edwards

Community Alliance for the Homeless, Inc., Memphis, TN

Marjorie Wherley

Abt Associates, Inc., Minneapolis, MN

<http://www.endhomelessness.org/library/entry/2.2-implementing-rapid-re-housing-what-you-need-to-know>

Abt Associates

- Providing RRH in Minneapolis for 17 years
- 95% of clients do not return to homelessness
- Resulted in reduced shelter nights, which leads to –
 - Increased bed availability
 - Decreased motel voucher need
- Average cost per exit: \$4,111.00
 - Compared to THP cost per exit: \$22,214.00
- Why are they successful?
 - Housing First
 - Maslow's Hierarchy of Needs
 - Crisis/Stress Biology

Abt Associates - Suggestions

- Need to create a large landlord network
- Offer services to the landlord as well as tenants
- Logistical barriers
 - No transportation to look at apartments
 - No child care (bringing kids to appointment with landlord)
- The best Case Manager is **not** holistic
 - Focus on housing stability

Abt Associates

- **Level One:** Usually move out of shelter without help
- **Level Two:** Moderate barriers **95 - 99%**
- **Level Three:** Moderate to moderately severe barriers
 - Evictions, DV, Mental Illness, Substance Use Disorder, Low Income, Poor Credit
- **Level Four:** Chronic Homeless **88 - 92%**
- **Level Five:** Critical felonies, 4+ evictions, DV with abuser still in the household, active substance use, active mental illness symptoms **84 - 97%**

Abt Associates

- Don't assume the household will fail!
 - The majority will succeed
- We suffer from case bias
 - We only have experience working with people who are poor and homeless and/or return to homelessness

Northern Virginia Family Services

RRH in a Rural Community

- Menassas, VA Fair Market Values:
 - 1 BR - \$1328
 - 2 BR - \$1506
 - 3 BR - \$1943
- Retooled their system to RRH model (Shelter-based)
 - Central Intake
 - Housing Barrier Assessment
 - Housing Locator Services
 - Shelter CM & Community CM
 - Evaluate Process

NVFS - Suggestions

- Discharge/Aftercare starts the first day after the client arrives
- Progressive engagement
- Barriers and Strengths assessed
- Focus on housing stability
 - Case Manager can't fix/address all barriers

NVFS - Suggestions

- Engaging Landlords
 - Develop a landlord database
 - Landlord appreciation breakfasts
 - “Basics of Renting” classes for tenants
 - Be clear about the tenant’s barriers with the landlord
 - Ensure that both the landlord & tenant
 - Understand the lease
 - Know how to get support if problems arise

NVFS - Suggestions

- Creative Housing
 - Search outside of the immediate area
 - Relocation with the employer
 - Shared housing
 - Rooms for rent
 - Caregiver arrangements
 - Mutual agreements between the parties
 - Must ensure there are leases to protect everyone

Community Alliance for the Homeless, Inc.

Engaging the Faith Community in RRH

- Engaging congregations to provide financial support of one family
- \$2,000/year (\$1,500 for rent, \$500 for supportive services)
- Identify a lead contact
- Identify 2 – 6 members to serve as mentors
- Mentor Relationships
 - Low barrier households
 - Screening to identify appropriate congregations

Retooling Transitional Housing

Presenters:

Jackie Edwards

Catholic Charities, Trenton, NJ

Will Evans

Community Connections of Jacksonville, Jacksonville, FL

Kimberly Tucker

St. Joseph's Villa, Richmond, VA

<http://www.endhomelessness.org/library/entry/3.4-retooling-transitional-housing-steps-for-implementing-changes-to-your-p>

Mercer County, NJ

- **The Big Question:** How much does each exit cost us?
 - Because there isn't more money coming
- You will need a good assessment phase
 - Work with the local CoC to determine what your system needs
 - Emergency beds? PSH? RRH?
- You aren't getting the wrong clients. You have the wrong program.
- Do not change under duress
 - You must be passionate about the change

St. Joseph's Villa

- Families weren't "working the program"
 - In reality: The program was trying to fit families into **their solution**
- Communication is key
 - You have to start changing people's mindset
 - Why is RRH better?

St. Joseph's Villa

- Housing Specialists & Employment Specialists
- Weekly staff meetings
 - Discuss financial projections
- What about landlord & utility debt?
 - Pay off the utility debt
 - Work out a payment plan with the landlord
- Follow-up is essential
 - Helps household stay connected to services

St. Joseph's Villa

- Average cost per household: \$5,500
 - Including all overhead
- 97% of households are still housed 3 years later!
- 91% of households in Petersburg are still housed 3 years later
 - High poverty
 - Level Four households
- RRH isn't 100% effective – but no program is
 - It is just as, or more successful than other programs for less money

Jacksonville, FL

- This isn't about managing people, it's about ending homelessness
- Changing the Paradigm
 - For the Board, the staff, the participants, supporters
 - People don't need 2 years, often not even 1 year
- Changed their TH building into a secure shelter/TH for DV survivors

Leveraging Successful Landlord Relationships

Presenters:

Emily Grossman

Catholic Community Services, Everett, WA

Gwen McQueeney

Northern Virginia Family Services, Oakton, VA

<http://www.endhomelessness.org/library/entry/4.7-leveraging-successful-landlord-relationships>

