

Core Components of a Homeless Response Crisis System

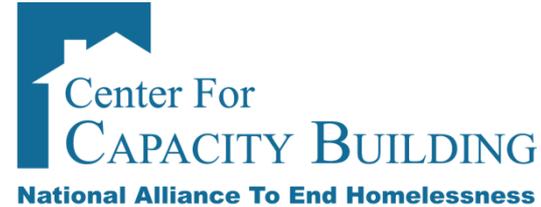
10 28, 2022

HIAC Meeting



INTRODUCTION





The National Alliance to End Homelessness is the leading national voice on the issue of homelessness. The Alliance analyzes policy and develops pragmatic, effective policy solutions. The Alliance works collaboratively with the public, private, and nonprofit sectors to build state and local capacity, leading to stronger programs and policies that help communities achieve their goal of ending homelessness.

The National Alliance to End Homelessness identifies and evaluates hundreds of policy and program strategies and their impact on homelessness. The Alliance's Center for Capacity Building helps communities replicate and customize the best of those strategies. The Center focuses on strategies that are cost effective, data driven, and can be implemented at a scale that can significantly reduce homelessness.

RECAP: ELEMENTS OF AN EFFECTIVE HOMELESS RESPONSE SYSTEM



Goal of a Homeless Response System that is Effective, Efficient, and Equitable:

House people as quickly as possible

Divert people from imminent homelessness whenever possible



Homeless Response System that is Effective, Efficient, and Equitable Increase System Flow

System Flow:

An efficient and coordinated process that moves people from homelessness to housing as quickly as possible



Housing First

HOUSING FIRST IS NOT	HOUSING FIRST IS
Just one type of program (not just PSH)	A system-wide philosophical approach to many types of homeless assistance interventions
One-size fits all	A philosophy that values flexibility, individualized supports, client choice, and autonomy
Housing only	Supportive services that people choose for themselves are a critical part of a Housing First approach
Setting people up for failure	The provision of a foundation of stability and health through permanent housing
A way to prioritize one population over another	A way to provide a housing intervention for everyone regardless of the severity of their needs

Role of Homelessness

Prevention

What is it?

- Assistance for persons most likely to become homeless when losing housing based on local community data indicating vulnerability to entering the homeless system

Diversion

What is it?

- An intervention designed to immediately address the needs of someone who has just **lost their housing and become homeless**.
- A **client-driven approach** to help a household find safe alternative housing immediately, rather than shelter or unsheltered homelessness.
- An intervention **intended to ensure**:
 - The homeless experience is as brief as possible
 - To prevent unsheltered homelessness, and
 - To avert stays in shelter

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Role of Street Outreach

What is it?

- Systemic, coordinated, and rapid identification and engagement of unsheltered persons to connect them to appropriate crisis services and permanent housing
- Is connected to Coordinated Entry and has real time information on available shelter, transitional housing, and permanent housing beds
- Measure SO effectiveness of ending homelessness: - 70:20:10
 - 70% of time spent with document ready people getting them into housing
 - 20% of time spent with people who have consented to participate in getting housed, but need assistance to be document ready
 - 10% of time spent on finding new people



Q&A





Emergency/Crisis Housing & Crisis Services



Role of Emergency Shelter

What is it?

- Provides low-barrier and immediate access to crisis housing
- All interactions are focused on rapidly exiting households to permanent housing solutions by connecting them to housing support programs and services

Role of Emergency Shelter

What are the goals of shelter?

To provide temporary shelter

- Hostel-like environment (check-in and check out every day)
- Meets basic needs
 - Shower/bathroom
 - Laundry
 - Mail
- Self-directed resource/information and referral
- Light services

OR

To end homelessness

- Resolve housing crises permanently
- Facilitate self-resolution
- Re-house people quickly
- Reduce unsheltered homelessness
- Create better system flow
- Connect people to coordinated entry
- Connect people to housing search and other resources to help stabilize them once housed



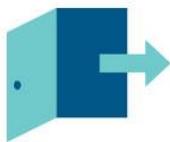
HOUSING FIRST APPROACH



SAFE & APPROPRIATE DIVERSION



IMMEDIATE & LOW-BARRIER ACCESS



HOUSING-FOCUSED, RAPID EXIT SERVICES



DATA TO MEASURE PERFORMANCE

THE FIVE KEYS TO EFFECTIVE EMERGENCY SHELTER



HOUSING FIRST APPROACH

A person's eligibility or level of care, who practices with a Housing First approach so that anyone experiencing homelessness can access shelter without preconditions, make permanent voluntary and crisis, 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, case management, case-finding, 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 eligibility and income requirements and other policies that make it difficult to enter shelter or access housing and income opportunities.



HOUSING-FOCUSED, RAPID EXIT SERVICES

Focus services in shelter on ensuring people to access permanent housing options as quickly as possible.



DATA TO MEASURE PERFORMANCE

Track on data on percentage of exits to housing, average length of stay in shelter, and returns to homelessness to evaluate the effectiveness of the shelter and improve outcomes.

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Role of Emergency Shelter

What role does it play in improving system outcomes?

- Ensures immediate access to a safe and decent place to stay for households experiencing homelessness
- Provides housing support or connections to rapid re-housing and other housing resources for quick exits to housing
- Impacts performance of the homeless system:
 - Average length of homelessness
 - Exits to permanent housing
 - Returns to homelessness

Role of Transitional Housing

In limited amounts...

What is it?

- Provides low-barrier, longer-term, and more intensive residential services for specialized populations with high housing barriers based on client choice and self-determined goals
- Should serve as short-term crisis housing

Role of Transitional Housing

What impact does it have on system outcomes?

- Transitional housing extends length of time people spend homeless at a higher cost than other interventions.
- Should only be used in limited instances for people who need an intensive and service-rich TH stay
- Best practice transitional housing should maintain a Housing First/Low Barrier approach to services and housing connections and serve those with the highest housing barriers

Q&A



What's Next

- Writing the needs and recommendations report
- Finalizing presentation date
- Monthly HIAC updates/discussion
- Other