Leveraging Successful Landlord Relationships

- Where do you find landlords?
 - MLS listings
 - Ask your Facebook followers for landlord names
 - Ask your current tenants for landlord names
 - Ask your current landlords for referrals to other landlords

Leveraging Successful Landlord Relationships

- Lunch and Learn
- Landlord appreciation lunch
- Emergency fund for repairs
- Free weatherization for all units with utilities included in the rent
- Volunteer crews that can help clean up the property
- Landlord certifications
- Note of appreciation from program staff &/or tenant
- Free listing of rental units
- Nominate landlord for community award
- Positive press attention

Northern Virginia Family Services

- What's in it for the landlord?
 - Basics of Renting workshops
 - Case Manager
 - Guidance with lease preparation
 - Conflict guidance/mediation
 - Semi-annual landlord breakfast
- Shared housing options
 - Prevention clients (eviction &/or foreclosure)
 - ADRC
 - Immigrant housing community
 - Craigslist
 - Food pantry and EA (to find opportunities)
 - Traditional & social media
 - Church bulletins

Northern Virginia Family Services

- Shared Housing
 - Everyone has own lease with the landlord
 - This has to be negotiated
 - Help negotiate mutual agreements between roommates
 - If one household leaves, the remaining household pays their share, RRH fills the gap until another household can move in

Catholic Community Services

- Progressive engagement
 - Start with client find a unit on own
 - Add supports up to attending appointments with client
- Provides up to one year of assistance
 - Ranging from security deposit only to full year
 - Depends on each household's situation

Catholic Community Services

- Find out what the landlord is afraid of & address those concerns
- Review a tenant screening with client & discuss what a landlord will see
- Coach clients to address issues diplomatically
 - Take responsibility, show you've learned
- Emphasize the work the client has done since the discrepancy
 - Counseling, education, employment
- Emphasize the work the client plans to do
- Letters of community support
 - Providers, teachers

Catholic Community Services

- Shorter lease terms are positive
 - Tenant can move on if it doesn't work
- Don't relocate clients unless absolutely necessary
- Help create peaceful transitions

Catholic Community Services

- Paying 30% of AGI to housing expenses is not realistic
- Households need enough income to cover housing
- Teach debt prioritization skills

Promoting Housing Stability for Newly Re-Housed Families & Youth: Case Management & Financial Assistance

Presenters:

Kris Billhardt

Volunteers of America, Portland, OR

Deanne Pearn

First Place for Youth, Oakland, CA

Melanie Zamora

The Road Home, Salt Lake City, UT

<http://www.endhomelessness.org/library/entry/5.6-promoting-housing-stability-for-newly-re-housed-families-and-youth-case>

Promoting Housing Stability for Newly Re-Housed Families & Youth

- Progressive Engagement
 - Everyone gets a little assistance up front
 - Add supports if the household is shaky
- Assumption is that every family will be successful with 4-5 months of assistance
- Assess the household for every program up front
- Graduation is not a celebration for the families
 - They are struggling, things are hard

Promoting Housing Stability for Newly Re-Housed Families & Youth

RRH and Domestic Violence Survivors

- Challenges to Stabilization:
 - Trauma Impact
 - Ongoing legal issues
 - Custody, deportation
 - Isolation from social supports
 - Stalking
 - Sabotaged employment history
 - Criminal record
 - Substance use
 - Bad credit
 - Inexperience handling money

Promoting Housing Stability for Newly Re-Housed Families & Youth

RRH and Domestic Violence Survivors

- **Critical Elements:**
 - Safety considerations
 - Know federal & state laws
 - Trauma-informed service
 - Confidentiality
 - Examine all aspects of your program for potential breaches
- **Home Free's outcomes: 90% retain permanent housing**
 - It may not be the same unit

Taking Your Rapid Re-Housing Program to the Next Level

Presenters:

Beth Fetzer-Rice

The Salvation Army in Central Ohio, Columbus, OH

Keely McCave

First Avenues, San Francisco, CA

<http://www.endhomelessness.org/library/entry/6.1-taking-your-rapid-re-housing-program-to-the-next-level>

First Avenues

- 50% of income to rent is okay
- 70% of income to rent is “risky”
 - Goal is for the household to be making double their rent
 - What is their earning potential?
- If someone’s tenancy goes sour, try to make sure the next tenant is “low risk”
- Success measured by follow-up at 6, 12, 24 months
 - Stably housed?
 - Returned to homelessness?
 - Have the skills to respond to a housing crisis?

The Salvation Army of Central Ohio

RRH for Transitional Age Youth (18-22 years old)

- Serves urban, suburban, and rural areas
- No shelters in the suburban/rural areas
 - Use motel vouchers
- Challenges:
 - More expensive than families
 - School enrollment challenges
 - Roommates vs. Singles
 - Roller coaster of success & failure

The Salvation Army of Central Ohio

- Case Management case load: 1:8-10
- Had to ramp up work with landlords
- Provide life skills training at home visits
 - Casey Life Skills Program
- The minimum wage issue:
 - Crunch the numbers & have a hard conversation about what that means re: housing costs
- If people are waiting for SSI/SSDI, figure out how long we can subsidize